



Lone Working Policy

V1.0 November 2025

Lone workers are those who work by themselves without close or direct supervision or support. This includes those who either work alone on separate premises, who work outside of ELCAP's normal office working hours e.g. Care providers, those who travel to and work at the individuals we support homes or third-party sites and those who work from home. It may also include employees who work normal working hours but who are physically isolated within the same building or site as other workers.

This policy sets out the responsibilities and arrangements for such workers within the Company and, where the lone worker is based at home, should be read in conjunction with the Home Working policy and our Lone Workers SOP contained within the Health & Safety Manual.

Purpose

This policy is designed to:

- alert you to the risks presented by lone working
- identify individual responsibilities
- describe procedures designed to minimise risks.

It is not intended to overstate the risks of lone working but to give a framework for managing potentially risky situations.

Responsibilities

The Company has responsibility for the health, safety and welfare of all its workers as well as the health and safety of those affected by the work e.g. individuals we support, client's visitors and the self-employed.

These responsibilities extend to those who work alone. It is the duty of the Company, through the Managers, to assess the risks to such workers and to take such steps as are necessary to avoid or control these.

You have a duty to take reasonable care of yourself and others affected by your work and to cooperate with Managers in meeting the Company's legal obligations.

Assessing and Controlling the Risk

There are no legal restrictions on working alone but the Health and Safety at Work Act 1974 and the Management of Health and Safety Regulations 1999 apply. These place a responsibility upon the Company to identify hazards of the work, assess the risks involved and to put measures in place so that risks are avoided or controlled.

Managers will carry out risk assessments of each lone worker upon appointment. The Manager will also assess risks whenever there is a change in personnel or procedures as well as when a routine risk assessment would normally be conducted.

The risk assessment will be prepared in consultation with the individual lone worker, the appropriate safety representative and the appropriate senior manager. The assessment will be recorded in writing so that it may easily be reviewed.

The Company aims to ensure all relevant hazards are identified and appropriate control measures put in place, including proper instruction, training, supervision and protective equipment where appropriate.

The risk assessment will also determine the correct level of supervision. Where it indicates there is a risk to the safety of a lone worker, but the work is still to be done by one person, the Manager will make arrangements to provide help or back up when necessary.

Under no circumstances is a lone worker authorised to undertake high risk activities for which an additional person is required to be present, such as 2 persons hosting or moving and handling, working in a confined space or electrical work near live conductors in the office space or in individual's homes.

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

All employees working alone who are mobile should have access to a phone and if required a personal alarm.

If a lone worker discovers a building has been broken into, they must not enter alone but should wait for support.

Safe Working Arrangements

When establishing safe working arrangements for lone workers, the Company will firstly consider whether one person can adequately control the risks of the job. Precautions should take account of normal work and foreseeable emergencies e.g. fire, equipment failure, illness and accidents.

In particular, we will consider the following:

- Workplace - does the workplace present a special risk to the lone worker?
- Alarm systems - are these tested regularly?
- Access - is there a safe way in and out for one person? Can any temporary access equipment such as a ladder be safely handled by one person? Is a key code required for access? If so, is this changed regularly?
- Equipment - can all the equipment substances and goods involved be handled safely by one person?
- Environment - is there a risk of violence? Can night workers park near their working environment, rather than walking through dimly lit car parks or buildings?
- Contact and accidents - are a telephone and first aid box accessible in an emergency situation?
- Women and young workers - are women or young workers especially at risk if they work alone?

- Travel - journey time, driver fatigue, vehicle suitability, distance, remoteness of destination and general location of destination.
- Communication - could the employee experience problems such as lack of a mobile phone signal?
- Homeworkers - are personal contact details kept confidential, such as location, email address and telephone number? Employees will be warned that even ex-directory numbers may display on phones with caller-ID so care must be taken to keep the number private.

Individual Considerations

Once the role has been fully assessed, the Company will consider whether the individual worker is fit and suitably experienced to work alone, and whether they have any medical condition which may create a risk if working alone.

It is important that any existing medical conditions which may make workers unsuitable for working alone are properly considered. Where necessary, such assessments will be conducted using a medical practitioner appointed by the Company.

Training

Training is particularly important where there is limited supervision to control, guide and help in situations of uncertainty. Training may be critical to avoid panic reactions in unusual situations. Lone workers must be sufficiently experienced and fully understand the risks and precautions of each task they undertake. Managers will set limits to what can and cannot be done while working alone and should ensure employees under their control are familiar with emergency exits and first aid facilities, and are competent to deal with circumstances which are new, unusual or beyond the scope of training, e.g. when to stop work and seek advice, or how to support individuals who become aggressive or have behaviours that challenge.

Supervision

The extent of supervision required will depend upon the tasks involved and the ability of the lone worker to identify and handle health and safety issues. The level of supervision required will be a management decision based on the findings of the risk assessment. It will not be left to individual employees to decide if they need assistance.

Procedures to be put in place to monitor lone workers to ensure safety include:

- periodic visits from the line Manager
- regular contact via telephone or email as appropriate to the type of work
- alarm devices to be used in emergencies, where appropriate
- a full detailed record of travel/working hours/appointments with regular checks of the lone worker
- a reporting-in procedure when commencing work
- an agreed plan of action should an employee fail to report in as required

Illness and Accident

Lone workers must report any illness or accident, however minor, to their Manager. Emergency procedures should be established and appropriate training given.

Employers' Liability Insurance

All lone workers will be insured against workplace injury or disease under the Company's Employers' Liability Insurance.

If working from home, the lone worker must also check their own insurer and/or mortgage provider to see if they are required to inform them of this fact.