



Lockleaze Neighbourhood Trust

The Hub, Fedden Buildings, Gainsborough Square,
Lockleaze, Bristol BS7 9FB

Reg'd Charity No 1063275, Co Reg No 3372115 Tel: 0117 914 1129
e-mail: info@lockleazent.co.uk www.lockleazehub.org.uk

LONEWORKING POLICY

Introduction

This policy will set out guidelines to protect staff from the risk associated with working alone. It is designed to alert staff to the risks presented by lone working, to identify the responsibilities each person has in this situation, and to describe procedures which will minimise such risks. It applies to all staff who may be working alone, at any time.

Lone working may occur in Lockleaze Neighbourhood Trust premises, at external venues for meetings or events or whilst travelling alone on work duties. We do not expect staff to expose themselves to unnecessary risks in the course of their work duties and will support a member of staff if they choose to leave a situation in which they feel at risk.

Procedures

General rules must always be followed to minimise risk whilst lone working. These include:

- LNT having your contact mobile number
- LNT having your home number and an emergency contact
- Adding a record of your daily movements to the shared Google calendar if they are not your regular working hours

Whilst working alone in Lockleaze Neighbourhood Trust premises

- Only enter the premises if they look as you would expect them too – no signs of damage, unplanned occupancy or forced entry
- If when inside the building the contents are not as you would expect, then leave the premises and contact your line manager
- Outside of office opening hours keep the main security guard around reception closed
- If there is no one else using the premises make sure the front door is kept locked and all fire exit doors are closed
- Make sure you have a way of contacting someone (eg, your mobile or the LNT office phone) nearby at all times
- Do not open the door unless you know or have checked the identity of any visitor
- Trust your instincts and if you do not feel comfortable letting a person into the building, ask them to return at a time when you will not be alone

Whilst working alone at the premises of other organisations

- Try to arrange appointments at other organisations when you know there will be more than one other person present or try to relocate to a public place or the Hub's offices

- If you arrive at the premises of another organisation and you are not comfortable with going ahead with the appointment then leave and report it to your line manager

Whilst travelling alone during working hours

- Prepare for the journey by making sure you know where you are going and how to get there
- Log the meeting in the shared calendar so the office knows where you are
- Use common sense with your personal belongings, whether in pockets or a suitable bag
- Look confident, like you know what you are doing and where you are going
- Be alert to your surroundings at all times and do not wear headphones
- Do not take short cuts unless they are as safe as the longer route
- Try not to change plans at the last minute, or let someone know if you've had to
- Pay attention to your instincts when in unfamiliar environments

Reporting Incidents

If an incident occurs where there is a breach of your personal safety, you should complete an incident report as soon as possible. This should include the date, time, location and a description of the incident, as well as the names and contacts of any witnesses if known.

This should be given to your line manager to action, no matter how minor the incident, so that it can be prevented from happening again. It may result in a review and update of this policy.