



# Lone Worker Policy

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## 1. INTRODUCTION

Lone working is not covered by any specific legislation but the Health and Safety at Work Act 1974 and the Management of Health and Safety at Work Regulations 1999 apply. The definition of a lone worker is: "Those who work alone without close or direct supervision". Employers, employees and volunteers have a duty to themselves and others with regard to safety and there is an increased risk to the health and safety of employees/volunteers when they work remotely from other colleagues or other persons both during/or outside 'normal' working hours.

The purpose of this policy is to:

- Ensure all lone workers are aware of the specific risks in so doing.
- Set out the respective responsibilities of the employer and lone workers to minimise such risks.

Croxley Green Baptist Church commit to carrying out their responsibilities in a thorough and disciplined way to:

- Protect lone workers, as far as is possible.
- To ensure lone workers are aware of the risks.
- To provide advice and guidance on what actions lone workers should take to protect themselves.

Lone working should be discouraged, if at all possible. However, when it is necessary appropriate safeguarding measures should be in place.

## 2. PERSONS AT RISK

People at risk may include, but are not limited to:

- Anyone who comes into the church building alone and those who visit individuals in their homes alone.
- Those working with nobody else in the building within their direct line of sight.
- Youth Ministers working along with one or more teenagers in a public place, in a school or on private property.
- Anyone working on maintenance or in the grounds of the church alone or as volunteer cleaners.
- A volunteer taking cash to the bank.

- Members of staff (including Ministers) who work from home, alone.
- Members of staff travelling by car or public transport on their own in the course of their work.

### 3. HAZARDS

These may include, but are not limited to:

- A potential for violence or threatening behaviour towards an individual.
- The use of machinery or electrical equipment.
- Working in remote areas, particularly after dark and outside normal working hours.
- Encountering intruders.
- Working at height, using ladders and lifting.
- Minister or Volunteers visiting an individual of the opposite sex in their home.
- Sudden illness.
- Accusations by a visitor of inappropriate behaviour when there are no witnesses.
- Stress caused by working in isolation.

### 4. CONTROL MEASURES

All staff/volunteers should:

- Not undertake work for which they are not trained/qualified.
- Take reasonable care of their own health and safety, for example, use kick stools when working at height.
- Not do anything to put themselves in danger.
- Know and follow relevant safe working procedures and guidelines.
- Stop for regular breaks.
- Tell the Trustees about any relevant medical condition.
- Report any hazards or accident encountered.
- Always make sure the church 'phone or a mobile 'phone is to hand. The *what three word app* could be suggested for lone workers to use.
- Clock in and out with a colleague, family member and the church office when home visits are made, or visit together with a colleague.
- If visiting an individual and a difficult, uncomfortable situation arises the minister/volunteer should make their apologies and leave the meeting place. If the

meeting is taking place on the church premises the individual should be asked to leave. If necessary, the police should be called if deemed appropriate.

- When working in the church building alone the access doors should be kept locked - work programme should be previously logged with the church office by telephone or email.
- In the case of meetings, if the person is unknown, they should be encouraged to make an appointment when arrangements can be made for someone else to be on the premises.
- If a visitor arrives claiming to be a professional worker (e.g. gas, electricity, police etc.) then identification must be checked before allowing them to enter the premises.
- When accepting an unknown visitor, care should be taken such that they are not able to position themselves between the lone worker and the exit from the building.

Croxley Green Baptist Church will:

- Assess the risks to all lone workers.
- Consider alternative work methods where possible to reduce exposure to hazards.
- Provide support as appropriate.
- Ensure no person under the age of 18 or who classes themselves as a vulnerable person undertakes lone working.

Where possible staff should:

- Arrange to be in the building with others.
- Any maintenance works that carry additional risk (e.g. working at heights) should not be undertaken by a lone worker and appropriate equipment should always be used for the task at hand (see Working at Heights Policy).
- Key holders should inform someone when they are attending a 'call out' to the church building, in the case of illegal entry or fire in the building.
- The minister/volunteers should inform a Trustee or another colleague or family member when they are on the premises alone and when they are leaving.
- The minister/volunteers should inform a Trustee or another colleague when they are visiting a member of the opposite sex on their own.
- In general, people are responsible for taking all reasonable precautions for their own personal safety.

## 5. EMERGENCY SERVICES INFORMATION

In the case of a reportable incident the Emergency Services should be contacted. Dial 999, the following information should be given:

- Name.
- Telephone number - either the church number (**01923 710780**) or an individual's mobile number.
- Address of incident (if at the Church - **225 Baldwins Lane, Croxley Green, Herts WD3 3LH**).
- Individual's exact location on the premises or wherever incident has taken place.
- A brief description of the situation.