



Connections

Lone Working Policy

Connections is committed to ensuring the safety and well-being of all employees and independent contractors, including those who work alone. This policy outlines our approach to mitigating risks and providing support for lone workers to maintain a safe working environment.

Statement of Intent

Connections has a legal duty to look after the health, safety and welfare of its employees, trainee counsellors, independent contractors and this includes a duty of care to reduce, as far as reasonably practicable the risks associated with lone working within the workplace and when working online from home or an alternative clinical online environment.

Connections is committed to the provision of a safe place of work for all employees, trainee counsellors and psychotherapists, clients, visitors, and contractors. We will ensure that lone workers are not exposed to additional or greater risk than any other workers.

Definition Of Lone Working

The Health and Safety Executive (HSE) defines lone workers as those who work by themselves without close or direct supervision.

This document relates to trainee counsellors or psychotherapists, either working at Connections unsupervised or using their home for online sessions with clients.

For the purposes of this policy, this can be spilt into two main groups:

- In fixed establishments e.g. remote homeworking or alternative external setting (not in the Connections counselling rooms).
- Working in a room with a client within Connections counselling rooms (unsupervised).

There is no legal prohibition on lone working, however when working in the Connections counselling rooms, Connections has completed a risk assessment of the hazards, an

assessment of the risks involved, and measures have been put in place, to avoid or control the risks to lone workers.

Classification of Lone Workers and Risk Scale

Category 1- Low Risk:

- Working outside normal office hours within the Connections counselling rooms or homeworking.

Category 2- Medium Risk:

- In instances where a student is in a room in Connections counselling rooms with a client.

Connections Responsibilities

- You will never be expected to work alone in Connections premises.
- Ensuring sufficient resources are made available for the identification and protection of lone workers.
- To put in place procedures and equipment to mitigate risk as far as reasonably practicable.
- To ensure lone workers are not at more risk than any other employees.
- To listen to lone worker concerns and try to resolve.
- To ensure safety equipment is in place and maintained.

Process

- Any incidents will be advised to the Counselling Service Manager, who will support a risk analysis, to ensure risks are registered, learning gathered and additional measures required implemented.
- Training and Monitoring should be given at regular intervals and after any incident.
- Risk assessments around lone working will be reviewed annually or following an incident to mitigate/eliminate further incidents.

Lone Worker Responsibilities within Connections counselling rooms

- To ensure they follow safe working practices whilst on site.
- To report any concerns or problems they may have to Facilities staff (receptionist or manager) and Counselling Service Manager (out of hours, this may be by email).
- To ensure safety equipment installed for protection is used i.e. cameras, panic alarms, intercom systems and door barriers.
- Be aware of their surroundings always.

- Report any incidents, accidents or near misses immediately to Counselling Service Manager and/or Facilities Manager on call.

Please note that it is not acceptable for trainee counsellors to see clients in person, in their own home. This provision is purely for working online with clients through the Student Placement Service (SPS).

Further clarification

If you have any queries around the content provided within this document and how to interpret it, or if you have any comments about this policy and how it might be improved, please contact: ian@connections counselling.co.uk

Alternative format

If you require this document in an alternative format, please contact: ian@connections counselling.co.uk

Name:	Lone Working Policy
Author:	Ian Nicholson-Kapasi
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