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Registered Charity No. 1152188

Employment

43. Lone Working Policy.

It is the employer's duty to assess risks to lone workers and take steps to avoid or control risks where necessary. Employees have responsibilities to take reasonable care of themselves and other people affected by their work and to co-operate with other employees in meeting their legal obligations.

Who are Lone Workers?

Lone workers are those who work by themselves without close or direct supervision e.g.

- People who work in fixed establishments where:
 - Only one person works on the premises.
 - People work separately from others.
 - People work outside normal working hours e.g. cleaners.
- Mobile workers working away from their fixed base
 - Care staff including co-ordinators/managers.

Risk Assessment for Lone Workers

Risk assessments should identify foreseeable events. It is important to talk to employees, as a valuable source of information and advice and to ensure all relevant hazards have been identified and appropriate controls chosen. Consultation with employees on Health and Safety is a legal requirement anyway.

Control measures may include instruction, training, supervision, protective equipment etc. Employers should check control measures are used e.g. parking safety, carrying panic alarms, using door chains/security systems.

When the risk assessment shows it is not possible for the work to be done safely by a lone worker, arrangements for providing help/back up must be put in place.

Safe Working Arrangements

Precautions should take account of normal work and foreseeable emergencies, e.g. fire, equipment failure, illness and accidents. Employers should ask questions such as:

- Does the workplace present a special risk to the lone worker?
- Is there a safe way in and out for one person?
- Can all the work be safely handled by one person?
- Is there a risk of violence?
- Are women especially at risk?
- Are young workers especially at risk?
- Is the person medically fit and suitable to work alone?
- What training is required to ensure competency in safety?

- How will the person be supervised?

Training

Training is particularly important where there is limited supervision to control, guide and help in situations of uncertainty. Lone Workers need to be sufficiently experienced and to understand the risks and precautions fully. Employers should ensure employees are competent to deal with circumstances which are new, unusual or beyond the scope of training e.g. when to stop work and seek advice from a line manager and how to handle aggression.

Emergency procedures should be established and employees trained in them.

Safety Procedures

Supervision helps to ensure employees understand the risks associated with their work and that necessary safety precautions are taken. Although it may not be possible to provide constant supervision within Sunbeams it is still the employer's responsibility to ensure Health and Safety at work. Supervision can take the form of occasional spot checks, combined with discussions on Health and Safety issues in Staff Meetings or individual supervision. Employees new to a job, undergoing training, may need to be supervised at all times. The level of supervision required is a management decision based on the risk assessment and depending on their experience and qualifications. It should not be left to individuals to decide whether they require assistance.

Regular contact between the lone worker and supervision by telephone will help to ensure that individual's safety is monitored.

Checks by phone that a lone worker has returned home on completion of a task, particularly late at night, will similarly help to ensure the monitoring of safety. This may not be necessary if the lone worker does not live alone. An out of hour's emergency contact number should be available in case a lone worker has an emergency or does not return home.

This policy was adopted on 20th April 2015

Policy updated August 2025

Date to be reviewed April 2027

Signed on behalf of the management committee

Name of Signatory Susan Carr

Role of Signatory CEO

Reviewed By	Date
Sue Carr	24/04/2024
Sue Carr	18/08/2025
Sue Carr	28/04/2026