



Empowering Young People

Lone Worker Policy

November 2020

1.0 POLICY STATEMENT

HYP will ensure, as far as is reasonably practicable, that employees who are required to work alone or unsupervised for significant periods of time are protected from risks related to this state or that the risks are adequately mitigated. Particular consideration will be given to:-

- The nature of the risks and the effectiveness of mitigation
- The remoteness or isolation of the workplace
- Problems of communication
- Violence or criminal activity from other persons
- The nature of any injury
- An anticipated 'worst case' scenario Information and Training

1.1 Information and Training

1. Staff will be given information, instruction, and supervision to enable them to recognise the hazards and appreciate the risks involved with working alone.
2. Staff are required to follow the safe working procedures devised which will include the provision of first aid, communication and emergency procedures.
3. Lone worker training to also be given by a third party if necessary.





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1.2 Summary Policy Statements

Working alone is not illegal, but it can bring additional risks to a work activity. Apart from the employees and volunteers being sure that they are capable of doing the job on their own, the three most important things to be certain of are that:

- the lone worker has full knowledge of the hazards and risks to which he or she is being exposed
- the lone worker knows what to do if something goes wrong
- someone else knows the whereabouts of a lone worker and what he or she is doing.

1.3 HYP Health and Safety Out of Hours and Home Visit Procedure Introduction

HYP has a responsibility and is committed to the health, safety and welfare of the employees and volunteers. Consequently, it has established a procedure to ensure the safety of any member of the team that is not accompanied by another professional person. As an employee or volunteer of HYP, you have a duty to comply with the out of hours procedure set out below.

Procedure If you are working with a young person out of normal working hours (Monday – Friday 8.30am – 4.30pm), or are visiting their home and are not accompanied by another professional person, you must undertake the following steps

1. Inform your line manager of the details of your appointment as listed below by either speaking to them in person (which is preferable) or leaving a message on their mobile phone.
 - Name of Young person
 - Young persons address (or other venue)
 - Telephone number
 - Time of the appointment and the anticipated finish time
2. At the end of the appointment, you must telephone your line manager to advise them of this and confirm that you have left the home or venue.

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3. If you have not contacted the manager within fifteen minutes from the previously advised finish time of the appointment, then they will try to contact you on your mobile phone in the first instance. If there is no reply, then the manager will endeavour to contact you on your home telephone number to ascertain whether you have arrived home safely and forgotten to make contact.

4. If there is no reply from your home telephone number or the person at home has not heard from you, the manager will contact the client where possible to check whether you are still there. If not, the manager will inform the Police and the person you have nominated as your emergency contact accordingly.

Visiting a young person in their own home must only be arranged if there is no suitable alternative and with the provision that a parent/carer or another professional is present at the visit. The member of staff must remain alert to potential risks to themselves, (including the presence of dangerous pets, drugs paraphernalia, potential for violence) and must end the visit if they consider themselves to be at risk. This decision should be discussed retrospectively with the appropriate Co-ordinator or Line Manager. In the event of a home visit that raises concerns about the safety of a child, young person or vulnerable adult, the Safeguarding Policy must be followed.

HYP staff only work Monday – Fridays. However if/when staff are required to work weekends there will be limited support due to the working hours of HYP team. The risks of staff working weekends are:

- During normal work activities such as setting up, delivery and packing down, staff are more vulnerable should they have an accident is regards to seeking support, raising the alarm and obtaining medical treatment.
- Should staff turn up unfit to work, there is a check in place by means of a second person who could seek advice for a manager over the phone



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• Should a member of staff not turn up for work then a call to a manager can be placed to allow for the problem to be solved When working at weekends the following must be set in place as a minimum staffing requirement:

- 2 staff should always be present
- Both staff to carry mobile phones at all times
- The weekend plan checked by a suitable manager / coordinator and staff made aware before work starts.

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Statement of understanding

Upon signing this document, you are confirming that you have read, understood and agree to comply with the policy and procedures laid out in this document, along with any applicable laws, rules and regulations relating to its subject matter.

Name	Position	Date	Signature

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