



BCC Lone Working Policy, July 2026

1.0 Purpose

BCC recognises that BCC is a small organisation where staff and volunteers will often work on their own in the office or out in the community.

BCC recognises the risk of lone working and has developed this policy to ensure the safety of all staff, workers, volunteers and trustees when working alone in the community or within its offices. The aim of this policy is to clarify the roles and responsibilities of BCC and its staff and volunteers, in order to fulfil its legal obligations and to take action to minimise the risks of lone working. The policy also aims to increase staff awareness of safety issues related to lone working and to ensure that all lone working is assessed in a systematic and consistent manner.

BCC recognises that members of staff and volunteers are required to work by themselves in the community without close or direct supervision, sometimes in isolated work areas or during out of office hours. The organisation acknowledges that these workers and volunteers are potentially at risk and that these risks must be minimised as far as reasonably practicable. BCC has a duty of care to advise and assess the risk for all workers under the Health and Safety at Work Act 1974 and the Management of Health and Safety at Work Regulations 1999. As such standard procedures have been developed and set out within this policy, and these should be followed and adhered to at all times, prior to or when working alone. It is important that all staff are aware of the definition of a Lone Worker as they may find themselves, or those under their direct supervision, falling within the definition of a Lone Worker irregularly or infrequently and need to be able to recognise this situation and act appropriately to mitigate the risks.

2.0 Scope

This policy is applicable to all members of staff, volunteers and trustees who are based in the community and/or in the office. Any reference to 'lone workers', 'member of staff' or 'employees' hereafter includes employees, workers, volunteers and trustees.

3.0 Definition of Lone Workers

For the purpose of this policy Lone Workers are defined as anyone who works alone, whether they are within the BCC Hub or delivering a service out in the community.

4.0 Individuals' Responsibilities

All BCC staff and volunteers need to recognise that lone working is a part of their role at BCC because of the small size of the organisation. Lone workers have a responsibility to:

- read and comply with the Lone Worker Policy
- follow safe working procedures as set out in the policy
- avoid situations with significant risk, as far as is possible
- take care of their own and other people's safety
- inform their manager if they have any concerns about lone working and
- report any incidents as soon as possible.

5.0 Trustee Responsibilities

Trustees have a responsibility to take lone working of staff and volunteers seriously and address any concerns raised.

Trustees and staff need to work together to ensure that emergency procedures are in place so that members of staff working alone can obtain assistance if required

If a situation is deemed to be medium or high risk, a risk assessment should be completed by a person competent to do so prior to staff working alone.

6.0 Risk assessments

In relation to lone working risk assessment consideration should be given to:

- the remoteness of the workplace
- potential communication problems
- the likelihood of a criminal attack
- potential for verbal and physical abuse
- vulnerability of lone workers to feel isolation, stress and depression.
- whether all the plant, equipment, materials, etc. can be handled safely by one person.
- whether the person is medically fit and suitable to work alone.
- how the lone worker is supervised
- how the lone worker will obtain help in an emergency such as an assault, vehicle breakdown, accident or fire; and
- whether there is adequate first aid cover.

Version control

Version number	Prepared by	Date approved by Trustees
1.0	Rachel Burn	