



# Lone Working Policy and Procedure

## Revision History

Date	Details	Author	Review due
Feb 2010	New policy	Vicky Wyer	Feb 2013
Aug 2012	Policy revised	Vicky Wyer	April 2014
April 2014	Reviewed	Vicky Wyer	April 2017
April 2017	Reviewed	Vicky Wyer	April 2020
July 2022	Reviewed	Vicky Wyer	July 2025

## 1 Policy statement

1.1 Triangle Community Garden (TCG) has a legal duty to ensure that lone workers (paid or unpaid) are able to keep themselves healthy and safe, under the Health and Safety at Work etc. Act 1974 and the Management of Health and Safety at Work Regulations 1999. Employees have responsibilities to take reasonable care of themselves and other people affected by their work activities and to co-operate with their employers in meeting their legal obligations.

1.2 The purpose of this policy is to enable individuals working alone for TCG to do so in safety. Lone workers are defined by the HSE as 'those who are required to work on their own for significant periods of time without close or direct supervision'. They may be paid or unpaid.

1.3 Working alone can carry a number of risks for both the lone worker and those affected by their work. It is important that those risks are properly assessed in consultation with those affected, and that measures are put in place to control or avoid those risks.

## 2 Triangle Community Garden is responsible for:

Ensuring that there are arrangements in place for identifying, evaluating and managing risk associated with lone working ie risk assessments, to be reviewed annually by the Project Manager.

- Providing resources for putting this policy into practice
- Ensuring arrangements are in place for monitoring incidents linked to lone working
- Reviewing the effectiveness of this policy regularly.

## 3 Identified risks of working alone:

- physical and / or verbal abuse;
- threatening presence / being followed;
- accident resulting in some form of short term incapacity (e.g. bang on the head and unconscious on site);
- An accident while travelling on official business, or disruption of journey resulting in a later time of arrival / return.

These risks are likely to occur in one or more of the following circumstances:

- Arriving early for work (i.e. before other members of staff present);
- Sole worker on site (i.e. where there is no other member of staff, volunteer or support worker);
- Working late on site (i.e. after other members of staff have left);
- Travelling /attending activities off site including travelling to and from community locations eg Music School, Church House;
- Sole worker at community locations.

## 4 Procedure

4.1 **Do not work alone on high-risk activities.** Work situations where lone working is considered **unacceptable**, and where at least two people must be involved, include (this list is not exhaustive):

- Use of a ladder or wood chipper
  - Confronting a person who is likely to be aggressive or violent
  - Controlled burning (not bonfires)
  - Working without a radio or mobile phone
  - Any other activity that a risk assessment dictates requires 2 people
- Avoid working alone in unsecured locations eg those that cannot be locked – this includes the Triangle Garden.
  - When working alone in secure locations eg Ransom's Pavilion or the allotment, lock yourself in for safety.
  - Avoid working alone without a charged mobile phone with sufficient credit. Check for signal strength beforehand if possible.

4.2 If you have to work alone, please give a nominated member of the organisation (or 'contact point') your mobile contact details and the time you expect to be finished/in safe surroundings. It is then your responsibility to call in when finished/safe or if your arrangements have changed. Please use the alarm settings on your mobile phone to

ensure you remember to check in on time. If you do not call in at the prearranged time the following procedure will be followed:

If no contact has been received 15 minutes after the due time:

- Contact point tries to phone individual on mobile to confirm situation
- Contact point tries to phone destination to confirm situation
- Contact point tries to phone last known contact point to confirm situation
- Contact point tries to phone partner contact (if agreed by individuals) in case contact made

If these arrangements fail then emergency services should be alerted.

- 4.3 Ensure you always use the correct personal protective equipment and carry a first aid kit.
- 4.4 If working alone with adults at risk, always ensure that the risks are properly assessed beforehand and that adequate data has been obtained from care workers as to any potential behavioural or safety issues.

## 5 Publication

- This policy will be available at Ransom's Pavilion and on the Triangle Garden website: [www.trianglegarden.org](http://www.trianglegarden.org). It is available on request in hard copy – please email [liz@trianglegarden.org](mailto:liz@trianglegarden.org) or write to Triangle Community Garden, c/o Hitchin Initiative, 1A Churchyard, Hitchin SG5 1HR.
- Current and new members of staff, trustees and volunteers, will be alerted to its existence and to any revisions made.