



## Lone working

### 1. Purpose of this Policy

This Lone Working Policy sets out how Bloomers Wellbeing / Lles Blodau CIC (“the Organisation”) manages the risks associated with working alone.

It ensures that staff and volunteers who work without direct supervision or support can do so safely and with clear procedures for communication, check-ins, and escalation.

This policy applies to all staff, volunteers, students, contractors, and directors who may work alone, whether:

- In the community
- In schools or partner venues
- In the Organisation’s premises
- During home visits (if undertaken)
- While travelling between sessions
- Working remotely or out-of-hours

### 2. Definition of Lone Working

Lone working includes any work carried out:

- Without direct or immediate support from a colleague
- In an isolated location or separate room
- Off-site or in a partner organisation without another Bloomers representative present
- During travel between sessions
- Outside normal hours

This includes both planned and unplanned situations.

### 3. Responsibilities

#### 3.1 The Organisation

Bloomers Wellbeing will:

- Identify lone working risks through risk assessments
- Provide training and clear procedures
- Ensure staff know how to seek help
- Maintain an incident reporting system
- Support staff where safety concerns arise

#### 3.2 Staff and Volunteers

Everyone working alone must:

- Follow this policy and associated procedures
- Make it known when they are lone working
- Follow the agreed check-in/check-out process
- Report incidents, concerns, or near misses immediately
- Decline work that feels unsafe and contact the DSL or their manager



#### 4. Key Lone Working Requirements

##### 4.1 Notification Requirement (Mandatory)

Any staff member or volunteer who is lone working must inform the designated contact person before starting work.

This includes:

- Location
- Approximate start and finish time
- Session or activity details
- Any expected risks

##### **This is compulsory.**

No one should lone work without notifying someone.

##### 4.2 Check-In and Check-Out Procedure

Check-In:

Before starting any lone working session, the worker must send a message to their designated contact (manager, DSL, or agreed colleague) confirming:

- Where they are
- When they are starting
- Expected end time

Check-Out:

When the session or shift ends, the worker must:

- Confirm they have finished safely ("Checked out")
- Confirm they have left the venue or location

If the worker does NOT check out:

The designated contact must:

1. Attempt to contact the worker immediately
2. If no response within 15 minutes, escalate to the DSL
3. If still no response, consider contacting:
  - Venue staff
  - Partner organisation
  - Emergency services (if there is reasonable concern for safety)

This ensures no lone worker is left unaccounted for.

#### 5. Off-Site Lone Working

Many Bloomers sessions take place in schools, libraries, community venues, or outdoor spaces. When working alone off-site, staff must:

- Complete/consult the relevant risk assessment
- Familiarise themselves with the venue's safeguarding and health & safety procedures
- Have a charged mobile phone
- Ensure someone knows their exact location
- Avoid secluded areas where possible
- Not conduct home visits unless risk assessed and authorised



## 6. Travel Between Sessions

When travelling alone between venues:

- Travel routes should be planned
- Staff should check in if significantly delayed
- Staff must not transport young people in personal vehicles unless authorised and risk assessed

## 7. Online or Remote Lone Working

When delivering online wellbeing sessions alone:

- A manager/designated contact must still be informed
- Location of the worker (e.g., working from home) must be shared
- The worker must check out when the session ends
- Any concerns arising during the session must be logged and reported

## 8. Personal Safety Measures

Lone workers must:

- Trust their instincts
- Remove themselves from situations that feel unsafe
- Maintain professional boundaries
- Keep exits clear
- Avoid carrying large amounts of equipment or valuables
- Keep phones charged and accessible
- Report safety issues or hazards immediately

## 9. Incident Reporting

Any of the following must be logged and reported to the Managing Director/DSL:

- Feeling unsafe during a session
- A near miss
- Verbal abuse or aggression
- Concern about a location or environment
- Any safeguarding concerns
- Injury or accident

Records will be reviewed to improve future safety measures.

## 10. Training

Bloomers will ensure all staff and volunteers are trained on:

- Lone working procedures
- Safe decision-making
- De-escalation and boundary-setting
- Emergency actions
- How to report incidents

Training will be refreshed periodically.

## 11. Policy Review

This policy will be reviewed:

- Every 2 years, or
- Earlier if incidents occur, legislation changes, or working practices evolve



12. Approval

Approved by: Nicholas Claffey

Role: Director

Date: 11/11/2025

Next Review Due: November 2027