



**ANTHONY
NOLAN**

Saving lives through stem cells

Safeguarding Policy & Procedures

Author(s): Governance Officer

Owner: Designated Safeguarding Lead Director

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1. STATEMENT OF POLICY

Protecting and safeguarding all those who come into contact with us through our work (including children and adults at risk) from abuse and mistreatment of any kind is a priority for Anthony Nolan and its Trustees.

This includes:

- people who benefit from our work, including patients
- employees
- volunteers (including Trustees) and
- other people who come into contact with us through our work, this could include financial donors for example.

Anthony Nolan's Trustees wish to promote a fair, open and positive culture and ensure all involved feel able to report concerns, confident that they will be heard and responded to.

Please refer to section 4.1 of this Policy for more detailed definitions.

The activities carried out by Anthony Nolan mean that there are a range of employees and volunteers who may come into contact with people who are at risk of harm from abuse or mistreatment of any type. All employees and volunteers are required to help promote the welfare of children and adults at risk and report any safeguarding concerns to the relevant person.

This policy, and associated procedures, upholds Anthony Nolan's duties and reinforces our values and responsibilities in ensuring we provide a safe and responsive environment which safeguards children and adults at risk. See the Code of Conduct for employees and volunteers in Appendix B. It demonstrates compliance with UK legislation and other four nations' government legislation, policy guidance, research and good practice. This policy applies to all employees and volunteers, including the Board of Trustees, agency employees, students, or anyone working on behalf of Anthony Nolan.

2. PURPOSE

Anthony Nolan has a responsibility to safeguard the welfare of all children, adults at risk and those who are involved in, or affected by, our work. This policy sets out our approach to reducing and managing risks, and the action employees and volunteers are asked to take when dealing with safeguarding concerns.

The purpose of this policy is to ensure:

- (a) The safety needs and interests of children and adults at risk who receive Anthony Nolan services are upheld.
- (b) Appropriate response is made to protect all children and adults at risk who may be experiencing abuse or mistreatment of any type.
- (c) Employees, volunteers, stakeholders and the public are provided with the overarching principles that guide our approach to safeguarding.

This policy provides clear procedures on what to do if you have a safeguarding concern, how to manage, respond and refer those concerns, and where to go for help and support. This applies to all employees and volunteers across all parts of the charity.

3. OUR APPROACH TO SAFEGUARDING

3.1 Safeguarding Group, Roles & Responsibilities

Under the oversight of the Board of Trustees who have oversight of how safeguarding and protecting people from harm are managed within Anthony Nolan, there are the following:

A Safeguarding Group, led by the Designated Safeguarding Lead Director, has been formed to provide advice and support in relation to this policy, operating within its agreed terms of reference.

Designated Safeguarding Leads provide advice and support to employees and volunteers, provide advice to the organisation about all elements of safeguarding, oversee investigations into allegations and concerns of abuse, and ensure compliance with policies and procedures. The Designated Safeguarding Leads liaise with and seek advice from the Designated Safeguarding Lead Director and external agencies, as required.

The Designated Safeguarding Lead Director supports Anthony Nolan's safeguarding responsibilities, provides support and guidance to Designated Safeguarding Leads in dealing with any difficult or urgent concerns, and ensures policies and procedures are complied with, reviewed, and updated in liaison with the Board of Trustees.

The People Team (HR) is responsible for consultation and advice in relation to the implications of safeguarding issues in safer employment, disciplinary, or grievance procedures.

3.2 Recruitment of Employees and Volunteers (including Trustees)

Anthony Nolan has rigorous and robust recruitment procedures in place to ensure that we appoint employees and volunteers who are appropriately qualified and have the skills and knowledge to deliver a quality service. The law in the UK makes it clear that, under certain circumstances, criminal background checks can be used as part of recruiting paid employees and volunteers:

- We have a legal duty to carry out full criminal background checks for roles that involve very specific tasks that are considered "regulated activity" or "regulated work".
- We are entitled to carry out full criminal background checks for roles that involve substantial, unsupervised contact with children or adults at risk, but do not involve carrying out tasks that constitute what is known as regulated activity or regulated work.
- We are not eligible to ask for full criminal background checks for any other roles.

In England and Wales, criminal background checks are carried out by the Disclosure and Barring Service (DBS), in Northern Ireland by AccessNI, and in Scotland by Disclosure Scotland.

Requesting a full criminal background check for a role that is not eligible is unlawful. Anthony Nolan will only carry out the appropriate level of criminal background checks on successful applicants, for employee and volunteer roles, where it can be clearly demonstrated that such a check is justified under the relevant national law.

3.3 Learning & Development

All employees and volunteers will be made aware of their role in supporting Anthony Nolan's safeguarding responsibilities. There are different levels of training provided which are relevant to different roles and responsibilities within Anthony Nolan. All employees should complete the mandatory safeguarding training within their first month of employment and are required to complete the mandatory training in order to pass their probationary period.

4. DEFINITIONS

4.1 Types of Abuse

The Care Act, 2014 and Working Together to Safeguard Children (a guide to inter agency working to safeguard and promote the welfare of children) 2018, as well as other sources, outline categories of abuse, which include but are not restricted to:

- Discriminatory
- Domestic violence
- Financial or material
- Organisational
- Modern slavery
- Neglect/acts of omission /self-neglect
- Physical
- Psychological/emotional
- Sexual
- Cyber abuse

Child: Any person under the age of 18 years (16 years in Scotland)

Adult at risk: An adult who

- has needs for care and support (whether or not the local authority is meeting any of those needs) and
- is experiencing, or at risk of, abuse or neglect and
- as a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of abuse or neglect. (Care Act 2014, England).

Safeguarding: In its simplest terms safeguarding can be defined as 'keeping children and adults at risk safe from harm'. It is a broad term that can refer to things such as road safety and playground safety, as well as specific abuse.

Child protection: Is part of safeguarding and refers to the activity undertaken to protect young people. It focuses on specific types of abuse and our response to its occurrence.

Safeguarding Children

Safeguarding children duties apply to any charity such as Anthony Nolan working with, or coming into contact with, anyone under the age of 18. The Charity Commission recommends charities use resources and follow standards from the NSPCC for safeguarding children.

Safeguarding children means:

- protecting children from abuse and maltreatment
- preventing harm to children's health or development
- ensuring children grow up with the provision of safe and effective care
- taking action to enable all children and young people to have the best outcomes
- in England following Working Together to Safeguard Children 2018.

5. RECORDING AND REPORTING CONCERNS

- 5.1 Employees and volunteers must report safeguarding concerns about the welfare of people they come into contact with in the course of carrying out their duties.

Individual employees and volunteers must never investigate an allegation of abuse unless appointed to do so by a Designated Safeguarding Lead.

Please refer to the guidance below regarding our approach and the steps you need to take. If you are not sure what to do, or need further advice and/or support, please contact or a member of the Safeguarding Group on safeguarding@anthohnolan.org.

In all circumstances, employees and volunteers must take the following action:

- Ensure their own safety – leave the situation if they are at risk of harm;
- Where there is clear evidence of harm, or an imminent danger call the emergency services immediately;
- Treat all allegations of abuse seriously;
- Report concerns to a line manager/Volunteer Lead/Designated Safeguarding Lead as soon as possible.
- If a safeguarding concern comes to your attention, follow the actions outlined in Appendix C – Reporting and Recording Concerns Process
- If the incident is categorised as a “Serious Incident”, as defined in Anthony Nolan’s Serious Incidents Reporting Policy and Procedure, the incident must be reported in accordance with the process laid out in that policy.

6. INVESTIGATING ALLEGATIONS OF ABUSE

Where a Designated Safeguarding Lead decides that the allegations need to be investigated, the issue will be notified to the appropriate local authority, health and social care trust and/or the police. All enquiries will be managed within the local authority relevant Safeguarding Boards, trust or police procedures, in line with legal and statutory guidance. The main aim of any enquiries is to prevent or stop harm to children or adults at risk.

Anthony Nolan employees and volunteers may be asked to cooperate as required with any external protection agencies, enquiries or investigations.

6.1 Allegations of Abuse Made Against Anthony Nolan Employees and Volunteers

Anthony Nolan must undertake inquiries where an Anthony Nolan employee or volunteer is alleged to have abused someone. The respective line manager and Designated Safeguarding Lead will discuss the allegation with the People team and, after consulting the Designated Safeguarding Lead Director, will make a decision about whether the allegation needs to be reported to the police and/or Local Authority Safeguarding services.

A decision must be made as to whether the employee or volunteer is able to continue in their normal duties, or whether adjustments should be made to their work to protect them and/or others. This is in order to allow an investigation to be carried out as quickly as possible, while minimising risk. The Designated Safeguarding Lead Director will:

- take advice from the police and/or local authority about any internal investigation required
- will advise the individual on the investigative process
- and appoint an appropriate person to carry out any investigation.

Any adjustment and/or investigation will be carried out under the employee disciplinary policy & procedure or the volunteer concern resolution process.

All employees and volunteers who are alleged to have abused someone will be signposted to agencies that can provide support until any investigation is concluded.

6.2 **Online safety, Social Media, Content and Consent**

All employees and volunteers are asked to exercise personal responsibility and maximise safety online, in line with Anthony Nolan's Information Security Policies, Social Media Policy and approach to consent when accessing Anthony Nolan IT and Social Media.

- Online activity should always be within the context of a planned and supervised piece of work, consistent with the Online Safety Act, Anthony Nolan's Social Media Policy and Safeguarding Code of Conduct (See Appendix B).
- Employees and volunteers need to consider children's safety as a priority in relation to using images or content online and are required to gain permission from their relevant line manager on taking, storing, sharing or using digital images (photography or film), and gain appropriate consents for all images of children used.
- The Online Safety Act must be observed to ensure that all digital practices prioritise the protection and wellbeing of children and vulnerable individuals accessing online resources. Risk assessments are carried out in accordance with [Ofcom guidance](#) and risks are monitored and reviewed in line with Anthony Nolan's Risk Management Framework, detailed in the Risk Management policy.

7. **SUPPORT FOR EMPLOYEES AND VOLUNTEERS**

Some business areas within Anthony Nolan may have an increased risk of physical, psychological, and emotional harm, such as roles where employees or volunteers deal with sensitive and challenging situations and issues. Anthony Nolan has a duty to ensure that all employees and volunteers in such roles have access to regular supervision and the opportunity to discuss their own wellbeing. Our Health and Safety Policy, Serious Incident Reporting Policy and Volunteer Personal Safety Policy & Procedures ensure we have arrangements in place to prevent, where possible, violence and aggression, harassment or discrimination occurring whilst working or volunteering, and to take action where necessary to deal with any incidents.

All roles must be assessed carefully by the appropriate person (line manager/Volunteer Lead/HR), in conjunction with the Safeguarding Group, to ensure that signposting for support and provision of training are put in place, as necessary.

The requirement for the following additional options must be considered:

- Personal safety training
- Clinical supervision

All employees, and eligible volunteers, have access to an Employment Assistance Programme (EAP), provided by the external agency Health Assured. This is a 24 hour specialist service designed to offer confidential information and support across a number of topics.

7.1 Lone Working

Anthony Nolan provides guidance and information about issues relating to lone working in Appendix D Guidance for Lone Working. Individuals working alone may be more vulnerable to allegations of abuse and therefore must adhere to safer working practice within the Lone Working Policy. It is recognised that the increase in hybrid working patterns amongst the workforce may also present some challenges. Employees will be provided with regular support from their line manager and also have access to the Wellbeing resources provided by Anthony Nolan.

Employees and volunteers who work alone will receive any necessary training and information about how they can access support whilst working.

7.2 Advice and Support

Further advice and support can be obtained by contacting the People Team or a member of the Safeguarding Group on safeguarding@anthohnolan.org.

8. SAFEGUARDING CODE OF CONDUCT

All employees and volunteers are asked to follow the guidelines set out within the Safeguarding Code of Conduct (see Appendix B), to help protect the integrity of themselves and the organisation. Employees can find this information in the Staff Handbook and employees should refer to the Code of Conduct on the Volunteers Hub.

9. CONFIDENTIALITY

All documentation relating to incidents or allegations of people being harmed, or placed at risk of harm, will be kept and treated confidentially and in accordance with the Data Protection Act 2018 (DPA) and General Data Protection Regulations. This includes information from Safeguarding Report Forms, individual details, and outcomes of all investigations. Only those people who need to know about an incident will be kept informed. All personal data will be managed in accordance with our Data Protection Policy.

The minimum relevant information will be stored within a restricted access folder on the server and managed by the Safeguarding Group.

10. COMPLAINTS ABOUT SAFEGUARDING ACTIONS

If, for any reason, an employee or volunteer feels they cannot raise issues through a member of the Safeguarding Group or line management, then members of the Board of Trustees will be available. No individual should feel that they cannot report a concern. All reports will be treated seriously, fairly and impartially. The Trustees available in such cases are:

- Chair of the Board of Trustees: Nicola Horlick
- Chair of the Governance and Risk Committee: Martin Laws

Contact information for the Chair of the Board of Trustees or the Chair of the Governance and Risk Committee can be obtained from the Anthony Nolan Governance Officer, or the Director of Legal and Governance.

Volunteers should email volunteering@anthohnolan.org to request contact information.

Any complaint about the way Anthony Nolan has handled a safeguarding issue will be logged and addressed by the relevant team. If the complaint concerns sensitive or confidential information, or information which is the subject of an ongoing investigation, it may be referred to the Designated Safeguarding Lead Director who will discuss with the relevant people and respond to the complaint as appropriate having established the facts.

11. RELATED POLICIES AND ASSOCIATED GUIDANCE

Anthony Nolan policies and guidance:

- Anthony Nolan's Safeguarding Code of Conduct for Employees and Volunteers
- Disciplinary Policy & Procedure for Employees
- Volunteer Concern Resolution Policy
- Volunteer Personal Safety Policy & Procedure
- Employee Assistance Programme Information
- Complaints and Feedback Policy
- Responsible Gambling Policy
- Fundraising and Vulnerable People Policy
- Whistleblowing policy
- Serious Incident Reporting policy
- Risk Management Policy
- Social Media Policy
- Information Security Policies
- Cell Collection Centre Safeguarding Policy
- Safeguarding Group Terms of Reference
- Designated Safeguarding Lead Role Profile

External guidance and resources:

- [The Care Act 2014](#)
- Children's Acts 1989 & 2004
- [Online Safety Act](#)
- [Fundraising Regulator](#) Code of Fundraising Practice
- [Working Together to Safeguard Children 2023](#) (updated May 2025)
- [Charity Commission Safeguarding and protecting people for charities and trustees](#) (updated June 2022)

12. DOCUMENT REVIEW AND APPROVALS

Name (can be an individual or a committee)	Date of Review/ Approval	Version	Comments
Board of Trustees	29/06/2017	3	This Policy was previously known as the Safeguarding Children and Adults at Risk Policy and Procedures). This version and the accompanying Safeguarding Strategy document were agreed by the Board of Trustees on 29th June 2017
Designated Safeguarding Lead Director	26/03/2018	4	Minor revisions approved
Designated Safeguarding Lead Director	15/07/2019	5	Updated for change of Designated Safeguarding Lead Director
Board of Trustees	16/07/2020	6	Approved
Designated Safeguarding Lead Director	July 2021	6	Updated for change in Anthony Nolan Chair
SLT review	30/06/2022	7	Recommended to the GRC for review and Board approval
GRC review	12/07/2022	7	Recommended to the Board for approval
Board of Trustees	27/07/2022	7	Approved
SLT review	26/06/2025	8	Recommended to the GRC for review and Board approval
GRC review	17/07/2025	8	Recommended to the Board for approval
Board of Trustees	31/07/2025	8	Approved



Safeguarding Record Form

Anthony Nolan Safeguarding Leads

Stephen Alexander – Sharon Cain – Charlotte Cunliffe – Nick Jones –
Rachel Miller – Chris Phillips

safeguarding@anthonymolan.org

How to use this form

- ✓ Please complete all sections of this form with as much information as possible.
- ✓ Where possible and relevant, provide as much organisational context as possible (full staff names and job titles etc). Ask yourself if a future colleague would be able to look back on the form and understand it in 10 years.
- ✓ If you do not have the information, do not let it delay reporting the concern.
- ✓ Once reported, a safeguarding lead will speak with you if there are any questions or clarifications needed.
- ✓ If you need support in completing this form you can contact a Safeguarding Lead (listed above).

Out of hours: If the child/adult is at immediate risk of harm, or if you need advice outside of office hours: call 999 or contact NSPCC on 0800 800 5000 and then Inform a Designated Safeguarding Lead of your actions.

Once this form is complete, please send to: safeguarding@anthonymolan.org.uk

Information provided will be managed sensitively and stored in line with our internal safeguarding procedures.

Your details			
Your name		Your role	
Contact phone number:		Date form complete	

Details of the Child/Vulnerable Adult and their Parents(s)/ Carer (if known)			
Name of Child / Vulnerable Adult			
Gender	Click to select	Date of Birth	Click or tap to enter a date
Parent/Carers Name(s)	<i>*leave blank if your concern is about a vulnerable adult who does not have a carer</i>		
Home address			
Telephone number			

If applicable: Details/physical description of the person alleged to have caused harm to a child/vulnerable adult, or who there is reason to believe may cause harm (if known)			
Name or description			
Gender	Click to select	Date of Birth	Click or tap to enter a date
Home address			

Report	
Whose concerns are these?	Click to select
If the concerns have been raised by someone else, please provide details on who passed them to you	
What has happened and why are you concerned about it? (Please describe what you have been told and/or observed that has worried you)	
Description: <i>*Please be specific, noting names, avoiding acronyms and avoiding any assumed prior knowledge. Please share why you are concerned and completing this form.</i>	
Have you have attached any supporting documents (e.g. a letter):	Click to select

Further Actions Taken			
Details of any witnesses to the incident(s)			
Have you contacted any of the following? (if yes, please add further details)			
Police / Other Emergency Services	Click to select	Other Anthony Nolan employee / Volunteer	Click to select
Further details (Including what advice they gave you and what actions you took)			
Print Name		Signature	

To be completed by the Safeguarding Lead		
Assessment and actions:		
Has the concern been identified? (What are we concerned about and why)		Choose an item.
Is the identity of all involved clear? (job titles, connections to Anthony Nolan etc)		Choose an item.
Have all acronyms been clarified? (Would a colleague in 10 years be able to understand it?)		Choose an item.
Safeguarding Lead name and signature	Name: Click to select	Signature:
Date	Click or tap to enter a date.	



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Safeguarding Code of Conduct For Staff and Volunteers

Anthony Nolan believe that all staff and volunteers should work together to safeguard and promote the welfare of children and vulnerable adults. This code of conduct forms part of the agreement for all paid and unpaid roles.

This code of conduct is designed to;

- safeguard children and vulnerable adults involved in any activity
- assist staff and volunteers to identify appropriate behaviour as they carry out their role
- enable staff and volunteers to raise concerns without fear of recrimination

Anthony Nolan promise to;

- support any staff or volunteer who raises a concern
- take all reports seriously and follow up according to internal procedures
- provide appropriate training and guidance to all staff and volunteers
- investigate any breach of this code of conduct and take appropriate action

We ask all staff and volunteers to;

- report any incidents or concerns that cause you to believe that a child or vulnerable adult is, or is likely to be, at risk of harm to the Safeguarding Lead. In the case of emergencies, report directly to the police
- remember not to investigate the matter any further yourself, and don't promise to keep any disclosure of abuse a secret
- be respectful towards your peers, other volunteers and Anthony Nolan staff. Treating them how you would want to be treated yourself
- be aware of changes in behaviour and inappropriate conduct in other workers and volunteers and report if necessary
- disclose any criminal record, caution, reprimand or warning - whether received prior to, or during the course of your role with Anthony Nolan

We ask all staff and volunteers not to;

- use your position to intimidate, bully, threaten, discriminate against, coerce or undermine children, vulnerable adults, volunteers or staff
- behave or communicate with children or vulnerable adults in ways which seek to build inappropriate relationships which may put them at risk
- use a relationship with a patient, donor, or their family, for personal gain
- give special rewards or privileges in an attempt to build inappropriate relationships with children or vulnerable adults.
- engage in, or attempt to engage in, abusive or inappropriate relationships with children or vulnerable adults, including the use of suggestive conversations, comments, texting or emails
- possess indecent images of children
- carry out your role whilst adversely affected by alcohol, solvents or drugs
- encourage or assist others to break the law in any way



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Process for Reporting and Recording Safeguarding Concerns

Responding to a Child/Adult at Risk Concern

If a safeguarding concern comes to your attention, the following actions must be taken by the person receiving the information:

- If in person, always offer reassurance, listen to and take seriously what is being said. Never promise to keep secrets or be persuaded by the individual or the family not to take action if you are worried that the individual is being harmed or is at risk of harm.
- If the child/adult is at immediate risk of harm, (unless doing so would put you or others at risk):

Refer immediately to the police by calling 999, or NSPCC helpline on 0800 800 5000. See section 5.3 below for out of hours services.

- Explain the process (where possible) to the child/adult: that you will need to pass this information on, to whom you'll pass it on to, the reasons why, and any possible actions.
- Employees should contact their line manager to inform them they are making a safeguarding report.

Volunteers should contact their volunteer lead to ask them to make a safeguarding report and complete the following actions on their behalf.

- Complete the safeguarding record form (see Appendix A. Templates available for employees on Gene-ius) as soon as possible after receiving information, including date, time, words spoken, injuries noticed/disclosed, and a brief outline of the concern or incident. It may be necessary to undertake some enquiries, including; full name, age, mobile number, email address, and any involvement with Anthony Nolan's work.

It is not your job to investigate or verify what is being said, or to examine the child/adult; this is the statutory responsibility of the local authority/child protection services and/or the police.

- Report the concern to a Designated Safeguarding Lead, forwarding to them the completed Safeguarding Record Form. The Designated Safeguarding Lead will review all details of the case and make a clear assessment of whether the information received is deemed to be a child/adult protection referral, and/or a situation in which further action must be taken. He/she may also contact the Designated Safeguarding Lead Director and external agencies for further information and advice.

- The Safeguarding Lead will be responsible for agreeing any necessary further action with the Designated Safeguarding Lead Director. If a referral is needed to a child/adult protection agency, this will be completed by a member of the Safeguarding Group within 24 hours.
- The Designated Safeguarding Lead will also complete necessary sections on the respective Safeguarding Record Form to provide details of further people contacted, together with any outcome known at that stage. Reports should be copied to the Designated Safeguarding Lead Director.
- If, at any point, the situation escalates and it seems that the person is at increased risk, the Designated Safeguarding Lead must immediately contact the police.
- The Designated Safeguarding Lead must establish the outcome of the referral. The Local Authority Designated Officer (LADO) will decide if child/adult protection procedures are appropriate. If adult/child protection services do not make further contact with Anthony Nolan within three days, the Designated Safeguarding Lead will contact them for an update.
- The Designated Safeguarding Lead will inform the individual who raised the concern of the outcome in as much detail as possible, respecting confidentiality. In many cases this is likely to be an acknowledgement of receipt of the concern, and confirmation that action has been taken.
- The person reporting the concern can request an update on the outcome from the Designated Safeguarding Lead. If they are not satisfied by the actions taken, they can raise this with the Designated Safeguarding Lead Director, who will look into the matter further.
- Employees and volunteers working at the Cell Collection Centre should also notify the Nottingham Universities Hospital (NUH) Safeguarding team, as detailed in the Anthony Nolan Cell Collection Centre Safeguarding Adults and Children Policy

Out of Hours Services

If the child/adult is at immediate risk of harm, or if you need advice outside of office hours:

- Refer immediately to the police by calling 999.
- Contact your line manager/Volunteer Lead, as soon as possible, to inform them that you are making a safeguarding report.
- If the incident is categorised as a “Serious Incident”, as defined in Anthony Nolan’s Serious Incidents Reporting Policy and Procedure, the incident must be reported in accordance with the process laid out in that policy. The Charity Commission provides examples to assist in [deciding what to report as a Serious Incident](#), which should be considered in conjunction with the Serious Incident Reporting policy.

Guidance for Lone Working

Where reasonably practicable, Anthony Nolan will avoid the need for employees to work alone. Where lone working is necessary, Anthony Nolan will take all reasonable steps to ensure the health and safety of employees working alone. Managers and their direct reports are responsible for ensuring they have considered and assessed the risks if someone is working alone and implemented practical steps prior. A risk assessment will be conducted and arrangement put in place prior to employees working alone.

Employees are responsible for:

- taking appropriate care of themselves and others affected by their action;
- conform to rules and procedures designed for safe working;
- report all incidents that may affect themselves and others;
- seek guidance when necessary;
- take part in appropriate training on safe working; and
- report dangers and potential dangers related to working alone.

Lone workers must be certain that:

- they have full knowledge of the potential hazards and risks to which he or she is being exposed;
- they know what the task entails and what to do if something goes wrong; and
- there is a suitable person who knows their whereabouts and what they are doing, when they are working alone.

Managers must ensure that:

- lone working is avoided as far as is reasonably practicable;
- emergency procedures are in place so that employees working alone can obtain assistance if required;
- a [risk assessment](#) is completed by a person competent to do so, prior to employees working alone;
- any employee working alone can undertake the work alone;
- arrangements are in place so that someone else is always aware of a lone worker's whereabouts;
- persons working alone are provided with adequate information, instruction and training to understand the hazards and risks and safe working procedures for working alone;
- training records are kept; and
- personal data collected during lone working assessments is handled in accordance with the data protection policy.

The person conducting the risk assessment must:

- consider the greater risks to expectant mothers, anyone with additional access needs and young people;
- involve the employee who is working alone in the assessment process and development of safe working methods;
- advise the employee undertaking the lone working of the findings of the assessment;
- maintain a file of all lone working assessments; and
- ensure that personal data collected is handled in accordance with the data protection policy.

Good Practice for Lone Working

Working Outside of Core Hours

If you work alone late in the evening or at weekends outside of core office hours you must:

- Ensure you are aware of the potential hazards and risks you are being exposed to.
- Tell your line manager the hours you intend to work.
- Tell a family member what time you expect to return home if you will be working unusual hours. If you live alone, have a nominated person you will contact.
- Have emergency contact numbers on your phone.

If you are working alone in a building you should:

- Ensure all windows and doors are secured to prevent unauthorised access.
- Make sure fire escape routes are available to you and not locked. Should the fire alarm activate whilst you are in a building alone, you must leave immediately by the nearest fire exit.
- Ensure there is adequate illumination available to be able to leave the building safely and leave the building by the front door.
- Park as close to the building as possible in a well-lit area. Move your car closer to the front door, if necessary, to minimise the risks of leaving the building on your own.
- If you feel threatened or unsafe at any time, you should call for assistance. Be mindful of your own safety.
- Headphones (normal or noise cancelling) are not permitted to be used when lone working.

If you require first aid when working alone you should:

- Self-treat minor injuries using the first aid kit available and fill in an incident report.
- For more serious incidents, call 999 emergency services.
- Inform your line manager or emergency contact that an incident has occurred.

If you are lone working with children:

It is best practice for there to be more than one adult present when working with children and young people. Before working alone with children you should consider:

- Letting the child's parent or carer know where you will be and at what time.
- Letting another appropriate adult know you will be alone with a child or children.
- Agreeing in advance with the child and their parent or carer what will happen during sessions.
- Letting the child and parent or carer know what they can do if they have any concerns about the sessions.
- Making sure the children will be properly supervised at all times.
- Setting boundaries with children and young people, and behaving appropriately at all times.

There may be some situations where you are working alone with children and young people unexpectedly. If this happens, there are things you can do to keep this as safe as possible.

- Make sure you are somewhere with the child where other people can see and hear you.
- Tell another adult that you are alone with a child or children.
- Make a record as soon as possible afterwards of why you were alone with a child or children and what happened.
- Tell your line manager and your Designated Safeguarding Lead.