



# LONE WORKING POLICY

AGREED: FEBRUARY 2022

REVIEW DUE: JULY 2024

## INTRODUCTION

At Food Friends we take very seriously the responsibility for the health, safety and welfare of our team. Our duty to assess the risk of lone working is carried out thoroughly and, where reasonably practicable, steps introduced to remove or control risks in accordance with both good practice and Health and Safety Legislation.

The Food Friends team includes all Food Friends employees, trustees and volunteers.

## DEFINITIONS

Lone Workers are members of the Food Friends team who work by themselves without immediate access to support from other volunteers or employees. This includes those working alone visiting Food Friends that we support within the community.

## RISK MANAGEMENT

Risk is an inevitable part of our work but different roles within the organisation face greater potential risk than others. Most risks come from the unknown but trying to identify these in advance is an essential part of protecting our workforce from physical harm or being accused falsely of wrongdoing.

All roles, both employees and volunteers, will be subject to a lone working risk assessment. This assessment will outline the severity and likelihood of any risks pertaining to the role and be shared with the role holder alongside the lone working guidance, as part of their induction.

It is the responsibility of the CEO Anna Mantell/or Safeguarding Lead on the trustee board to review these risks at least once a year, or when amending a job description and immediately following any incident.

Lone working risk assessments are always shared with employees. Reducing lone working risks for volunteers are covered in our volunteer handbook (Appendix 2). Specific risk assessments are accessible to volunteers on request.

## BASIC PROTECTION

To help ensure the safety of our team at risk of lone working, Food Friends expects that:

- **All members of the team who are lone working carry a mobile phone with them.** They must ensure the phone is sufficiently charged at all times and should not engage in lone working if they do not have access to a secure phone line.
- **Phones should be programmed with the details of the Food Friends contact line which is operational between 9-5 Monday - Friday.** The person answering the contact line must have access to all records containing the emergency contact numbers for all workforce members.
- **All lone workers must carry with them their identity card with photograph, that will be issued to them for identification purposes,** along with the email address and contact details of Food Friends. An aide memoire is printed on the reverse of the identity card to act as a constant reminder to lone workers about some of the key aspects of keeping themselves safe (Appendix 1). **When attending meetings with people not known to them, lone workers should try to meet in a public place** and/or ensure the lone working procedures (as set out below) are followed.
- **All members of the team should ensure that all incidents where they feel threatened or unsafe are reported immediately,** even if this was not a tangible event or experience. Reports of these incidents are imperative in informing future visits, meetings, and will help to inform lone working policies and procedures
- **In the event of an emergency the Food Friends team should contact emergency services first** and their emergency contacts second.

## **GUIDANCE FOR EMPLOYEES LONE WORKING ON HOME VISITS**

All Food Friends employees are advised to consider the following before undertaking a home visit on their own.

- **Is it right for me to be attending on my own?** If risks are identified prior to a home visit, you must arrange a joint visit with another employee/volunteer or someone who already has an active relationship with the client and is known to us e.g. established referral pathway. If you ever feel uncomfortable about undertaking a home visit on your own, you must always let another member of the Food Friends team know, so we can support you with this and ensure a joint visit is scheduled.
- **Do I feel safe?** If you ever have any concerns about your safety, we encourage you to remove yourself from the situation and directly report your concerns to the CEO Anna Mantell.
- **Do people know where I am?** Keep the designated member of the team informed of your whereabouts using the online diary system in line with the below extraction procedure.
- **Is my mobile phone on and programmed?** It is important you have contact details of at least two people from the Food Friends team that you can contact in the event of an emergency.
- **Have I got my ID?** Identify yourself clearly, make sure you carry your identity card and show it to service users.
- **Is it the right time for me to visit?** Visits late at night or early in the morning are to be discouraged and may upset the person you are visiting unnecessarily.

- **Where is it suitable for me to go?** You should not enter vulnerable areas of those that you visit's home (for example the bedroom). You may wish to always leave a clear exit route between you and those that you visit. If you feel uncomfortable you do not need to enter a property.

**THE ABOVE WORKS ALONGSIDE FOOD FRIENDS LONEWORKING RISK ASSESSMENT FOR STAFF MEMBERS. PLEASE REQUEST TO VIEW.**

### **LONE WORKING EXTRACTION PROCEDURE**

If a lone worker fails to contact the designated member of the team within 30 minutes of their pre-planned extraction time, the Food Friends team member responsible for ensuring that that person has successfully finished their visit must:

- try to contact the person by phone.
- try to call the site of lone working to check they have left.

If a lone worker fails to contact them within 60 minutes of their pre-planned extraction time, the designated team member must:

- text the person asking for an immediate response.
- identify emergency contact details for the lone worker involved.

If a lone worker fails to contact the designated member of the team within 90 minutes of their pre-planned extraction time, the team member must contact their emergency contact and then the police and await further instruction. The team member responsible must not directly approach the site of lone working on their own.

### **GUIDANCE FOR VOLUNTEER COOKS LONE WORKING ON HOME VISITS**

Volunteers are advised to consider the following before undertaking a home visit on their own and to ensure they can access the Food Friends Lone Working Policy. This is summarised in the volunteer Cook Handbook (Appendix 2) and Food Friends Volunteer Agreement (Appendix 3):

- **Do I feel confident attending on my own when I first meet my Food Friend?** If you feel concerned about delivering your first meal on your own, one of the Food Friends team would be happy to accompany you until you feel comfortable.
- **Do I feel safe?** If you ever have any concerns about your safety, we encourage you to remove yourself from the situation and directly report your concerns to the Food Friends team. You can always rearrange a meal drop off for another time.
- **Do people know where I am?** Inform a family member or friend when you are due to deliver a meal and again when you are safely home.
- **Is my mobile phone on and programmed?** It is important you have the Food Friends contact line stored in your mobile so that you can make contact in the event of an emergency.

- **Have I got my ID?** Identify yourself clearly, make sure you carry your identity card and show it to the person you are visiting.
- **Is it the right time for me to visit?** Visits late at night or early in the morning are to be discouraged. You are advised to deliver meals Monday to Friday between 9-5 as at this time you will be able to get hold of the Food Friends team if necessary.
- **Where is it suitable for me to go?** As a volunteer we strongly recommend that you do not enter your Food Friend's home until you are confident that you feel safe doing so. If you do enter your Food Friends home, you do so at your own risk. Never enter vulnerable areas of your Food Friend's home (for example the bedroom) and always ensure you leave a clear exit route between you and your Food Friend.

**THE ABOVE WORKS ALONGSIDE FOOD FRIENDS LONWORKING RISK ASSESSMENT FOR VOLUNTEER COOKS. PLEASE REQUEST TO VIEW.**

## APPENDIX 1 – BACK OF VOLUNTEER LANYARD EXAMPLE

Whenever you visit your Food Friend,  
be sure to tell a family member/friend  
where you are going and when

Ensure to follow Food Friends reducing  
the spread of unnecessary illness  
[guidance](#)

Always take your mobile

Remember to submit a Volunteero  
report after your visit

If you have a concern about your Food  
Friend highlight this on the report.

In [an emergency situation](#) always call  
999

**hello@food-friends.co.uk**  
**01227 250 410 / 07947 688523**

## APPENDIX 2 – VOLUNTEER COOK HANDBOOK

### KEEPING YOU SAFE

As well as food safety, your safety is equally as important to us. Risks are an inevitable part of any volunteering work within the community. Most risks come from the unknown. Whilst Social Distancing guidelines are in place, a home assessment will not be undertaken by the Food Friends Co-ordinator.

To keep yourself safe:

- Make sure someone knows where you are or when you are visiting.
- Follow current Covid-19 Food Friends guidance.
- Take your mobile to raise any concerns immediately.
- Wear your volunteer I.D. - additional guidance is on the back of the card.
- We do not recommend that you enter your diner's home.

**ALWAYS HAVE YOUR MOBILE ON**

### SAFEGUARDING DINERS

As a Food Friends volunteer it is essential that you take an interest in the health and wellbeing of your diner. Developing trusting, meaningful relationships lies at the heart of the Food Friends project. However, if your diner requests to confide in you about abuse or something that can harm them, you, or someone else in any way, you must sensitively remind them you have duty of care to refer any concerns of alleged wrongdoing back to your Food Friends co-ordinator. Please read through the safeguarding advice below which will help you, as a volunteer, to identify and report concerns.

**Adults may sometimes be abused in a number of ways within the same relationship, setting or incident. Please be mindful of the following forms of abuse:**

- Physical
- Sexual
- Psychological
- Financial/material
- Neglect, including self-neglect
- Discriminatory
- Institutional

**ALWAYS HAVE YOUR MOBILE ON**

## **APPENDIX 3**

### **VOLUNTEER AGREEMENT**

This Volunteer Agreement is a description of the arrangements between Food Friends and ..... in relation to your volunteering with us. This agreement is intended to assure you that we appreciate your volunteering with us and indicates our commitment to do the best we can to make your volunteering experience with us a positive and rewarding one.

#### **Food Friends commits to:**

- clearly define and agree a volunteer role description with you
- provide a thorough induction to Food Friends and offer appropriate training to assist you with undertaking your volunteering role
- provide a Food Friends coordinator who will contact you every 3 months to discuss your volunteering, and any problems or queries you have
- include you in Food Friends health and safety arrangements
- ensure public liability insurance cover for you whilst undertaking volunteering with us
- ensure that volunteers are not discriminated against and are treated in line with our Equal Opportunities Policy, Equality, Diversity and Inclusion Policy and the Food Friends Code of Conduct.
- provide references for you for up to two years after the completion of your satisfactory volunteering

#### **I agree to volunteer with Food Friends, and I commit to:**

- help Food Friends to fulfil its mission, through carrying out my volunteering role
- adhere to the Food Friends rules, procedures and standards, including Food Friends Equal Opportunities Policy, Food Friends Equality, Diversity and Inclusion Policy and the Food Friends Code of Conduct. All policies can be found on the Food Friends website.
- **Follow the guidance provided by Food Friends regarding preventing the spread of COVID-19 and other illnesses.**
- maintain the confidentiality of all involved with Food Friends
- read the food hygiene information provided in the cook handbook [If further guidance is needed, I will contact the Food Friends coordinator]
- always have my Food Friends lanyard with me when making a meal delivery
- adhering to the key safety advice on the back of my lanyard
- report any concerns about my Food Friend (s) to the Food Friends coordinator
- inform the Food Friends coordinator if I am unable to continue to commit to being a Food Friends volunteer.

**This agreement is binding in honour only, it is not intended to be a legally binding contract between us and may be cancelled at any time at the discretion of either party. Neither of us intends any employment relationship to be created either now or at any time in the future.**

Volunteer Signature

Date

Volunteer's Name

Coordinator Signature

Date

Coordinator's Name