



## **Welfare and Wellbeing Volunteer Lone Working Guidance**

A lone worker is defined as a member of staff or a volunteer who regularly or occasionally works on their own without direct supervision or support. Lone volunteering is not in itself unsafe, but it has the potential to increase risks. As a Branch Welfare and Wellbeing Volunteer we need to consider our own safety and ensure we manage any risk.

The Royal Naval Association takes seriously its responsibilities to ensure the health, safety and welfare of all volunteers who conduct their volunteer activity alone, without direct support or supervision. E.g. visiting our Shipmates in their own homes.

The Royal Naval Association is committed to reducing the risks to volunteers and the purpose of this guidance is to ensure that there are adequate systems in place to reduce the risks of Welfare & Wellbeing Volunteer lone working as far as is reasonably possible and practicable.

### **Procedure and Guidance**

The purpose is to help you think about and improve your personal safety, be aware of risks and to take steps to reduce and adapt strategies to keep you safe. It is the responsibility of the volunteer to:

- Understand where you will be going and what you will be doing; consider whether there are risks relating to that location or activity (e.g. an unusually isolated location, adverse weather conditions for driving). If there are, discuss them with your team leader before setting off.
- Comply with any role descriptions and procedures detailed by Royal Naval Association.

### **Risks**

- Physical assault, verbal abuse, or threatening behaviour
- Robbery, theft, or criminal damage
- Road traffic accidents or breakdowns
- Slips/trips/falls
- Manual handling
- Fire and other emergencies.



**Volunteers should take the following precautions when volunteering:**

- Ensuring someone knows where they are going and when they are expected home, including details of any activities you have arranged.
- Volunteer during daylight hours as much as possible and avoid poorly lit or deserted areas where possible.
- Carry a mobile phone, check it is fully charged and (for pay-as-you-go), has sufficient credit: leave it switched on; do not use it whilst driving.
- Carry a personal alarm if you have one.
- Arrange that you will check in with a named contact when you have safely returned home.
- Take and use any other personal protective equipment provided or identified in service specific risk assessments e.g. face mask, hand sanitizer.
- Tell your team leader about any incidents which arose during volunteering.

**Monitoring Safety Issues**

- Lone workers must report incidents (including near misses, accidents, and verbal abuse) to their Area Welfare Officer and entries should be made in the Accident and Incident Book held in Central Office.
- Concerns about personal safety in any situation must be referred to the Area Welfare Officer as a matter of urgency.
- Area Welfare Officers must exercise vigilance and ensure that incidents are not overlooked or ignored.
- Raise any concerns with their Branch or Area Welfare & Wellbeing Officer.
- Report any accidents, incidents, injuries or 'near misses' to their Branch or Area Welfare Officer.
- Report any safety practices that need to be improved, or risks not otherwise Identified.

Your safety is our priority, and we never want you to take any unnecessary risks when volunteering for us. Our Welfare & Wellbeing Lone Volunteering policy and guidance will support you to stay safe when volunteering alone.

Discuss any concerns you have with your Branch or Area Welfare & Wellbeing Officer before you engage in any lone volunteering activity.

If in doubt, follow your instincts and do not put yourself in a risky situation. If you feel uncomfortable or unsafe, leave the situation as quickly as possible.