

Chesterfield Foodbank Lone Working and Personal Safety Policy

1. POLICY CONTROL

Version	Description	Date
1.2	Lone Working and Personal Safety Policy	10/07/2024
	Trussell Trust Template	2020
	Last updated	31/07/2024
	Board of Trustees approved this version	04/09/2024
	For Review:	31/07/2026

Related policies / documents

Description
Safeguarding Policy and Procedure
Health and Safety Policy
Financial Controls and Cash Handling Policy
Volunteer Handbook
Driving Guidelines
Handling Difficult Situations Guidelines

2. Aim

This policy explains Chesterfield Foodbank's commitment to ensuring the safety of our staff and/or volunteers whom at times work alone whilst undertaking their duties. This policy aims to provide clear processes for monitoring personal safety including lone working.

3. Definition

Lone working & personal safety may be defined as any activity undertaken in performance of a role, which is carried out in isolation from others by an individual.

4. Statement

For safety reasons Chesterfield Foodbank aims to ensure that no staff or volunteers are ever at risk working alone.

We recognise our responsibilities for the health, safety and welfare of our staff and volunteers and will operate in accordance with relevant legislation and statutory and regulatory guidance namely:

- Health and Safety at Work Act 1974; and
- Management of Health and Safety at Work Regulations 1999.

Therefore, all volunteers and employees have the right to refuse to work in lone working situations if they consider that it may cause them harm.

Where it is not appropriate for a staff member or volunteer of the foodbank to work alone, suitable alternative arrangements will be made, for example working in pairs.

5. Procedure

Risk assessments covering any potential lone working must be undertaken. The risk assessments will establish the appropriate security measures necessary to improve the safety of a lone worker in a particular location.

The level of supervision and communication required to manage personal safety situations including lone working will be based on the outcome of the risk assessment and a decision will be made by the appropriate line management.

Staff and volunteers should avoid visiting a foodbank centre or the warehouse when no-one else is present. Where it is necessary to work alone (if the task cannot wait until another volunteer/staff member is present and it is safe to do so) it must be prior arranged with their Line Manager, the Project Manager or the Operations Manager. They must also inform their Line Manager, the Project Manager or the Operations Manager by text of their arrival, and again when they leave or are joined by a colleague. There will also be an escalation process in place if an individual that is lone working cannot be contacted.

Appropriate security measures as per location risk assessment must be taken when working alone such as locking doors/shutters, carrying a mobile phone, and remaining in well-lit locations.

Ladders, steps and other equipment such as pallet stacker, lifters and steps must never be used unaccompanied unless specific risk assessments have been agreed.

Lone workers must not exceed safe lifting weights, (refer to manual handling section of Health and Safety Policy) even if this means that a job will have to wait until other workers are present.

Workers must have prior permission from the Project Coordinator before working alone or making a home delivery and contact the Project Coordinator to let them know when they are finished. Please refer to the related policies for more information.

Food deliveries to people that been referred home addresses must not be undertaken unless accompanied by a colleague. Workers must have the permission of their **line manager, the Project Manager or Operations Manager** before making a delivery, and the delivery made at an agreed time.

Foodbank centre sessions require more than one adult worker to be present at all times when open to the public. Sessions must be conducted in an open space, such as a hall or assembly room, and must be visible to other people.

For more information about lone working, foodbank staff and volunteers may wish to refer to the Health and Safety Executive's 'Working Alone' document: <http://bit.ly/1jZYjfa>