

Ark[®]
People
Housing
Care

Lone Working

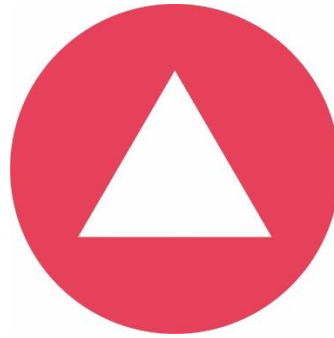
Policy Reference:		HS12	
Effective date:	December 2022	Review date:	December 2025
Approved by P&PRG:	November 2022	Approved by BoM:	December 2022
Owner:	Brian Gunn	Job Title:	H&S Manager
To be issued to:		Board of Management ARK Management All Staff Policy Working Group	
Method of Delivery:		Email Policy LearnPro Policy Briefing Sheet	

Version Control

Date	Owner	Version	Reason for Change
Aug 2022	Brian Gunn	v5.0	Cyclical review

Summary of Changes

Section	Change
Whole Policy	New format



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1.0 Ark`s Values

Arks values are true to the core purpose of the organisation and the services we deliver. They determine our behaviours towards one another and what we should expect in our relationships with one another. Working within the following values will guide and help us deliver our vision and mission of Ark being an organisation where everyone is equal:

Trust

We have confidence in our people to deliver excellent services and trust in them to do so. We will develop trusting and honest relationships and our customers will feel assured that they can rely on us to deliver.

Respect

We treat everyone fairly and we listen. We are respectful of each person with whom we come into contact and expect our people to respond professionally and treat others as they would wish to be treated.

Understanding

We will operate with empathy and compassion and approach each situation with an open mind. We will question and challenge to ensure we achieve the right outcomes for customers and our people.

Equality

We believe everyone is equal and expect our people to create positive experiences where everyone feels valued and included.

Integrity

We will do the right thing and take responsibility for our actions. We will work together to uphold the highest standards of behaviour and practice.

2.0 Purpose

The purpose of this policy and procedure is to provide regulatory information and guidance to anyone connected to Ark workplaces, aware of our safe lone working practices to prevent harm and injury to staff and supported people .

3.0 Policy Statement

This policy and procedure describes how Ark will meet and implement the requirements of lone working safely and describe the responsibilities and duties of employees, supported people and third parties with regard to lone working .

4.0 Scope

This policy applies to all employees of Ark, relief employees, agency staff, students, volunteers, contractors and the Board of Management.

Some aspects of this policy and procedure do not apply to where there are more than one staff member completing a task, however there will be times that lone working will be unavoidable due to nature of our workplaces .

Where lone working is unavoidable, the policy and procedure requirements should be met for keeping staff safe at work and noted in staff workplace risk assessment and / or a supported person's care plan.

5.0 Legal / Regulatory Framework

5.1 Health and Safety at Work Act 1974

The Act imposes a general duty on employers to ensure the health, safety and welfare at work of their employees.

5.2 Management of Health and Safety Regulations 1999

These Regulations place a general duty on employers to assess the risk which may occur in connection with their work and to provide measures to eliminate or reduce the effects of that risk.

Ark will provide information, instruction, supervision, training to comply with the general duty to keep staff and others safe in the workplace.

5.3 Lone Working

There is no general legal prohibition on working alone, there is Industry Guidance on Lone Working (indg73) alongside the duties of the Health and Safety at Work Act 1974 and the Management of Health and Safety at Work Regulations 1999. These regulations require Ark to identify hazards at work, assess the risks involved and put measures in place to avoid or control the risks.

6.0 Responsibilities

6.1 Board of Management

Ark's Board of Management is responsible for consideration and approval of this policy, and for ensuring that its decisions are taken in accordance with relevant legislation, regulatory expectations, training and guidance.

6.2 Executive Team

Ark's Executive Team is responsible for ensuring that this policy is reviewed in accordance with Ark's schedule for review of policies, or sooner if required. The Executive Team is responsible for ensuring that its decisions, and that the decision of officers, are taken in accordance with relevant legislation, regulatory expectations, training and guidance.

6.3 Senior Leadership Team

Ark's Senior Leadership Team is responsible for review of the policy, and for ensuring that its decisions, and that the decision of officers, are taken in accordance with relevant legislation, regulatory expectations, training and guidance.

6.4 Managers

Ark Managers will be responsible for the effective implementation of this policy and procedure within their area of responsibility. They must also ensure that each member of their staff, through induction, and team meetings, is made aware of this policy and participates in relevant training.

Depending on needs of an individual or part of service we provide, the local manager will identify any further health and safety information or training needs for staff if identified after an internal or external audit or after an incident.

6.5 All Staff

Ark employees are required to familiarise themselves with this policy and procedure and comply with the content to manage lone working at Ark workplaces.

Ark will provide suitable and sufficient information, instruction and supervision to manage lone working at Ark workplaces.

Ark will provide a lone working e-learning module that all staff have to complete at induction and refresh every three years.

6.6 Third Parties

Ark staff should be informed by managers when they have to work alongside third parties, such as contractors / families / others are carrying out functions on behalf of Ark to assess if lone working is appropriate or other staff have to be present.

7.0 Lone Working

The Health and Safety Executive (HSE) define workers as “those who work by themselves without close or direct supervision”. Most employees will work on their own at some point, even if it is being the only, first or last person in the workplace.

Ark staff must comply with this policy and procedure / risk assessment / attend any workplace training that is developed to keep themselves or supported people safe.

Ark expect staff to provide a safe working environment for themselves and people we support by regularly monitoring workplace practices / workplace inspection / reporting defects / reporting incidents promptly to an Ark Manager.

Breaches of this policy and procedure will be viewed seriously and will be investigated in accordance with Ark’s Disciplinary Policy and Procedures. Non-compliance breaches investigations will use Ark’s Lone Working Policy, Ark’s Health and Safety Policy and the HSE’s Lone Working Industry Guidance (indg73) for information.

8.0 Related Policies & Procedures

This policy should be read in conjunction with Ark’s:

HS01 Health and Safety Policy and Procedure.

HS12a Lone Working Procedure.

HS21 Extra Duty of Care Policy and Procedure.

9.0 Equality Impact Assessment (EIA)

The key tool which Ark will use to meet its obligations in terms of this policy will be an Equality Impact Assessment.

An Equality Impact Assessment (EIA) is a tool to assess the impact that a proposed activity will have on the different protected groups. An ‘activity’ could include introduction or review of

a policy or procedure, guidance, decisions, or when significant changes are being made at the start of an activity. Ark will develop and share guidance to support relevant staff in relation to completions of EIAs.

An Equality Impact Assessment has been completed in relation to the development of this policy.

10.0 Data Protection Impact Assessment (DPIA)

No data protection implications have been identified in relation to the development of this policy, and consequently a DPIA has not been completed.

11.0 Stakeholder Consultation

- Ark Board of Management.
- Ark Executive Team.
- Ark Senior Leadership Team.
- Ark Policy Working Group.
- Ark Staff.

12.0 Monitoring and Review

12.1 Monitoring

Ark's Executive and Senior Leadership Teams will monitor implementation of this policy on an ongoing basis, particularly in relation to ensuring delivery of Equalities Impact Assessments, and in relation to ensuring that relevant decisions within Ark are taken in line with the obligations and expectations set out in this policy.

12.2 Review

This policy will be reviewed within 3 years from the date of approval by our Board of Management, in accordance with Ark's policy review framework.