



Lone Working Policy

At a glance

This policy sets out Harry's Rainbow's principles and procedures for lone working.

Who this policy applies to

This policy applies to all Harry's Rainbow employees, volunteers, and Board members.

Policy status

This policy is owned by the Board of Trustees and the CEO. It is non-contractual and may be updated or amended by the Board and CEO at any time. Colleagues are responsible for keeping themselves informed of any changes to this policy.

Harry's Rainbow is committed to equal opportunity in employment, volunteering, service use, and engagement with stakeholders.

Statement

Harry's Rainbow recognises that staff may occasionally need to work alone without close or direct supervision. This may include working in the Harry's Rainbow office or visiting domestic or commercial premises. The potential risks for staff and volunteers working alone include:

- Meeting families who may be experiencing significant emotional distress
- Potential violence or aggression
- An accident or incident occurring while working alone in the Harry's Rainbow office
- A staff member becoming unwell while meeting with a family or other visitors
- Being unable to contact a staff member if their plans change
- Being unable to contact staff in an emergency
- A staff member being unable to contact Harry's Rainbow in an emergency

The purpose of this Lone Working Policy is to:

- Comply with legal requirements and good practice
- Protect staff who may be working alone
- Protect the organisation from the consequences of failing to meet its responsibilities

Owner: Odette Mould	Approval Date: 16/07/2026
Approved by: CEO	Next Review Date: 16/07/2027



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When staff meet families or potential volunteers in the Harry's Rainbow offices or in a public place, they must understand and follow this Lone Working Policy and the **Buddy Procedure**. Wherever possible, meetings should take place with another person present in the office. However, on rare occasions, a staff member may be alone during a meeting with external parties, either in the office or in a public space. In these circumstances, the staff member must follow the Buddy Procedure included in this policy and displayed in the office.

Harry's Rainbow risk assessments consider the potential risks associated with conducting meetings alone. Staff are responsible for supporting their own safety by understanding and complying with this policy.

All staff must keep their calendars and appointments up to date so that colleagues have visibility of meetings, out-of-office working, and absences.

Any incidents of violence or aggression towards staff or volunteers must be reported to the Board, recorded, and investigated within one month of the report date. Harry's Rainbow may take action against any individuals found to be 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 related policies and procedures:

Health & Safety

Data Protection Policy

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Lone working & Buddy Procedure

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