

Lone working guidance for volunteer roles based at home.

We want to ensure that everyone that volunteers for us can do so safely. One of the ways that we do this is to make sure that volunteers are staying safe if they are volunteering from home alone. This is called lone Working. A lone worker is defined as someone who regularly or occasionally works on their own without anyone else present, direct supervision or support. For example, someone who:

- Is volunteering from home alone.
- Carries out activity alone in the community or someone else's home.
- Travels on their own for volunteering purposes

In your volunteer role you will be predominantly volunteering in your home. Whilst we know that you are safe in your own home, there are just a few things to be aware of whilst you are volunteering:

- Ensure you have the number of your Independent Age contact to hand and that you can get in touch with us quickly if you need to report a concern or raise a query. If you are using a mobile phone, make sure that it is charged.
- If you are going to be seated for significant period for your volunteering, ensure that your chair is comfortable and supportive. Make sure you take regular breaks to move around and stretch your legs, particularly if you are using a computer screen.
- If you are using a laptop or other piece of equipment, then ensure that any wires or cables are kept tidy and are not causing a trip hazard.
- Record and report any incidents that cause you concern immediately to your Independent Age Contact.
- Remember that we are here to support you and your health and wellbeing are important to us. If you encounter something in your volunteering whilst at home that is challenging or stressful then do let us know so that we can support you.

Remember we have the Out of Hours Safeguarding support number if you have any concerns about older people who access our services. This number is for outside of office hours (5–9pm on the weekdays and 9am–9pm on the weekends)

Out of Hours Safeguarding Support number: 020 7605 4455