

Dated 10th October 2023



**LONE WORKING POLICY, PROCEDURES AND PRACTICES
GUIDANCE**

POLICY STATEMENT

When the conditions of service delivery through Newbury Soup Kitchen require workers to work alone, workers have a duty to assess and reduce risks which lone working may present.

PURPOSE

This policy is designed to alert and inform workers of risks that they may experience by lone working and to learn how to identify the responsibilities each person has in that situation. This policy will describe procedures which minimise those risks.

SCOPE

This policy applies to all volunteers who may be working alone, at any time, in any capacity described in the definition below.

CONTEXT

Lone workers can face risk in any capacity when volunteering for Newbury Soup Kitchen. This policy is to inform of strict working practices, support for lone workers and recognising and reducing risks within volunteer sessions.

- A commitment to supporting our volunteers in establishing and continuing to work within safe Newbury Soup Kitchen guidelines.
- Recognising and reducing risk
- A commitment to provide appropriate support and to ensure volunteers have a clear understanding of their responsibilities.
- The priority is always placed on the safety of the individual over property at all times.
- Equipment will be made available such as personal alarm, torches, training, and support as appropriate.

DEFINITIONS

A lone worker is a volunteer who performs an activity that is carried out on behalf of Newbury Soup Kitchen in isolation from other volunteers or staff without close or direct supervision.

MANDATORY PROCEDURES WHILST VOLUNTEERING WITH NEWBURY SOUP KITCHEN

PERSONAL SAFETY

Most volunteers carry a mobile phone, but we do not have the assumption that this is enough in way of a volunteer's personal safety.

- Always plan for personal risk first
- Volunteers should always take reasonable precautions to ensure their own safety as they would in day-to-day circumstances.

- Before lone working a risk, assessment should be considered with a team leader and made with a team leader.
- Volunteers must inform their team leader of the individual they are working alone with. giving accurate location information and an agreed plan to contact the team leader when the task is completed.

This is still valid when a volunteer goes home after the task and not back directly to the team leader.

- If a volunteer does not report back to the Team leader as expected an agreed plan should be in operation, this will be to contact the volunteer and respond as appropriate to findings.
- Contact names and mobiles number of team leader will be made available to volunteers.
Response will be tailored to staffing levels

Identified risks

Measures put in place to identify those risks.

- Personal alarm is available at all Wharf sessions and training has been provided. Training through Newbury Soup Kitchen website. Password will be given to volunteers on recruitment.
- When assessing risk, the following should be considered, appropriate to circumstances and considered risks.
 1. The context – nature of the task and any special circumstances that need to be considered.
 2. The environment - location, security, and access.
 3. The Individuals concerned – indicators of potential or actual risk history.
 4. Have there been previous incidents in similar situations
 5. Any other circumstances

All available information should be considered, checked up and updated as necessary.

Where there is any reasonable doubt about the safety of a lone worker in given a situation, consideration should be given. Sending a second worker or making other arrangement to complete the task safety.

While resource implications cannot be ignored, safety must be the prime concern.

PLANNING

- Volunteers should be fully briefed in relation to risk along with the task itself.
- Communication, checking-in and fall-back arrangements must be always in place.
- The Team Leader is responsible for agreeing and facilitating these arrangements, which should be tailored to the operating conditions affecting the team.

REPORTING

- Should an incident occur, the reporting and de briefing should follow standard company guidance, which can be found in our Safeguarding Policies and Procedures.
- The identified person should debrief in the first instance.

LONE WORKER DEVICES

- It is the team leader's duty to ensure that a member of the team is issued with a lone worker device during the food sessions.
- Training is provided in our online film sourced on the Newbury Soup Kitchen Website Training Section. Password will be given to volunteers on recruitment.
- Volunteers are requested to always carry their mobile phones during lone working as necessary also.

MONITORING AND REVIEW

- The ongoing policies will be updated and reviewed annually.
- Any volunteer with a concern regarding these issues should ensure that it is discussed with the team leader or Meryl Prail founder and CEO.

