



# **Peninsula Dental Social Enterprise (PDSE)**

## **Lone Working Policy Version 2**

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Approved by: The Board

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Policy will be updated as required in response to a change in national policy or evidence-based guideline.

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## **Lone Working policy**

### **1. Introduction**

- 1.1 Peninsula Dental Social Enterprise (PDSE) recognises its duty to ensure the safety of its employees as far as reasonably practical.
- 1.2 PDSE staff work in numerous locations including PDSE and non-PDSE premises and in the community, and with a wide range of people. This policy gives general guidance on the safety measures that should be followed, however not every eventuality can be covered and staff members must take action to protect their own safety.

### **2. Definition of lone working**

- 2.1 For the purpose of this policy lone working is defined as a PDSE employee working in a location without other PDSE employees or staff from organisations associated with PDSE such as Peninsula Dental School.
- 2.2 Lone working may occur as a result of: working outside of normal PDSE business hours, attending an event in the community, working during times of DEF closure and staff holiday.

### **3. Procedure**

- 3.1 Managers and staff members are responsible for identifying when an episode of lone working may occur and for making arrangements for manage it.
- 3.2 Instances of lone working should be avoided if possible, however it is recognised that in order to carry out PDSE business the situation will occur.
- 3.3 A risk assessment must be carried out to identify threats to safety and put controls in place to eradicate or minimise them. The risk assessment should include:
  - Whether the worker could move to another location to avoid the lone worker situation

- Level of threat (geographical location of building, building security, telephone and alarm systems, presence of other people within the building, access to valuable items e.g. money or medication)
- Identification of staff from other organisations who will be working nearby who could take action in an emergency
- Identification of tasks which the lone worker should not undertake, such as using hazardous equipment or materials
- Procedures for checking on the safety of the lone working during the period that they are alone
- Procedures for the lone worker to follow should a threat to their safety arise
- Procedures for the person checking on the lone worker to follow should the worker not respond to a check
- Process for the lone worker to follow at the end of the period of lone working
- The employees knowledge of the procedures for fire safety, first aid etc. and for summoning assistance if required
- Whether the worker is expecting visitors during the period of lone working (this could increase the level of threat if the visitor is unknown or could reduce it if the visitor is known and would be capable of assistance if required)

## **4. Suggested safety measures**

### **4.1 Derriford DEF**

- Out of hours – Situation should be avoided where possible. Where this is unavoidable staff must inform Security (01752 437444) of a lone working situation and arrange for regular contact. Information should be given on which area of the building the lone worker will be in, what time they are expecting to leave etc.
- Within normal working hours – Alert a member of PDSE at another site and arrange regular contact. Agree what action is to be taken if the lone worker does not respond to a contact. The lone worker must make contact with the other person when they leave the building or that they are no longer alone in the building.

### **4.2 Devonport DEF**

- Out of hours – Situation should be avoided apart from in exceptional circumstances

- Within normal working hours – Alert a member of PDSE at another site and arrange regular contact. Agree what action is to be taken if the lone worker does not respond to a contact. The lone worker must make contact with the other person when they leave the building or that they are no longer alone in the building.

#### 4.3 Exeter DEF (Heavitree site)

- Out of hours – Situation should be avoided apart from in exceptional circumstances
- Within normal working hours – Alert a member of PDSE at another site and arrange regular contact. Agree what action is to be taken if the lone worker does not respond to a contact. The lone worker must make contact with the other person when they leave the building or that they are no longer alone in the building.

#### 4.4 Truro DEF

- Out of hours - Alert the Reception desk in the Knowledge Spa of a lone working situation and arrange for regular contact. Information should be given on which area of the building the lone worker will be in, what time they are expecting to leave etc.
- Within normal working hours – Alert a member of PDSE at another site and arrange regular contact. Agree what action is to be taken if the lone worker does not respond to a contact. The lone worker must make contact with the other person when they leave the building or that they are no longer alone in the building.
- Within normal working hours – Alert a member of staff in the Knowledge Spa to the situation and ask for occasional contact.

#### 4.5 Community settings

- Ensure other members of the Team are aware of your intention to work from another venue and arrange a 'check in and check out' system; this may be a text message/telephone call with line manager [or other nominated person].
- Ensure you are aware of systems and procedures in the venue you are visiting; this should include the location of exits and entrances, first aid supplies, fire and panic alarms.
- Use panic alarms if provided by the venue.
- Only use electrical and other mechanical equipment which has been safety tested. Ensure that faults are reported /dealt with in a reasonable timescale.

- If using your own transport ensure that your car and mobile phone are in good working order.
- Be aware of your environment and do not take any undue risks.
- Report any concerns to line manager [or other nominated person]