Balogun Bassey
Community Interest Company

Balogun Bassey CIC - Lone Working Policy

1. Policy Statement

1.1. Where the conditions of service delivery or its associated tasks require staff to work alone, both the individual staff member and their Line Manager/or another director have a duty to assess and reduce the risks which lone working presents.
1.2. This policy should be read in conjunction with the Health & Safety and Safeguarding policies including, where relevant, those of partnership organisations such as the local Probation Area policies.

2. Purpose

This policy is designed to alert staff to the risks presented by lone working, to identify the responsibilities each person has in this situation, and to describe procedures which will minimise such risks. It is not intended to raise anxiety unnecessarily, but to give staff a framework for managing potentially risky situations.

3. Scope

3.1. This policy applies to all staff who may be working alone, at any time, in any of the situations described in the definition below.
3.2. Volunteers would not normally be expected to work alone and so should be outside the scope of this policy.

4. Context

Some staff work outside office hours and/or alone due to flexible working patterns and/or to undertake their job role (i.e. tutors). **Balogun Bassey CIC** principles for supporting lone workers include:
4.1. A commitment to supporting staff and managers both in establishing

and maintaining safe working practices
4.2. Recognising and reducing risk
4.3. A commitment to the provision of appropriate support for staff
4.4. A clear understanding of responsibilities
4.5. The priority placed on the safety of the individual over property
4.6. A commitment to providing appropriate training for staff
4.7. Equipment such as mobile phones will be made available as appropriate.

5. Definition

Within this document, 'lone working' refers to situations where staff in the course of their duties work alone or are physically isolated from colleagues and without access to immediate assistance. This last situation may also arise where there are other staff in the building, but the nature of the building itself may essentially create isolated areas.

6. Mandatory Building Procedures

6.1. Security of buildings

Line Managers and their employees must ensure that:
6.1.1. All appropriate steps are taken to control access to the building, and that emergency exits are accessible
6.1.2. Alarm systems are tested regularly – both fire and intruder
6.1.3. When working alone, they are familiar with exits and alarms.
6.1.4. There is access to a telephone and a first aid kit
6.1.5. If there is any indication that the building has been broken into, they call for assistance before entering
6.1.6. External doors are locked to avoid unwanted visitors if working alone

6.2. Working alone at another building/location

Line Managers and their employees must ensure that:
6.2.1. All appropriate steps are taken to control access to the building/room, and that emergency exits are accessible
6.2.2. They are familiar with the fire and, if applicable, intruder alarm procedure and know the location of both exits and alarms
6.2.3. When making a booking at a venue, there will be somebody else present in the building (i.e. Building Manager or Caretaker) and that person can be contacted in the event of an emergency.
6.2.4. There is access to a telephone and a first aid kit.
6.2.5. If there is any indication that the building has been broken into, they call for assistance before entering
6.2.6. Staff are familiar with the no-smoking rules and procedures
6.2.7. Whenever possible, they park in a well-lit and busy area
6.2.8. Ensure sign-in and sign-out procedures are followed

7. Personal Safety

7.1. Staff should avoid working alone if not necessary, and where possibl,e the final two people should leave together
7.2. Staff must not assume that having a mobile phone and a back-up plan is a sufficient safeguard in itself. The first priority is to plan for a reduction of risk.
7.3. Staff should take all reasonable precautions to ensure their own safety, as they would in any other circumstances.
7.4. Before working alone, an assessment of the risks involved should be made in conjunction with the Line Manager
7.5. Where required, staff must ensure that they sign in and out of building registers.
7.6. Staff must inform their Line Manager or other identified person when they will be working alone, giving accurate details of their location and following an agreed plan to inform that person when the task is completed. This includes occasions when a staff member expects to go home following an external commitment rather than returning to their base.
7.7. Staff such as tutors, who work to a pre-planned programme of sessions, must inform their Line Manager if they deviate from the programme.
7.8. If a member of staff does not report in as expected, an agreed plan should be put into operation, initially to check on the situation and then to respond as appropriate using emergency contact information if necessary.
7.9. Arrangements for contacts and response should be tailored to the needs and nature of the team. Issues to take into account include:
7.10. Staffing levels and availability – developing links with a residential establishment may be the best out-of-hours solution
7.11. The identified risks
7.12. Measures are in place to reduce those risks

8. Assessment of Risk

8.1. In drawing up and recording an assessment of risk, the following issues should be considered, as appropriate to the circumstances:
8.2. The environment – location, security, access.
8.3. The context – nature of the task, any special circumstances.
8.4. The individuals concerned – indicators of potential or actual risk.
8.5. History – any previous incidents in similar situations.
8.6. Any other special circumstances.

8.7. All available information should be taken into account and checked or updated as necessary. Where there is any reasonable doubt about the safety of a lone worker in a given situation, consideration should be given to sending a second worker or making other arrangements to complete the task.

9. Planning

9.1. Staff safety should be considered when choosing locations for courses, etc.
9.2. Staff should be fully briefed in relation to risk as well as the task itself.
9.3. Communication, checking-in, and fallback arrangements must be in place. Staff should ensure someone is always aware of their movements and expected return time.
9.4. The Line Manager is responsible for agreeing and facilitating these arrangements, which should be tailored to the operating conditions affecting the staff member.

10. Staff Working at Home

10.1. Staff working from their own homes should take every reasonable precaution to ensure that their address and telephone number remain confidential.
10.2. Staff working from home should be in regular contact with their Line Manager or other designated person if working at home for extended periods.
10.3. Managers should be particularly aware of the importance of such arrangements for staff who live alone.
10.4. Staff working from home should be aware that even ex-directory and mobile numbers will show up on Caller Display and can be retrieved on 1471. To prevent the person you call from accessing your number, dial 141 before their number or check the instructions for your mobile phone.

11. Staff Working for local Probation Service

Staff working with local Probation Service, or other partners, should ensure that they are familiar with and comply with the appropriate Health & Safety guidance for the site that they are visiting.

12. Practice Guidance – Personal Safety

'Reasonable precautions' might include:
12.1. Checking directions for the destination
12.2. Ensuring your car, if used, is roadworthy and has breakdown cover
12.3. Ensuring someone knows where you are and when you are expected home
12.4. Avoiding, where possible, poorly lit or deserted areas
12.5. Taking care when entering or leaving empty buildings, especially at night
12.6. Ensuring that items such as laptops or mobile phones are carried discreetly

For more information, see the Suzy Lamplugh Trust website here.

13. Monitoring and Review

Any member of staff with a concern regarding lone working issues should

ensure that it is discussed with their manager or with the whole team, as appropriate.

14. Personal Safety

14.1. There are a number of things you can do to avoid trouble in the first place. The organisation has a responsibility as an employer to ensure the health, safety, and welfare of staff, but employees also have a duty to take reasonable care of themselves.

14.2. This is not about raising anxiety levels but about recognising potential dangers and taking positive steps to reduce risk, for yourself and for service users in your care.

15. Policy Review and Approval

This policy has been approved by the Board of Directors and undergoes an annual review.

Last Review Date: 1 March 2026

Signed by:

Samiat Balogun
Director

Amy Meite
Director