



Lewisham Parent and Carer's Forum—Leemore Central Community Hub, Bonfield Road, Lewisham, London SE13 5EU—Tel: 075345 68020
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Registered Charity no. 1159533 in England

LONE WORKING POLICY

The aim of this policy is to ensure that Lewisham Parent and Carer's Forum (LPCF) meets its statutory duty of care to employees/trustees by:

- ensuring that employees/trustees who work alone are not exposed to risks to their health or safety
- making recommendations to mitigate these risks
- establishing key principles of best practice for working from home

This policy relates to LPCF employees/trustees working from home and in our office space, and attending activities and events. Any reference to employees/trustees should also be taken to include volunteers. For further policies relating to Health & Safety please contact the Parent Participation Officer.

1. PERSONAL SECURITY WHILST WORKING ALONE (Please see LPCF Lone Working Risk Assessment Form attached)

Employees/trustees are recommended not to arrange to meet a visitor alone who is not known to them, either on their own, or the visitor's, home. Where practical, a neutral public meeting place should be organised.

If an employee is working alone in the office, either at the beginning or end of the day, it is recommended that they ensure that all access doors are locked.

If an employee is handling cash (for example collecting payments or depositing cash at the bank) it is recommended that reasonable steps are taken to ensure that this is not done alone.

It is recommended that employees/trustees have the LPCF mobile phone with them when working away from the office or home, for example, attending meetings or events.

Any incidents (or 'near misses') that arise whilst working alone should be reported to the Chair or PPO within 24 hours, so that appropriate action can be taken as required.

2. HOME WORKING

Responsibilities of home workers

Employees/trustees who work permanently, or regularly from home, are responsible for ensuring that they comply with all the requirements of this policy and, in particular, they must:

- ensure that they complete their contractual hours of work and are available to carry out their duties during their core working hours

- ensure that they are free from domestic distractions whilst carrying out their duties. Childcare or other forms of caring support must remain fully in place during normal working hours
- ensure that the work space is adequate for a desk/work surface, office chair, PC, telephone and sufficient storage of essential paper files
- comply with the requirements of LPCF's Data Protection Policy in the storage, retrieval and manipulation of data, whether on paper or by computer
- attend meetings, events, training, as required
- report sickness absence and hours of work as for any other employee
- ensure that they work in a way which maintains the health and safety of themselves and others, as appropriate

3. HOME VISITS

Conducting a visit outside of office can place the worker in a vulnerable position. It is important that procedures and a safe system of work are developed.

- All visits are to be logged on the online diary;
- Email staff/trustee/Chair to let them know of a meeting conducted out of hours or on site – details of venue, date, time and contact;
- Text to staff/trustee/Chair to let them know you have arrived home safely;
- Mobile work phones are to be charged and taken on all work visits;
- Call to be made to visiting worker during their site visit;
- A code to be used in an emergency;
- Do not meet with anyone that you have not had contact with before – establish a relationship first as part of your risk assessment;
- Update colleague about any concerns that you have about a person or the family you are working with. Do this at the earliest opportunity so that the team may formulate a risk assessment and where possible work out a strategy to keep team members safe;
- Is there a known history of violence or unpredictable behaviour?
- In the event of feeling threatened, the worker should terminate the visit and leave
- Mobile phones, make sure that equipment is operational, fully charged
- Working in pairs.

It is essential that someone at work knows the exact location and the expected time of return. A logging system, logbook is a possibility to implement. This should have the workers name, time in and expected time of return, address, reason for visit, contact number and time back.

4. TERMS AND CONDITIONS OF HOME WORKING EMPLOYEES/TRUSTEES

In all respects other than provided for by this policy, home working employees/trustees will retain the same terms and conditions of employment as office-based employees/trustees, as set out in their contract of employment.

If a home worker finds that it is no longer possible or convenient for them to work from home, LPCF will seek to accommodate them within an office, subject to the availability of funding and of suitable office accommodation.

It is advised that an employee use the work mobile phone for all business calls and refrain from using their home line or personal mobile for calls as these will not be reimbursable.

LPCF will not pay towards additional costs of home working (e.g. heating, lighting etc).

Equipment provided by LPCF is for the use of the employee only, and the security of any such equipment will be the responsibility of the employee.

All employees/trustees working from home with LPCF agreement are covered by Employer's Liability Insurance.

LPCF recommends that employees/trustees clarify any limitations imposed by, for example, their landlord, mortgage provider or insurance policy in relation to working from home.

During the recruitment process candidates will be informed if home working is a requirement for their post; similarly, candidates for posts where home working is an option will be informed of the possibility. In both cases their suitability for home working will be assessed.

LEWISHAM PARENT AND CARER'S FORUM LONE WORKING RISK ASSESSMENT FORM

ASSESSOR:

DATE:

HAZARD	THOSE AT RISK	RATING L/M/H	EXISTING CONTROL MEASURES	ADDITIONAL CONTROL MEASURES
Meeting visitors alone, e.g. potential members, organisation reps	Employees Trustees	Low	1:1 meetings take place in the office or arranged in a neutral environment.	If an employee is uncomfortable about meeting with someone, it is recommended that they request attendance from a Trustee or other member of staff.
An employee working alone in the office, either at the beginning or end of the day	Employees Trustees	Medium	The access doors are automatically locked with secure access only.	If employees/trustees are aware that the office will be empty at certain times, it is recommended that employees/trustees endeavour to make arrangements to work elsewhere (eg from home).
An employee handling cash (for example collecting payments or depositing cash at the bank).	Employees Trustees	Medium	It is recommended that reasonable steps are taken to ensure that this is not done alone.	Where possible, endeavour that deposits are not made on regular times & days, and that cash is not carried on public transport or at higher risk times (e.g. after dark).
Conducting a visit outside of office can place the worker in a vulnerable position	Transition workers	Medium	Find out if there is a known history of violence or unpredictable behaviour?	<ul style="list-style-type: none"> • All visits are to be logged on the online diary; • Email staff/trustee/Chair to let them know of a meeting conducted out of hours or on site – details of venue, date, time and contact; • Text to staff/trustee/Chair to let them know you have arrived home safely; • Mobile work phones are to be charged and taken on all work visits; • Call to be made to visiting worker during their site visit; • A code to be used in an

				<p>emergency;</p> <ul style="list-style-type: none"> • Do not meet with anyone that you have not had contact with before – establish a relationship first as part of your risk assessment; • Update colleague about any concerns that you have about a person or the family you are working with. Do this at the earliest opportunity so that the team may formulate a risk assessment and where possible work out a strategy to keep team members safe; • Is there a known history of violence or unpredictable behaviour? • In the event of feeling threatened, the worker should terminate the visit and leave • Mobile phones, make sure that equipment is operational, fully charged • Working in pairs.
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Policy prepared and signed by Trustees 17th September 2019

Policy signed and agreed by trustees on 6th June 2023

Signed by Chair – Nalan Salih

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