



# Bournemouth Council for Voluntary Service

Registered charity No. – 108381 Company Reg'd in England & Wales No. 4024662

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## 9. LONE WORKING, WORKING AWAY FROM THE BCVS OFFICE PREMISES AND VIOLENCE AT WORK – POLICY AND RISK ASSESSMENT

### 1. Policy Statement

BCVS is fully committed to ensuring that its employees are safe at work and whilst working for the company alone. It will achieve this by fully implementing this policy.

Those using, or making threats of, violence will be dealt with in accordance with the relevant disciplinary code. In the case of employees this will be in accordance with their terms of employment. Should a visitor or volunteer be found by the Chief Executive Officer or Chair of Trustees to have used or threatened violence then they may be banned from the premises.

### 2. Purpose

The purpose of this document is to give general guidance on:

- Working on BCVS business whilst away from BCVS premises whether alone or accompanied.
- Working alone at BCVS premises.
- Dealing with potential or actual violent incidents at work.

Throughout this document the term 'lone worker' is used to refer to a BCVS worker working without other BCVS workers on the premises regardless of the presence of workers of other organisations.

### 3. Scope

This code of practice applies to:

- All BCVS workers including employees and volunteers.
- The premises of BCVS.
- Any other location at which BCVS employees and voluntary workers are present during their working time on BCVS business except risks associated with workers being based at their own homes.

### 4. Responsibilities

4.1 The Chief Executive Officer is responsible for:

- Ensuring that risk assessments have been carried out for all persons under their control as per the Health and Safety Policy.
- Investigation as per paragraph 7.12

#### 4.2 Managers are responsible for:

- Day to day application of the control measures.
- Ensuring that workers under their control are aware of and comply with all control measures.
- Induction of new workers and ongoing refresher training.
- Ensuring that lone workers have no medical conditions that might make lone-working unsuitable for them.

4.3 Workers are responsible for ensuring they take reasonable care for the health and safety of themselves and of others who may be affected by their acts or omissions at work, by complying with all policies and procedures of BCVS and not exposing themselves to unnecessary risks.

#### 5. **Persons at risk:**

- Staff
- Volunteers
- Trustees
- Members of the public.

#### 6. **Hazards:**

- Verbal assault
- Physical assault
- Accident
- Injury
- Illness

#### 7. **Control Measures**

7.1 Where a worker is working away from their normal place of work on BCVS business and it is perceived that there is a significantly higher level of risk than would be incurred by working at the normal place of work, arrangements will be made by the line manager for a check to be made to ensure that the work has been completed safely and that the worker has returned safely to the normal place of work or other location as agreed.

7.2 In all cases where a worker believes that they or a colleague are under threat of physical injury, consideration must be given to contacting the police as an emergency, or at a later date if it is felt that an ongoing threat exists. Medical assistance must always be sought if an assault takes place which causes significant physical injury to a person.

7.3 Significant quantities of cash should not be carried by a lone worker and in any event BCVS cash should be given up to any assailant in preference to workers putting themselves at risk of assault.

7.4 Workers should not be required to carry large amounts of their own money in order to perform their duties.

7.5 The main entrance door of Boscombe Link has a spyhole which should be used to check callers before opening the door, or when a member of staff is the last to leave. If workers are concerned then they should not open the door and should take appropriate action (e.g. ask for assistance, call the police, wait to leave).

- 7.6 Workers should not allow into the building anyone who they suspect to be under the influence of alcohol and/or drugs.
- 7.7 Managers should make all persons under their control who visit non-BCVS premises on BCVS business aware of the personal safety issues involved.
- 7.8 Workers must not arrange to meet individual members of the public at BCVS premises or elsewhere if there are no other BCVS or other tenant workers on the premises at the time unless the individual concerned is known to the staff member or they are meeting at the premises of another organisation at a time when other people are likely to be on the premises.
- 7.9 Whenever there are no workers from other organizations in the building a lone worker must not open the door to Boscombe Link to those unknown to them and the blinds must be kept closed. Ignoring visitors could lead to complaints against the worker however a complaint will not be upheld if it is the direct result of application of this policy.
- 7.10 Where a lone worker feels uncomfortable about leaving the building, possibly as a result of an earlier incident or because they believe people are in close proximity to the exit door, they should wait in the building until the threat subsides or seek help before leaving. This may involve telephoning a manager or the police.
- 7.11 All persons who are required to work alone, or with minimal supervision, must be competent to carry out their work safely and without risk to health.
- 7.12 Workers are required to report to their manager, or another manager where the line manager is not available, all incidents which involve actual assault (whether physical injury occurs or not), verbal abuse, threats or persistent and unusual behavior (which may be indicative of stalking). A written record of the incident will then be made by the manager on the accident/near miss form, a copy of which must be forwarded to the Finance Officer as soon as practicable.
- 7.13 Workers together with their line manager and the CEO will be responsible for assessing any support needed by a worker in the aftermath of an incident on an individual case by case basis. This could include, but not be limited to, counseling and/or further training.
- 7.14 A procedure will be in place regarding how workers should alert colleagues to situations in which they feel threatened or in which they may be threatened as a result of action they intend to take. All workers will be trained in how this system works including both how to alert colleagues and how to react to an alert from another worker. This training will take place at induction and then at least once per year thereafter.
- 7.15 Workers required to attend meetings away from the office will be offered attack alarms.
- 7.16 Workers meeting users/clients away from the office should:
- Carry a mobile phone for emergency use
  - Ensure the office is aware of the meeting
  - If out of hours that someone is aware of the meeting and your expected time home
  - Meet an unknown client/user in a public place
  - Always end the meeting if you feel unsafe, uneasy or uncomfortable.

**Specific risk assessments will have to be undertaken if additional hazards are identified in the specific circumstances being considered. These will be completed by the line manager prior to the work being undertaken.**

**8. Assessment of risk: Low**

**Risk assessment reviewed by P.Turner, Jan 2013**

**To be reviewed by Jan 2015.**