

## Lone Working Policy & Procedure

### Objectives

To protect any person/s undertaking Whistlewood Common Limited (WCL) activities from the risk associated with operating alone whether they are on WCL property or representing WCL offsite at another location.

To ensure that volunteers (or anyone representing WCL) understands that WCL does not expect the above person/s to expose themselves to unnecessary risks in the course of their duties and that WCL will support a person if they leave a situation in which they feel at risk.

### Definition

For this policy, lone operating will be categorised into two distinct types of activity:

- Operating alone on WCL property or at other venues where they are representing WCL.
- Travelling alone between the two categories above.

WCL must have details of your personal mobile number and an emergency contact number. As a volunteer, this information will be collected and kept secure. Any person working alone should inform someone (relative, friend, or another volunteer). You should let that person know where you will be and an approximate time of departure. There is provision to do this on the WCL Volunteer WhatsApp Group as well.

Read and familiarise yourself with WCL Lone Working Risk Assessment. A paper copy is available in the risk assessment folder (in the kitchen) or online at:

[www.whistlewoodcommon.org](http://www.whistlewoodcommon.org)

### Working alone at WCL

Having anyone working alone at WCL site is undesirable. However, as it is not always practical that two or more people are present then the emphasis of this policy is to reduce risk. When there is more than one person onsite, there is still a need for vigilance. For guidance refer also to: WCL Lone Working Risk Assessment.

### **Before entering**

Ensure that the site looks as it would normally be e.g. no signs of hazardous activity, damage or occupancy and no signs of gates or windows forced or unlocked when you expect them to be locked. If you have concerns do not enter but contact a director or ask a second person to enter with you. Do not enter alone.

### **Upon entering**

Ensure that the site and facilities are as you would expect to find them. If you have any concerns leave the premises and contact a WCL director.

### **Whilst working alone**

Work in an area that has good surrounding visibility and keep a mobile charged and nearby. If anybody appears that you do not know make yourself known to them and ask if you can help them. Remember that Whistlewood is a publicly accessible site, so people are allowed to come and go freely. However, trust your instincts, if you do not feel comfortable with the situation lock up and leave the site yourself.

Should you feel concerned in any way contact a director, another volunteer or your emergency contact if you feel it necessary.

If you make an appointment with somebody for the first time or with somebody who you are not comfortable being with then arrange for another person to be with you, at the time of the appointment.

### **Upon leaving the property**

Ensure all doors and gates are shut and locked. If an incident takes place or if an incident occurs where there is a breach of your personal safety, you should complete an incident report including the date, time, location and description of the incident including names and contact details of any witnesses if known.

This should be communicated to a WCL director, no matter how minor the incident, as the policies may need to be reviewed.

### **Volunteering alone at other sites/venues**

Only arrange appointments or volunteer (on behalf of WCL) at other sites/venues if you know that there will be more than one other person present, if this is unlikely arrange the appointment in a public space or location. If you arrive at another

site/venue and you are not comfortable then leave and report this to a WCL director

### **Travelling alone when representing WCL**

Travelling alone holds the same risks whether you are travelling for volunteering or pleasure, therefore the planning is important.

### **P\*L\*A\*N (For being safe out and about)**

- Prepare yourself for the journey
- Look confident
- Avoid risk
- Never assume

### **Prepare yourself for your journey**

Know exactly where you are going and how you are going to get there.

Ensure that you have informed someone where you are going. Assess any risks there may be in doing the journey you are about to undertake.

Ensure you have your personal belongings (e.g. keys and mobile) in your pocket and other items in a bag close by.

### **Look confident**

Stand tall and look as if you know what you are doing and where you are going.

Be alert to what is going on around you, do not wear a personal headphone or use your mobile.

Carry a personal alarm.

Ensure you have an operating mobile phone with you.

### **Avoid risk**

Keep your vehicle doors locked. Do not take short cuts unless they are as safe as the longer route. Do not change plans at the last minute without telling someone else.

Do not stop for or pick up strangers.

**Never assume**

It won't happen to me and do not ignore your instincts.

**REMEMBER NEVER PUT YOURSELF AT RISK. TRUST YOUR INSTINCTS!**

**Approved: WW Board GT,AC,PJ,RD,FG,CG**

**DATE: 02/09/2025**