



# Venue and Lone Worker Policy

## General Statement of Intent

The Health and Safety at Work Act 1974 requires Forest Read Easy Deal (FRED) to provide a safe environment, safe equipment and safe working systems for all its staff and volunteers and others who may work on its premises (NOTE: at the time of making this Policy, FRED does not have its own premises). These requirements are applicable to all FRED working situations. Particular attention must be paid to situations where FRED personnel and volunteers are working alone, outside normal working hours, or in venues which are isolated, perilous or inherently dangerous.

Working alone can produce hazards or enhance them (e.g. lack of assistance if needed, first aid cover, emergency situations arising, potential for violent attack, potential for accusations of inappropriate conduct etc. There may be times when staff or volunteers work by themselves. Such lone workings may occur in particular in the evening or at weekends or outside normal working hours. FRED personnel and volunteers should be aware of their surroundings at all times and assess any possible or potential risks and report them as soon as possible to FRED Management Team (MT) members. Co-operation by the FRED personnel and volunteers is essential. Furthermore, in the event that FRED personnel or volunteers identify possible or potential risks, they should appraise themselves of escape routes, should escape become necessary.

## Policy Statement

FRED acknowledges the potential increased risk and possible risks to the health and safety of lone working staff and volunteers. Wherever possible, working staff or volunteers should plan to avoid lone working with a vulnerable adult and, if possible, should ensure all one-to-one contact is in an environment where other staff or volunteers are present or within sight or earshot.

Suitable assessments of the risks or potential risks involved at working premises will be undertaken to identify risks or possible risks to the lone worker and measures will be introduced to eliminate or minimise those risks wherever practicable. FRED personnel and volunteers will be provided with appropriate information, instruction and training in order to eliminate or minimise risks or potential risks when working alone or remote from other colleagues, other persons and/or outside normal working hours.

This policy aims to ensure that FRED personnel and volunteers can work as safely as is reasonably practicable. This policy and the way in which it is operated will be reviewed on a 3-yearly basis.

## Responsibilities

Overall and final responsibility for health and safety in the FRED organisation rests with the FRED Management Team (MT). It is however the responsibility of all FRED personnel and volunteers to bring to the attention of the MT any deficiencies, whether overt or perceived, in the safety arrangements.

The FRED MT, with the help and oversight of the Coach Co-ordinator, is responsible for this policy being carried out and for ensuring the preparation, implementation and review of risk assessments and safe working practices.

### Assessing the risk

All risk assessments will involve:

- Identifying what the risk or potential risk is
- Assessing the likelihood of a problems arising
- Making changes, as necessary to exclude or minimise risks or potential risks
- Being aware of the likely consequences if problems were to arise

FRED personnel and volunteers must take responsibility for all aspects of their own safety when engaging in lone working, paying particular attention to:

- Assessing whether lone working is appropriate (specifically whether the learner is particularly vulnerable and/or whether the coach has cause for concern, even if intermittent).
- The location of the workplace (remote/isolated).
- Any inherent risks in connection with the workplace.
- Any problems of communication (including places where mobile 'phones do not work).
- The possibility of intruders gaining access to the workplace.
- The provision of emergency egress (locked doors, fire exits etc).

### Control Measures

The Coach Co-ordinator is responsible for:

- Keeping records of coach/learner pairs and venues. Additionally, inasmuch as is possible, for knowing the days and times when pairs meet.
- Arranging coaching sessions in situations where other people are around, inasmuch as is practicably possible.
- Ensuring coaches take all possible care for themselves and their learner. This may include leaving the door ajar whilst being aware of client confidentiality.

The Coach Co-ordinator and Trainer are responsible for:

- Ensuring no coach transports a learner in their own vehicle **without** the permission of the Coach Co-ordinator.

- Reminding coaches to ensure their vehicle is fit for purpose, routes are planned and basic principles of personal safety are adhered to, should the need arise for the coach to transport a learner in their own vehicle.
- Ensuring that the coach has suitable insurance for any vehicle used to transport a learner.
- Ensuring coaches have the means and knowledge to contact work colleagues, family or other appropriate person at any time, should the need arise.
- Ensuring coaches maintain a professional relationship with the learner/learners, learning venue personnel, FRED personnel/contacts.
- Ensure the reporting of any incident/accident, however trivial they may seem, as soon as possible after the event, as others may be affected by a failure to report.
- Ensuring no appointment is made in a private house or in a contact's place of work outside working hours, **without** the Coach Co-ordinator's permission. This eventuality is to be noted in the next report by the Coach Co-ordinator to the MT.
- Ensuring all coaching sessions or other meetings are arranged to take place in a public place.
- Ensuring all coaches know that valuables and portable equipment must be kept out of sight to discourage casual visitors and/or intruders.
- Ensuring that all incidents/accidents are centrally logged.
- Ensuring when coaches are working alone in a public place, a "Closed" sign is prominently displayed, the door is locked and the fire door and emergency exits (if any) are located and are easily accessible.

**Be open to suggestions about how personal safety may be improved and remember**

**NEVER ASSUME YOU ARE NOT AT RISK**

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