



Issue date:	April 2024
Review date:	April 2026

- Name:** Personal Safety & Lone Working
- Distribution:** Not confidential – for internal and external use
- Scope:** This procedure applies to all Barnardo’s colleagues.
- Ownership:** Head of Corporate Safety
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### Roles & Responsibilities:

The **senior manager** is responsible for ensuring:

- they can demonstrate their commitment to ensure safe services are provided by their managers and colleagues.
- communicate safety information to services and ensuring there are effective arrangements for disseminating information to appropriate persons.
- they have oversight of the services risk assessment processes.
- they have oversight of any lone working monitoring systems.

The **manager** is responsible for ensuring:

- a suitable and sufficient risk assessment is undertaken to include personal safety and take into consideration lone working, travelling, working in unfamiliar locations and situations, dangerous dogs, and violence & aggression.
- the risk assessment identifies and implements appropriate safety control measures to eliminate, reduce and/or adequately control personal safety risks, with additional consideration to be given to anyone with known medical conditions.
- systems and procedures are in place to monitor lone workers to help keep them healthy and safe.
- there is access to equipment which can be used in an emergency.
- the risk assessment is reviewed following any incident occurring, (a change in circumstances concerning an individual, the environment, or the activity) or annually as a minimum.
- the findings of the risk assessment are to be communicated to all concerned and are incorporated into the local safety rules.
- colleagues have sufficient information, instruction, and training regarding their personal safety and as identified through the risk assessment process.
- all incidents (including near misses) are investigated, and findings recorded on Barnardo’s accident/incident and injury reporting forms.
- they give support to their workers, and they provide information about the Barnardo’s employee support programme.

Our **colleagues** are responsible for ensuring that:

- their personal data and next of kin information on Dynamics 365 is up to date and fully completed.
- they appropriately record their visit details and follow the localised lone working procedures.
- they act in accordance with training and instruction they receive.
- they inform their manager of any concerns regarding their physical health or circumstances which may have an impact on their ability to undertake lone working tasks.

- they comply with Barnardo's personal safety and lone working guidance.
- they report any incident or concerns for own or any others' personal safety.
- they report all verbal, physical or psychological harm on Barnardo's Incident Reporting Form (BIRF) as per accidents & incidents reporting procedure.
- they comply with Barnardo's Group Health and Safety Policy and its associated procedures.

**Procedure:**

The procedure is to follow the responsibilities outlined above, ensuring that there is a risk assessment, appropriate training, and a lone working recording system in place, which is being monitored to ensure it is working effectively.

**Risk assessment** – there must be a risk assessment in place considering, lone working, travelling, working in unfamiliar location or situations, dogs, violence, and aggression.

**Lone working recording** – information must be accessible on where the visit will take place, the times of the visit and contact information.

**Lone working monitoring** – localised procedures such as buddy systems or paid for apps must be in place for monitoring lone working, with the manager regularly reviewing the systems to ensure that they are adequately working and being used effectively by the team.

**Personal safety & lone working training** – all individuals who undertake lone working, home visits or working in the community should undertake personal safety and lone working training.

**Associated documents:**

- 1) Risk Assessment
- 2) Personal Safety & Lone Working Guidance

**Compliance measures:**

- Annual Audit (HSQA)
- Service Risk Assessments
- Staff Training Records
- Local Safety Rules

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**Document Reference:** Procedure/Safety/11 Personal Safety & Lone Working

**Document History:**

Version	Date	Author	Status	Comment