



## Lone Working Procedure

### Statement

Harry's Rainbow recognises that there may be occasions when staff may have to work alone without close or direct supervision, this may be at the Harry's Rainbow office, or visiting domestic and commercial premises. The potential risks to staff and volunteers working in this way have been identified as;

- Meeting with families who are under great emotional stress
- A potential for violence and aggression
- An accident or incident occurring within the Harry's Rainbow office while working alone
- A potential for a staff member to fall ill whilst meeting with a family or other visitors
- Inability to contact staff member should their plans change
- Inability to contact staff in the event of an emergency
- Inability for staff member to contact Harry's Rainbow in the event of an emergency

The purpose of this Lone Working Policy is to:

- comply with both the law and good practice
- protect staff who may be working alone
- protect the organisation from the consequences of a breach of its responsibilities

Whilst members of staff meet families, and potential volunteers, in the Harry's Rainbow offices, or in a public place, it's important to understand the Lone Working Policy and the **Buddy procedure**. Ideally you would always conduct meetings with somebody else present in the office, however there may be rare occasions when you are alone during meetings, in the office or in a public space, with external parties at which point you must refer to the buddy procedure within this policy and displayed in the office.

Whilst Harry's Rainbow risk assessments have considered potential risks of conducting meetings alone, the responsibility is on the staff member to ensure their own safety by understanding/ and complying with the policy.

Owner: Odette Mould	Approval Date: 14/04/2025
Approved by:	Next Review Date: 14/04/2026



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It is essential for **all staff** to keep calendars and appointments up to date, so all have an awareness of meetings, out of office working and absences.

*Any incidents of violence and aggression to staff or volunteers should be reported to the Board and recorded and investigated within 1 month of the report date. Harry's Rainbow may take action against those individuals who are found responsible.*

### Contact details

Odette Mould CEO 07817 388817

Office number 01908 061676

Police 999

Capital Space reception – during working hours 01908 698700

Capital Space security – out of hours 01908 698771

To be read in conjunction with connected policies & procedures:

**Health & Safety**

**Data Protection Policy**

**Lone working & Buddy Procedure**

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