

Multitude of Voyces

Supporting under-represented, vulnerable and marginalised groups through music and words.

Community Interest Company Number 11915610

Registered with the Charities Aid Foundation – beneficiary number 91000768708

Multitude of Voyces CIC

Lone Working Policy (guidance from HSE)

Multitude of Voyces has no employees and therefore is exempt from legal responsibility and liability for the lone working of personnel (including paid Subcontractors and Volunteers), however the CIC takes seriously its general responsibilities towards all personnel and recommends the following guidance.

- Lone workers are expected to take due care relating to their physical and mental health while carrying out work on behalf of the CIC and are expected to have strategies in place to manage injury, accident or other mishap.
- A lone worker may be exposed to particular risks when working alone: these might include stress, mental health issues, physical illness (such as eye strain or back strain when working at a computer), and external risks.
- Subcontractors requiring supervision, education and training relating to lone working are encouraged to seek advice from the Health and Safety Executive <https://www.hse.gov.uk/lone-working/worker/index.htm> or from their union or other membership organisation.
- A lone worker may be more vulnerable due to isolation from help and should be encouraged to consider situations where they might feel at risk, and to take steps to mitigate those risks.¹
- Aspects such as work deadlines might cause particular stress: indicating factors might include decreased performance/complaints or grievances/loss of motivation, commitment or confidence/increased emotional reactions such as tearfulness or aggression. Subcontractors are advised to maintain close contact with the CIC's Director through the carrying out of subcontracted work, and to monitor their health needs, seeking advice from health clinician where necessary.

Director: Louise Stewart B.A. (Hons), P.G.C.E., L.T.C.L., P.G.Cert

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Updated by Louise Stewart 28.06.2022

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- If lone workers are required to visit private homes or other workplaces in order to carry out their subcontracted work, a risk assessment may need to be drawn up before that work can commence.
 - If lone workers become unwell or injured, and are unable to carry out their subcontracted work, it is their duty to inform the Director who will consult with the lone worker about the completion of their contract of work.
 - Where a subcontractor is not fluent in English, or where the lone worker might be considered by the CIC to be in some way vulnerable due to the working environment and workplace culture being very different from that of their country of origin, Multitude of Voyces will endeavour to provide a liaison support worker fluent in the lone worker's first language, to encourage safe lone working conditions for that subcontractor.
1. Particular care should be taken when travelling alone to carry out work on behalf of the CIC. Mitigations include travelling during daylight hours; planning a route; carrying a mobile phone; ensuring that another person is aware of the lone worker's whereabouts and expected time of return. That person might be a family member or the CIC Director.

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