

## BATTLE SCARS CIO LONE WORKER POLICY

<b>Policy information</b>	
<b>Organisation</b>	Battle Scars
<b>Scope of policy</b>	Applies to all staff – permanent, contract, temporary, consultants or working in the organisation for a short time.
<b>Policy operational date (original)</b>	04/01/21
<b>Policy prepared by</b>	Jenny Groves – CEO
<b>Date approved by Board</b>	04/01/21
<b>Reviewed</b>	-
<b>Amended</b>	No
<b>Policy review date</b>	04/01/23 Every 2 years
<b>Distributing</b>	This policy will be available on the Battle Scars website and staff shared drive. It will be a requirement for all trustees and staff to read the policy after appointment or after its review. A summary of all relevant policies will be included in the volunteer handbook with clear signposting to the full text. Volunteers will be kept up to date with any changes that might affect their role.
<b>Introduction</b>	
<b>Purpose and aims of this policy</b>	This policy's aim is to: <ul style="list-style-type: none"> <li>• Fulfil legal and other obligations by ensuring the safety of staff</li> <li>• Prevent the risks to staff from accidents, fire and violence</li> <li>• Protect staff from all forms of violence whenever possible and provide after-care should staff be subjected to violence.</li> </ul> Whilst incidents of violence or risks of violence may be rare, employees may at times be at risk. It is the responsibility of Battle Scars as an employer and of all our employees to ensure that risks are minimised.
<b>Definition</b>	A lone worker is someone who works in isolation from their <u>colleagues</u> without close or direct supervision. For example, staff working alone in the premises, working out of hours or working from home. By violence at work we mean any incident in which a person is abused, assaulted or threatened in circumstances relating to their work. That includes any behaviour which has damaging or hurtful effects, physically or emotionally on people.
<b>Policy implementation</b>	
<b>Lone workers and violence</b>	Please refer to the Battle Scars Personal Safety and Boundaries policy
<b>Responsibility</b>	<ul style="list-style-type: none"> <li>• It's the CEO's responsibility to:</li> </ul>

	<ul style="list-style-type: none"> <li>○ ensure risks and hazards are identified when working in Battle Scars premises but this task can be delegated to a suitably trained or experienced employee or trustee.</li> <li>○ ensure that employees receive appropriate and adequate lone worker induction training before they start work (risks, how to stay safe, specific procedures, who to inform, who to contact, locking/unlocking premises)</li> <li>○ include lone working in employees' supervision if that employee spends time working alone</li> <li>○ assess potential risks of violence and aggression, make suitable arrangements and ensure control measures are in place to reduce risk to the lowest level practicable</li> <li>○ ensure that the emergency response procedures are understood, being practiced as appropriate and appropriate records are being kept (e.g. accident book)</li> <li>○ ensure all incidents are investigated, factors contributing to the incident are identified and any recommendations are implemented to minimise further incidents</li> <li>○ ensure that safe systems of work are devised and adhered to</li> <li>● It's every individual's responsibility to: <ul style="list-style-type: none"> <li>○ take reasonable care of their own safety and that of others who could be affected by what they do or don't do</li> <li>○ co-operate with the charity to make sure those safe systems of work and relevant control measures are implemented</li> <li>○ report any incidents using the procedures available to them</li> <li>○ draw to the CEO's attention any foreseeable hazards associated with their work and any amendments to procedures or safe systems of work which may become necessary from time to time</li> <li>○ self-assess any potential risks</li> </ul> </li> <li>● Lone working is not allowed when in non-Battle Scars premises (e.g. group venues).</li> </ul>
<p><b>Safe systems of work</b></p>	<p>Safe systems of work are dynamic systems, they are constantly monitored to identify weakness and improve methods of controlling the risk.</p> <p>Even though we aim to reduce the need for lone working, we are also fully aware that cannot always be avoided. Safe work practices are implemented in line with the findings of a general risk assessment, to avoid or minimise the possibility of incidents. Such systems of work include:</p> <ul style="list-style-type: none"> <li>● ensuring the lone worker has informed colleagues and/or family that they're working alone and the work location</li> <li>● the lone worker checks in and out with a colleague and/or family member. If the checking in and out is overdue by more than an hour the colleague/family member must contact the lone worker by phone</li> </ul>

	<ul style="list-style-type: none"> <li>the lone worker's work requires them to work alone in the building and they have the CEO's approval (or in the case of the CEO, the Board's approval)</li> <li>full risk assessments have been carried out</li> <li>the lone worker knows who to contact in case of an emergency and has access to a charged phone or landline</li> <li>they have access to a first aid kit</li> <li>they know where the accident book is</li> <li>they know who to contact to report a violent incident but must ring the police first if required</li> </ul> <p><i>Also see the Battle Scars Health and Safety and Personal Safety policies.</i></p>
<b>Evaluation review</b>	<p>The effectiveness of this policy will be assessed by:</p> <ul style="list-style-type: none"> <li>keeping records of any incidents, attacks, assaults or injuries</li> <li>keeping records of the number of working days lost as a consequence of incidents at work</li> <li>monitoring levels of fear of violence at work amongst staff.</li> </ul>
<b>Policy review</b>	
<b>Responsibility</b>	It is the responsibility of the CEO to review this policy unless the task has been delegated to an appropriate volunteer or employee before the policy review date.
<b>Procedure</b>	All employees can have input in this policy's review via their supervision.
<b>Timing</b>	The review must be completed within a month of the review date.