

TOWNLEY MEMORIAL HALL LTD



Lone Working Policy and Procedures

1. Introduction

1.1. The term lone working is used to define any working practices that involve an **employee** undertaking duties not in the presence of, or easily accessible to other employees during any or all of their working hours.

1.2. Note that while this Policy is drawn up to address the safety of employees, it will also be relevant to the safety of volunteer trustees, and users of the building, whether employed, volunteers or in a private capacity.

1.3. Examples of lone working typically include:

1.3.1. working at the premises when no one else is present (e.g., cleaning, caretaking, building maintenance or management, office work)

1.3.2. being the last person to leave the premises after other users have departed.

1.3.3. travel as part of work (e.g., banking, collecting equipment, attending training).

1.4. The main issues surrounding lone working relate to health and safety.

2. General Policy

2.1. The trustees will ensure, so far as is reasonably practicable, that employees who work alone or unsupervised for significant periods of time are protected from risks to their health and safety. The Centre Manager who is the employee's supervisor will be responsible for overseeing implementation of this policy.

2.2. Employees and others will be given all the necessary information, instruction, training, and supervision to enable them to recognise hazards and appreciate risks involved with working alone.

2.3. Hazards which lone workers may encounter include:

2.3.1. Accidents or emergencies arising out of the work e.g., when performing tasks at height, using ladders, lifting equipment, spillage of cleaning fluids etc.

2.3.2. Sudden illness.

2.3.3. The possibility of abuse, threats, or assaults by one or more visitors to the Centre when no one else is present.

2.3.4. Becoming concerned about the presence or behaviour of one or more person outside the Centre when leaving the hall at night.

2.3.5. Working with vulnerable client groups.

2.3.6. The possibility of fire spreading from an unoccupied part of the building.

2.4. In addition, staff may feel isolated or otherwise require extra support from the Centre Manager.

3. Managing the risks of lone working

3.1. No specific legislation for lone working applies but all employees are required under the 1974 Health and Safety at Work act to take reasonable care for their own health and safety and of other persons who may be affected by their acts or omissions at work.

3.2. All employees are required to read the Health and Safety policy, which provides guidance on safe working. Employees are encouraged to speak with the nominated trustee about any specific concerns or queries.

3.3. Employees should, as far as possible, avoid working at height (e.g., using a low stool or step ladder) without another person present on the premises. Employees must not use ladders unless another person is present and holding the bottom of the ladder.

3.4. Staff working alone should:

3.4.1. Ensure that they have access to a telephone to call for help if needed.

3.4.2. Ensure they have the telephone numbers of five people who can be contacted in case of emergency (e.g., trustees, family, friends).

3.4.3. Ensure that doors and windows are secure to prevent unauthorised access.

3.4.4. Ensure that keys are secure and not accessible to members of the public.

3.4.5. Ensure that they have a safe means or route of escape from any part of the building.

3.4.6. Call the nominated trustee, another trustee if they are not available, or, if anxious about their safety, the Emergency Services.

3.4.7. Report any incidents to the nominated trustee as soon as practical after the event.

3.4.8. Ensure that all windows and doors are locked when leaving the building.

3.4.9. Ensure that all electrical equipment is turned off when leaving.

3.4.10. Ensure that a trustee or employee knows when they are likely to be working alone on the premises including start and end time.

4. Working at home or from home

4.1. Employees working from or at home at times of the day when no other family member is present should ensure that:

4.1.1. they are near to a telephone to call for help if needed.

4.1.2. if they become anxious regarding safety, they should call the Emergency Services for assistance.

4.1.3. they report any incidents to the nominated trustee as soon as practical.

5. Travel

5.1. Cars used for work (e.g., collecting supplies) must have sufficient insurance cover and current road tax and, if required by law, an MOT certificate. They should be roadworthy.

5.2. Staff are expected to drive safely and within legal requirements, this includes not using a hand-held mobile phone whilst driving.

6. Providing services to the public in the community

6.1. If work is needed with individuals and groups in the community, it must be carried out at the Centre or remotely. Visits should not be made to an individual's home.

6.2. Staff working with children, young people, families, and other vulnerable groups should ensure that they always maintain professional boundaries to prevent possible allegations of misconduct. Any concerns should be raised with the nominated trustee at any time if urgent.

6.3. At all times staff must ensure that their safety is not compromised. If in doubt, an employee should not enter a potentially dangerous situation, but if they are already in one, they should make an excuse and leave. All such incidents must be reported to the nominated trustee as soon as possible.

7. Support and supervision

7.1. Employees should be able to raise concerns and talk over difficult situations with the nominated trustee, both in supervision meetings and on a more informal basis. The nominated trustee will be responsible for:

7.1.1. Ensuring that staff understand and follow policies and procedures.

7.1.2. Organising induction and other training

7.1.3. Listening to concerns

7.1.4. Identifying and assessing risks

7.1.5. Informing and liaising with the police regarding any threats or incidents of abuse or violence or similar issues (e.g., drug taking on the premises) which might recur or have wider significance in the community.

Signed.....

Dated.....

Appendix 1

Guidelines for keeping safe.

The chance of being a victim of violent crime is low – violent crimes are comparatively rare and account for a very small part of recorded crime. The best way to cut the risk of attack is to take sensible precautions. Most people already do this as part of their everyday lives.

- **Be aware of your environment.**

- notice what is going on, who is around, exits etc.
- trust your intuition and pick up on warning signals that all is not well
- do not go into an enclosed area without checking who is in there and how to get out again.

- **Look confident.**

- avoid looking lost or vulnerable.
- if you feel threatened make your way to the nearest place with lots of people and phone the police.
- walk in the middle of the pavement facing oncoming traffic.
- if you think you are being followed cross over the street.

- **Try to blend in with surroundings.**

- dress appropriately and don't wear conspicuous jewellery.
- wear clothing and shoes that allow you to make a getaway.
- carry bags close to you & keep keys in your pocket.

- **Plan journeys**

- check car before travelling – oil, water, petrol etc.
- obtain full details of destination, check route and obtain contact details.
- if travelling by public transport have backup plans.
- check mobile is fully charged & has relevant numbers entered.
- plan for breaks.
- avoid unlicensed minicabs.

- **Don't take unnecessary risks.**

- plan ahead and anticipate contingencies.
- allow plenty of time, running late often makes us take chances.
- avoid dark, lonely areas.
- park so that you can make an easy getaway.

Appendix 1 cont'd

- don't draw attention to yourself.
- ask for back-up.
- **Tell colleagues, friends, and family of your plans.**
 - let people know where you are going and when you are likely to arrive.
 - inform people of any change in plans.
 - keep your mobile on, it could be used to help trace you.
- **If you break down:**
 - put your hazard lights on and call breakdown company or the police.
 - if on the motorway you may be safer standing on the verge rather than staying in the car as there is a risk of collision. If you wish to stay in the car, use the passenger seat.