



# BEYOND LIMITS

Beyond the limits of conventional support

## LONE WORKING POLICY

This policy clarifies the conditions required to protect colleagues, as far as is reasonably practicable, from risks associated with lone working.

February 2025

Review: February 2026

## INTRODUCTION

Beyond Limits recognises that lone working can carry risks, and the purpose of this policy is to keep lone workers safe and healthy. This policy clarifies the legal duties placed on Beyond Limits under the:

- **Health and Safety at Work Act 2015**
- **Management of Health and Safety at Work Regulations 1999**

The law requires Beyond Limits to consider carefully and manage any identified health and safety risks for colleagues working alone.



## PURPOSE

Beyond Limits are committed to providing a safe environment as far as reasonably practicable that meets the needs of colleagues (and any volunteers). Consideration shall therefore be given to the health and safety implications in respect of lone working.

**Beyond Limits expect that operational management colleagues will take reasonable steps to ensure the continued safety and welfare of colleagues.**

Lone working arrangements will be determined by the conditions relating to each person we support, on a case-by-case basis. This will be defined by experience and with strict reference to matters detailed in the person's working policy. Therefore, arrangements for Lone Working will take account of the needs and presentation of the person accessing our support, any risks highlighted must be recorded and shared with relevant colleagues. This is an important part of helping everyone remain safe from potential harm.

## WHAT NEEDS TO BE DONE

All colleagues should be made aware of this policy. Colleagues working alone should receive information, instruction, and relevant training in respect of all identified hazards and the risks involved. This includes any associated risks, such as violence, aggression and assault from a person using our services or other individuals who pose a plausible threat.

In addition, the risk of malicious allegations should also be duly considered and documented. It should be noted that any allegation made against a colleague, regardless of perceptions of credibility, will be subject to investigation. Furthermore, the Multi-Agency Safeguarding Hub (MASH) and the Local Authority Designated Officer (LADO) will be duly informed as appropriate to the context of the allegation. This is because the continued safety of people we support must remain paramount. For further information, please refer to our allegations policy.

## RISK MITIGATION

- It is the responsibility of the relevant manager/supervisor to co-ordinate the risk assessment for lone workers in consultation with senior management as required.
- Anyone who is lone working should be made aware of the telephone number of the office, which also operates out of hours.
- Anyone who is lone working shall be given the opportunity to be provided with a personal alarm should the proposed situation require such a device
- All lone working colleagues, in whatever relevant situation, shall follow all instructions contained within the procedures below, without exception.
- The relevant manager/supervisor is responsible for re-assessing risks, reviews and recording the time/dates of review.
- It is the responsibility of the relevant manager/supervisor to ensure that colleagues do not suffer from undue stress as a direct consequence of lone working. If there are any concerns, these must be raised with senior management.

Colleagues may be required to work alone for significant periods of time without direct supervision and in these situations, senior colleagues/management will be available to provide on-call support.

## POLICY AIMS

The aim of the policy is to:

- Increase awareness of safety issues relating to lone working
- Ensure that the risks of lone working are assessed regularly, and that systems are put in place to minimise the risk as far as is reasonable and practicable
- Ensure that colleagues have access to appropriate training and/or guidance that equips them to recognise risk and provides practical advice on safety when working alone.
- Encourage full reporting and recording of all adverse incidents relating to lone working

**THIS POLICY UNDERSCORES THE NEED FOR COLLEAGUES TO SHARE ANY CONCERNS THEY MAY HAVE ABOUT LONE WORKING.**

## LONE WORKING DEFINITIONS

Lone workers are defined by the Health and Safety Executive (HSE) as “those employees who work by themselves without close or direct supervision.”

Individuals are alone at work when they are on their own, they cannot be seen or heard by another colleague, cannot expect a visit from another colleague for some time and/or where assistance is not readily available when needed. Therefore, lone workers are those who work by themselves without close or direct supervision.

The above includes situations where:

- Only one colleague is on the premises
- One colleague works separately from others
- Carrying out work alone
- Working in premises that are not managed by Beyond Limits

**PLEASE NOTE:** Beyond Limits understands that staff have the right, under the Trade Union Reform and Employment Rights Act 1993, to refuse to carry out work where there is a serious and imminent risk of danger. Staff may also advise others to do the same without fear of negative repercussions. However, staff must be proactive in bringing to the attention of senior manager any aspect of work-related risks as soon as they have been identified and without unreasonable delay.

## PROCEDURES

Managers and supervisors must take reasonable steps to ensure the continued safety and welfare of colleagues. This means:

- That lone working arrangements will ultimately be defined by the conditions relating to each person who uses our services.
- That all arrangements must be consistent with the individuals working policy
- Any arrangements for lone working will take account of each person's support needs which will be risk assessed and recorded

## RISK ASSESSMENT

**Risk assessments for staff lone working in services should include:**

- Safe entry and exit
- Location (e.g. remoteness, transport, parking, estimated emergency response times)
- Risk of physical assault by a person using our services (including towards other colleagues and visitors)
- Any risks presented by members of the public
- Competencies (including knowledge and skills) and experiences of colleagues who may be required to lone work
- Staffing ratios and support/supervision requirements
- Communication systems, particularly those used in emergency situations
- General security of the person's home, alarm systems etc.

## GENERAL GUIDANCE

**The following provides general guidance about staying safe when lone working. Each colleague should take reasonable care of themselves and others who may be affected by their actions**

- Read and follow the working policy of the person supported
- Follow all health and safety guidance
- Take part in all training provided relating to safe working practices
- Report any dangers or potential dangers or any concerns you might have when working alone
- Whenever colleagues work alone, they must ensure that they know the whereabouts of other staff, e.g. on-call service
- Colleagues should record all details of any visits that have taken place

## MENTAL HEALTH AND WELLBEING

**Lone working can negatively impact on employee's work-related stress levels and their mental health. For most people interacting with people at work is a positive process and people enjoy their working relationships with others and see this as a supportive element of work. Being away from**

**colleagues could mean that good support is more difficult to achieve when needed. If any colleague is struggling with any aspect of their health, they should seek guidance in the first instance from their line manager who has the capacity to make a referral to the most appropriate support.**

**Colleagues are reminded that they can access resources designed to support mental health and wellbeing via the free employee benefit from AIG, Smart Health. For more information on this, please speak with your line manager.**

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