



LONE WORKING POLICY AND PROCEDURES

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Effective From	04.03.2025
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Lone Working Policy and Procedures

Cruse Scotland will avoid the need for volunteers and staff to work alone when reasonably practicable. Where lone working is necessary, Cruse Scotland will take all reasonable steps to ensure the health and safety of volunteers and staff working alone.

Cruse Scotland will ensure that a risk assessment is conducted and that arrangements are in place prior to volunteers and staff working alone.

Cruse Scotland will ensure that:

- Lone working is avoided as far as is reasonably practicable.
- Emergency procedures are in place so that volunteers and staff working alone can obtain assistance if required.
- A risk assessment is completed by a person competent to do so prior to volunteers and staff working alone.
- Any employee working alone is capable of undertaking the work alone.
- Where lone working is required, Area Manager and Volunteer should agree on safe protocols to ensure that lone worker whereabouts is known. (eg Check in/check out with Staff team and/or named individual)
- Persons working alone are provided with adequate information, instruction and training to understand the hazards and risks and the safe working procedures associated with working alone.
- Lone Working Policy should be included in induction for all new volunteers and revisited should an occasion of lone working be required.

The person conducting the lone working assessment will:

- Give consideration to the greater risks to expectant mothers and young persons.
- Involve the volunteer and staff member who is working alone in the assessment process and the development of safe working methods.
- Advise the volunteer and staff member undertaking the lone working of the findings of the assessment.
- Maintain a file of all lone working assessments.

Volunteers and staff working alone will:

- Follow the safe working arrangements developed by Cruse Scotland for lone working.

- Take reasonable steps to ensure their own safety.
- Inform their Line Manager/assessor of any incidents or safety concerns.

These procedures apply to all Cruse Scotland volunteers and staff in the following situations:

- Working away from their base in a fixed establishment
- Working outside of normal hours
- Working away from their home base
- Home workers

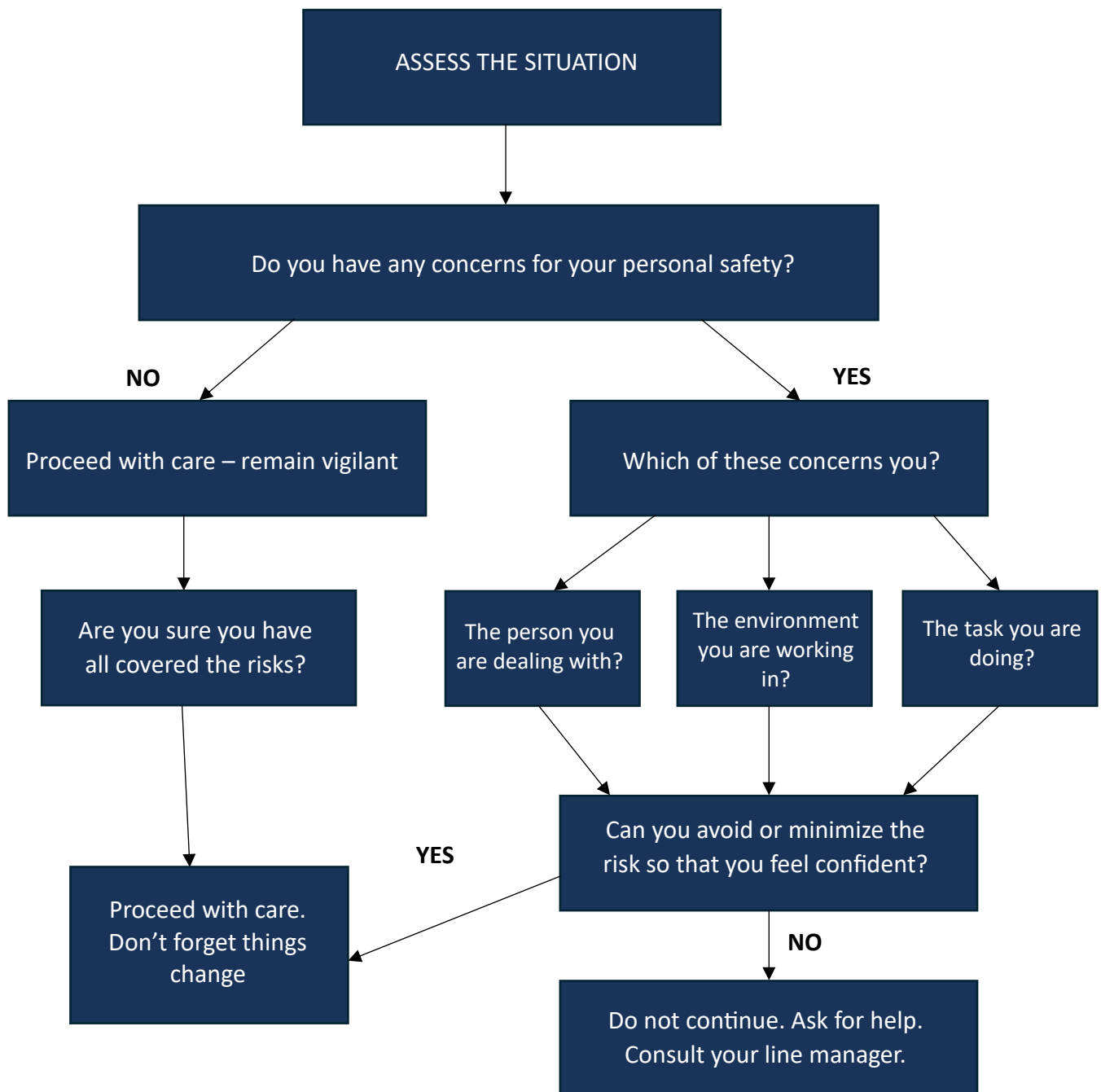
Lone workers should:

- Trust their intuition and NOT go into a situation if they feel at risk.
- Use conflict resolution or defusing tactics that includes:
 - Being aware of non-verbal communication.
 - Stay calm.
 - Listen & clarify to determine needs.
- Be aware of surrounding and situations at all times. Be aware of your own actions and how others may perceive you.
- Make an excuse and leave if feeling threatened.
- Ensure that the configuration of the counselling room enables the volunteer to sit nearest the door.
- **NOT** offer lifts to clients under any circumstances.
- Note and clearly understand that no volunteer or member of staff are permitted to give their personal mobile, landline telephone number or home address (this includes where in Scotland you live) to clients. **Call handling, office numbers and work mobiles should be used at all times as appropriate.** Cruse Scotland cannot be held responsible for the safety of any volunteer or staff member, or for any unwelcome consequences (nuisance calls, etc.) which may result from ignoring this protocol.
- Remember to conduct proper risk assessments in advance and get into the habit of conducting dynamic risk assessments as you go. See Appendix 1.

Additional Information can be found here:

- <http://www.hse.gov.uk/pubns/indg73.pdf>
- <http://www.suzylamplugh.org/>

Dynamic Risk Assessment (Appendix 1)



The Dynamic Risk Assessment Model below is an effective way of encouraging volunteers and staff to consider the risks to their personal safety, as they go about their working day. Remember this is only a tool for guidance. Each situation is different and consideration may have to be given to different questions along the way. Further context about assessing the risk of Person, Environment and Task can be found here (pages 5 and 6)

<https://www.suzylamplugh.org/Handlers/Download.ashx?IDMF=61d3260c-818f-4646-8b3e-e2f09d1152a7>

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Changes sheet

Date	Change Details	Author
29.06.15	Revamp of policy	Sarah Dundas Elaine Bayley
14.07.17	Review date amended as requested by PG&T	Elaine Bayley
28.10.2021	Rewrite policy – Version 1	Wendy Diack
25.11.2022	Update old Cruse Scotland logo with new Cruse Scotland logo – Version 1.1	Wendy Diack
04.03.2025	Included further context for Persons, Environment Task from Suzy Lamplugh Trust -Added line about agreed protocols for staff whereabouts -Lone working policy to be included in inductions for all new volunteers - Version 1.2	Ed Strutt Nicola Reed
25.07.2025	Reformatted document to 2025 house style	Ed Strutt