

## Lone Working Policy

Date	Review Date	Chairman	Trustee responsible for Health & Safety	Centre Manager
01.08.18	01.08.19	Neil Jones	Reeve Martin	Sally Mills

The following are important telephone numbers that must be kept up to date:

Contacts	Home	Mobile
Chairman of Trustees Neil Jones		
Trustee responsible for Health & Safety Reeve Martin		
Centre Manager Sally Mills	01483 813846	

The purpose of this document is to communicate the risks presented by lone working, to identify the responsibilities each person has in the situation and to outline procedures to minimise such risks

### 1. Policy Statement

The Therapy Garden is committed to assessing and reducing the risks involved when lone working is required. Employees have a responsibility to also assess and reduce risks when working alone.

This policy applies to all staff and volunteers who may be working alone, at any time, in any part of the building, gardening or driving duties.

### 2. What is Lone Working?

A lone worker is an employee who performs an activity that is carried out in isolation from other workers without close or direct supervision. Staff may be exposed to risk because there is no-one to assist them and so a risk assessment may be required.

### 3. Lone Working Principles

The main principles of lone working for The Therapy Garden and for individuals are as follows -

- Recognising and reducing risk at all times
- Commitment to the provision of appropriate support for staff as required
- A clear understanding of responsibilities
- Understanding that priority is placed on the safety of the individual rather than property
- A commitment to providing appropriate training for staff
- Provision of required equipment to work safely

### 3. Personal Safety

Employees have a responsibility to take care of their personal safety whilst working alone and should follow the below procedure -

- Take all reasonable precautions to ensure their own safety
- Assess risks involved with lone working
- Employees must use the sign in book to sign in and out when entering the building
- Have a working mobile phone with the Centre Manager and Garden Manager's contact telephone

#### 4. Weekend Watering

Volunteers and staff should be aware that entry for watering duties on the weekends is not monitored by The Therapy Garden. Therefore individuals should follow this procedure -

- Take all reasonable precautions to ensure their own safety
- Assess risks involved with lone working
- Ensure someone is aware that you are undertaking watering duties and know the location of the garden
- Carry a mobile phone whilst in the garden which in can be used in case of an emergency
- Ensure the Centre Manager (Sally Mills) and Garden Manager's (Kira Hardy) mobile numbers are easily accessible to call
- Please refrain from undertaking any job you don't feel comfortable doing or think it is unsafe

#### 5. Driving

Driving clients to and from their homes will sometimes be undertaken alone and should be taken seriously.

Chaperones are always provided for Green School students but are not usually required for adult clients. The Therapy Garden will provide a chaperone for all new adult clients until an assessment can be made and then will inform volunteer drivers if a chaperone is required for future journeys. If an adult client has been assessed as not requiring a chaperone but a volunteer driver still would prefer to be accompanied by a chaperone, they are asked to discuss this with the driving rota co-ordinator (usually the Marketing & Admin Assistant) and/or the Centre Manager.

Before your journey:

- Familiarise yourself with the addresses, phone numbers and client information – this can be found in the vehicle.
- If The Therapy Garden have assessed the client and not feel a chaperone is necessary but you would still prefer to be accompanied, you may ask for a chaperone to join you on the journey.
- A mobile phone is provided – please ensure it is charged sufficiently before leaving the centre
- If you feel the weather conditions are unsuitable for driving please raise your concern with the Centre Manager

The Therapy Garden will never ask you to drive a client you feel uncomfortable with – please do not be afraid to talk to the Centre Manager if you are at all concerned.

We will inform you of a client's medical history if we feel it may be appropriate.

Please report any incidents on arrival back to the centre to the Centre Manager.

There is an accident report book in the vehicle, which contains emergency contact details and accident forms to be completed. Please familiarise yourself with these documents in case you need them.

#### 4. Linked Policies

- Health & Safety
- Volunteer Policy
- Volunteer Driver Policy
- Safe Use of Machinery Policy

## 5. Raising Awareness of this Policy

The Therapy Garden will raise awareness of this policy via:

- The Therapy Garden policy folder located in the Centre Manager's office containing all the charity's policies. Clients and third parties can request a copy of the policy if required. Staff and volunteers are to be informed when policies are updated.
- During staff and volunteer induction
- Through emails to staff and volunteers when policies are updated
- The Therapy Garden policies are also available to view on the charity's website

## 6. Policy Reviews

Any questions regarding the policy should be directed to the Centre Manager. The policy may be amended at any time.

The policy should be reviewed in the light of any trends or new legal changes and at least once every two years.

This policy was adopted on 01 August 2018 by:

Chair of Trustees Neil Jones		Date:	
Trustee Responsible for H&S Reeve Martin		Date:	
Centre Manager Sally Mills		Date:	