

NCF Lone Working Policy

1. Introduction

1.1 The Norfolk Cricket Foundation recognises that some members of staff (see definition below) may be required to work by themselves for significant periods of time without close or direct support or supervision. This may involve working in the community, in isolated work areas, outside of normal office hours and/or traveling alone to appointment.

1.2 This policy sets out our provisions on lone working. Where lone working is necessary, whether on an occasional or regular basis, we will take reasonable steps to ensure the health, safety and welfare of members of staff (see definition below) working alone. We will also ensure that a health and safety risk assessment is carried out to identify the hazards and risks of lone working and to devise and implement safe working arrangements so that the risks are eliminated or adequately controlled, thus enabling lone workers to carry out their work in a safe environment.

1.3 This policy has been developed to maximise the personal safety of staff and volunteers who work alone through guidance and communication mechanisms that will reduce exposure to unpredictable situations and enable them to take every reasonable precaution whilst working alone.

1.4 The policy should be considered alongside any Lone Working Procedures agreed for specific projects and/or services.

2. Definitions

2.1 In this statement, the following words and phrases have the following meanings:

Lone working - any work activity which may be carried out in isolation from other workers by a member of staff where the work activity will last for a period of time.

Member of staff - includes any director, employee, volunteer, or consultant employed or engaged by the Norfolk Cricket Foundation.

2.2 Aims

The aims of this policy are to ensure:

- All members of staff are aware of their responsibilities and accountability with regard to lone working and receive a thorough induction and appropriate ongoing training.
- All members of staff are protected against exposure to the risks associated with lone working.
- Arrangements for protecting members of staff from risks associated with lone working are communicated and safe standards are maintained.
- All members of staff that undertake lone working receive appropriate and regular supervision, monitoring and instruction on health, safety, welfare and risk management from their line manager / supervisor.
- All members of staff that undertake lone working are covered by the Norfolk Cricket Foundation's employers liability insurance irrespective of their role.

- Risk assessments are conducted, documented and regularly reviewed on all practices that may involve lone working.
- Any accidents, incidents and near misses involving lone working are reported, investigated and learned from in order to reduce the risk of repetition.
- The Norfolk Cricket Foundation and its members of staff comply with all current legislation relevant to lone working.
- Minimise the possibility of complaints, grievances or other action against the Norfolk Cricket Foundation from problems associated with lone working.

3. Risk assessment

3.1 The requirement for risk assessing lone working applies to both individuals who are office/site based but work in isolation as well as mobile staff whose work takes them out into the community or on site.

3.2 Location and environmental considerations are essential when reviewing the implications and risks of specific lone working practices. Members of staff and their line managers must consider the building the lone worker is based in, the neighbourhood/community they work in, how they will reach this location e.g. car, bus, on foot, who else is based at the location, any local issues or potential hazards e.g. dogs. They must also consider who is aware of the member of staff's schedule and location and who could be contacted to provide help and assistance should any threat materialise.

3.3 Managers must decide whether systems can be adopted to avoid workers carrying out tasks on their own. If this is not possible the working practice of the member of staff plus other contributory factors must be risk assessed and controls introduced to eliminate or reduce the risk to the lowest level reasonably practicable.

3.4 Lone workers may need additional information and training about the risks of doing their job when alone and must be given the time and opportunity to consider the implications for themselves and discuss any concerns.

3.5 Ideally a risk assessment should be undertaken prior to recruitment so that the line manager considers potential risks from the start. This should then be reviewed and updated with the new member of staff on appointment. When completed and agreed the Risk Assessment should be signed by the responsible line manager and the lone worker.

4. Supervision of lone workers

4.1 Lone workers by definition are not subject to constant direct supervision. However, line managers still need to provide a system of effective supervision and communication and must ensure lone workers have access to all relevant information about their work, training opportunities and any risks attached to their role.

4.2 Lone workers must not have less information, or less frequent information and updates, than other workers even if they work off-site. The lone worker must be informed of all the factors affecting their personal safety when beginning work or changing their work pattern.

4.3 The supervision process must ensure that lone workers follow the processes and procedures designed to keep them safe.

5. Incident Reporting

5.1 An incident can be defined as an unplanned or uncontrolled event or sequence of events that has the potential to cause injury, ill health or damage.

5.2 In order to maintain an appropriate record of incidents involving lone workers it is essential that all incidents are reported through the Norfolk Cricket Foundation's Incident Reporting report. On completion, the Incident Report Form should be forwarded to the relevant line manager where it will be securely stored.

5.3 It is a key component of any investigation that lessons should be learnt, and appropriate action plans be drawn up. These action plans must include the person responsible for the action as well as a target date for completion.

5.4 Staff should ensure that all incidents where they feel threatened or unsafe, even if this was not a tangible event or experience, are reported. This includes incidents of verbal abuse.

6. Lone Working Procedure

6.1 Lone working can be perfectly safe provided you take the following basic precautionary steps:

- Ensure that another member of staff, preferably your line manager, is aware you are working alone, where you are, what you are doing and what time you expect to finish.
- Make sure you have some means of communication with someone in the event of an emergency, such as a mobile phone.
- Ensure you have access to appropriate first aid equipment.
- Know where your nearest emergency exit is and any relevant emergency evacuation procedures.
- Make sure intruders cannot access the premises by checking that all windows and external doors are securely locked.
- Comply with any arrangements or follow any guidance (i.e. risk assessment) provided by your line manager for lone working.
- Take all reasonable steps to ensure your own safety and welfare.
- Inform your line manager as soon as possible of any incidents, accidents or safety concerns.

6.2 Line managers should ensure that:

- Lone working is avoided as far as is reasonably practicable.
- Arrangements are in place so that someone is aware of a lone worker's whereabouts
- Emergency procedures are in place so that lone workers can obtain advice and assistance
- Lone workers are provided with adequate information and training to understand the risks and the safe working procedures associated with working alone (i.e. participation in risk assessment).
- The job can be done safely by one person.
- Any employee working alone is capable of undertaking the work on their own.

7. Data Protection

In the implementation of this policy, the Norfolk Cricket Foundation may process personal data and/or special category personal data collected in accordance with its GDPR and data protection policy. Data collected from the point at which this policy is invoked will only inform the Norfolk Cricket Foundation for the benefit of implementing this policy. All data is held securely and accessed by, and disclosed to, individuals only for the purposes of this policy. Inappropriate access or disclosure of employee data constitutes a data breach and should be reported in accordance with the Norfolk Cricket Foundation's GDPR and data protection policy immediately. It may also constitute a disciplinary offence, which will be dealt with under the Norfolk Cricket Foundation's disciplinary procedure.

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