

**NORTHDALE HORTICULTURE**

**POLICIES AND PROCEDURES**

**LONE WORKING**

# Policy Statement

Northdale Horticulture places great importance on the safety of their Staff, Volunteers and Service Users and therefore aims to minimise all risks, wherever possible, through assessment and prevention.

### Procedure

This procedure describes the way in which the safety of those working for Northdale Horticulture, in whatever capacity, can be enhanced both on and off the premises.

This policy addresses the issues of Northdale Horticulture needing to:

* Keep a record of who is on or off site at any time
* Contact a member of Staff, Volunteer or Service User urgently
* Know where a member of Staff, Volunteer or Service User is and who is with them.

It should be noted that reference to ‘on-site’ refers to the Northdale Horticulture site on the Yafforth Road, Northallerton and Able site at 3 Bailey Court, Colburn ‘off-site’ to any property or location outside of or away from that specific area.

### General Guidance for onsite activities

* In the normal course of their duty’s employees will not be asked to support an individual in a lone working situation.
* Staff and Volunteers will however be asked to support individuals within a work group situation and may often be asked to support someone on a one-to-one basis. The distinction between these two scenarios is that supporting an individual on a one-to-one basis can be done within a group situation or within sight of the group.
* Staff and Volunteers are asked to ensure that they do not put themselves in a vulnerable position by working in isolation with an individual Service User at any time.
* If at any time a member of Staff or Volunteer should be asked to support an individual in a one-to-one situation, and it is proposed that this is done in isolation it is the duty of the member of Staff or Volunteer to:
  + Point out the vulnerability of the situation
  + Refer, if necessary, the matter to the Service Manager or Client Services Manager
  + Request an alternative working arrangement with either, the individual and Staff member/Volunteer joining a larger working group or, if the behaviour of the individual is found to be challenging, for the one-to-one support to at least be within eye and ear shot of another working group/member of Staff.

### There is safety to be found in numbers and any allegation or incident, false or otherwise would have the benefit of having additional witnesses to the event. If a potentially dangerous situation were to occur the member of Staff or Volunteer could also seek some assistance from other Service Users or if on site at Northdale Horticulture or Able, ask them to get help from another member of Staff or Volunteer.

### Working Off-Site on Day Centre Activities

When working off-sitethe same general guidance applies and members of Staff and Volunteers should, always, ensure that they are working with the whole group and avoid lone working situations. Staff working off-site should ensure that they have their own fully charged mobile phone with them or request use of a Charity owned mobile phone.

**Off-Site Guidance for Day centre clients**

Members of Staff working off-site should ensure that:

* A mobile phone is carried and switched on. (Remember that if driving or otherwise involved in a more vital activity then you should not answer the phone, but you should return the call at the earliest safe opportunity)
* The phone has Northdale Horticulture’s or the Able site number programmed into the memory and that they know how to access that number*.* If working outside of office hours, please ensure you have an emergency contact number for a manager.
* If this is the first time, they have worked with any Service User that they check in with either of the Managers to identify any special considerations for that Service User
* Staff at Northdale site notify the office either in person or via WhatsApp if leaving site
* Able Staff will notify staff at the Able site in person if leaving site
* A record is kept in the Northdale office or by Able staff of service users who are offsite where they are going and when they are expected to return.
* One or more Service Users working with them are aware of what to do if they are incapacitated for any reason.

### Working Off-Site on Leisure Activities

When working off-site *on a Breathing Space trip* the same general guidance applies and members of Staff and Volunteers should, always, ensure that they are working with the whole group and avoid lone working situations if possible. In addition to this guidance Northdale Horticulture supplied mobile phone must always be carried and it is the responsibility of the member of Staff who is off-site to ensure that the phone is fully charged and in working order.

We regard all our Gig Buddies volunteers as lone workers due to the nature of their role. Appropriate training and risk assessment will be provided.

**Off-Site Guidance for Leisure activities**

Members of Staff and volunteers working off-site should ensure that:

* The Group leader carries an iPhone supplied by Northdale which is linked to an account held by the Let’s Go Out Co-ordinator’s, this phone is always switched on. The Let’s Go Out co-ordinator can track this phone if required. (Remember that if driving or otherwise involved in a more vital activity then you should not answer the phone, but you should return the call at the earliest safe opportunity.)
* The staff member or volunteer knows the Northdale emergency /” In Touch” person’s phone number – this will be provided on risk assessment paperwork
* Staff or volunteers must familiarise themselves with the client’s needs before the trip begins – this information is on the risk assessment paperwork
* Staff or volunteers must familiarise themselves with the risk assessment for the venue
* Emergency contact details for the client must be always carried
* As far as possible remain in a public place with other people within sight or hearing range

### Shop

To ensure employee safety the following guidance should be observed in the event of a shop related incident:

* A personal attack alarm has been situated in the shop; it is fixed on the wall to the right of the till. This should be used if the person in the shop feels threatened.
* If possible, members of Staff are encouraged to remove themselves from potentially dangerous situation.
* Members of Staff are encouraged to passively comply with a Raiders request who may wish to have access to the till or the safe and must never put themselves at risk to protect the property of Northdale Horticulture.

**Risk Assessment**

A Lone Working Risk Assessment will be completed in accordance with the Risk Assessment Policy and Procedure. The Assessment should be read in conjunction with this policy.

**Training Requirements**

All Trustees, members of Staff and Volunteers will be briefed on this policy as part of their Induction.

**Related Policies and Procedures**

Code of Conduct

Health & Safety

Risk Assessment