



## Lone working guidance for volunteer roles in the community

There may be occasions when you need to go out and about in your volunteering role in a setting where there aren't any other people around. 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

We all often find ourselves in these situations so it's not something to worry about but it's important that we think about it and that we're thinking ahead. Here are some things to think about:

- The first thing to do is to let your **trusted contact** know where you're going and when you plan to be back and keep them posted if things have over run or plans have changed. A **trusted contact** could be someone you live with, or a friend or a relative for example.
- When you joined us as a volunteer, we will have asked you for details of your "in case of emergency contact." Ensure that they are aware that they are your emergency contact and that we will contact them if we have any concerns.
- If you will be walking on your own as part of your volunteering then plan your route beforehand, be aware of your surroundings, walk confidently and try not to display any valuable items.
- Familiarise yourself with the area in which you are doing your volunteering- do you know where to park/where is nearest bus stop etc?
- Make sure you are familiar with your route if travelling when unlikely to be many people around. If you will be volunteering or travelling in the evening or when dark, remember to choose well-lit paths and to stick to main roads as far as possible.
- If using your car ensure that you have enough fuel, oil and that there are no faults with your car. Remember not to leave any valuable items on display when you leave the car.
- Be mindful of any personal information you share about yourself with others.
- If you are moving and handling potentially heavy boxes (for example boxes of leaflets) then check that the load is not too heavy and is manageable for you to lift by yourself.

- Be aware of cultural context
- Keep your mobile charged and nearby and have the number of your Independent Age contact in your phone
- Carry your ID badge with you
- If at any time you feel unsafe in a situation do not hesitate to call your Independent Age contact or in case of emergency, the police.
- Report any incidents that cause you concern immediately to your Independent Age Contact.

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**