GROW's Policy on Lone Working

This policy should be read in conjunction with GROW's other policies located on GROW's website with copies in GROW's DropBox.

It applies to all those who do things for or with GROW e.g. Coordinator, Trustees and Volunteers.

Lone working (i.e. doing something on your own) carries a greater impact / risk when things go or can go wrong and fall into two broad categories:

1. Accidents
2. Incidents

Thus, whilst it is sensible to avoid instances of lone working to mitigate these, there will be occasions when lone working does happen for the Coordinator or a Trustee and this policy is primarily aimed at them.

To be clear Volunteers are not permitted to carry out lone working.

1. Accidents
   a. Carry a fully charged mobile 'phone to summon emergency help if required.
   b. Follow the procedures in the Health & Safety Policy

2. Incidents.

These can occur when lone working with just one other volunteer / beneficiary / new contact e.g. stakeholder, potential new Trustee, newly referred beneficiary / volunteer. There is potential risk from:

   a. Personal attack
   b. Malicious unjustified complaints / accusations.

Before carrying out lone working all Trustees / Coordinators should be familiar with the guides from the Suzie Lamplugh foundation and follow the recommendations therein.

These can be found GROW's Drop Box and should be requested from GROW's Secretary if Drop Box access is problematic.

These include things such as risk assessments, planning one's safe exit and much more besides.

- ✓ Avoid lone working
- ✓ Risk Assess the situation
- ✓ Carry a fully charged mobile 'phone to summon emergency help if required
- ✓ Follow Suzie Lamplugh 'rules'
- ✓ Report in line with police and GROW's policies.