

Lone worker Policy

Purpose

Safeguarding and promoting the lone workers.

This policy defines how Needingworth Village Hall Trust operates to safeguard lone workers

A lone worker may be defined as any employee who is required to work alone or with minimal supervision.

Signed: (On behalf of the Trust) Debbie Williams

Position: Chair

Date adopted and signed: confirmed in monthly committee meeting on the 20th November 2024.

This document will be reviewed bi-annually or when changes occur which may impact the policy e.g. change in definition as in statute.

The next review is due on the 21st November 2027

Policy principles

This document is in addition to the Needingworth Village Trust Health and Safety Policy which all users of the Hall including contractors, Trustees, hirers and employees must familiarise themselves with.

Employeers

The Trustees will ensure, so far as is reasonably practicable, that employees who work alone or unsupervised for regular significant periods of time appreciate the health and safety risks involved with working alone.

1. Hazards which lone workers may encounter include:
2. Accidents or emergencies arising out of the work e.g. when performing tasks at height, using ladders, lifting equipment, spillage of cleaning fluids etc.
3. Sudden illness.
4. The possibility of abuse, threats or assaults by one or more visitors to the hall when no-one else is present.
5. Becoming concerned about the presence or behaviour of one or more person(s) outside the hall when leaving the hall at night.
6. Feeling of isolation that might require extra support.

Employees working alone should:

1. Ensure that a friend or family member knows where they are working at any given time.
2. Ensure that they have access to a telephone to call for help if needed.

3. Ensure they have the telephone numbers of 3 people who can be contacted in case of emergency (e.g. trustees, family, friends).
4. Ensure that doors and windows are secure to prevent unauthorised access.
5. Ensure that keys are secure and not accessible to members of the public
6. Ensure that they have a safe means or route of escape from any part of the building they are working in.
7. Call a trustee or work colleague, or if not available the emergency services if they are anxious about their safety.
8. Report any incidents to the Trustees as soon as practical after the event.
9. Ensure that all windows and doors are locked when leaving the building.
10. Ensure that all electrical equipment used and not required is turned off when leaving.
11. Ensure that a Trustee or colleague knows when they are likely to be working alone on the premises including start and end time
12. Avoid working at height (e.g. using a stool or step ladder) without another person present on the premises and holding the bottom of the ladder.

Employees should raise concerns and talk over difficult situations with the Trustees as and when they need to.

Contractors and self-employed workers

From time to time the committee may ask contractors or self-employed individuals to undertake work relating to the Hall. Examples of this may include (but are not limited to) the services of qualified professionals such as electricians or plumbers, and other maintenance workers.

Wherever possible such workers should not work alone. Where lone working is unavoidable (for example, to permit the delivery of a service by a self-employed individual) then as a minimum the following provisions must be adhered to:

13. All contractors and/or self-employed workers will be responsible for carrying out an appropriate risk assessment prior to undertaking any work. They must also ensure that any subsequent lone work is carried out by an appropriately qualified/trained person using safe systems of delivery. It is the responsibility of the contractor and/or self-employed person to ensure that any tools or materials used in the course of the work are well maintained, fit for purpose and used only in accordance with any relevant and applicable safe handling guidance.
14. Safe delivery systems must include, where applicable, the provision by the contractor/self-employed worker of any necessary protective clothing, eye protection and/or safety footwear.
15. Contractors and/or self-employed workers are responsible for ensuring that there is a system in place to enable lone workers to urgently make contact should they unexpectedly require help, for example by mobile 'phone. Equally, contractors and/or self-employed workers should ensure that a third party is aware of their lone working presence at the Hall so that if they fail to make contact or return to base/home when expected then their absence can be promptly investigated. Commercial firms may, in addition to the above, must comply with specific additional legislative requirements. Nothing in this policy should be read as in any way mitigating the need for any such compliance.

Volunteers

Normally neither the Trust members will be expected to undertake any lone activity in the Hall. However, there may be occasions where one person carrying out a task alone may be risk assessed as being a practical and low risk approach and the following applies in this instance .

1. No volunteer should ever be asked (or agree) to undertake any lone role that s/he feels would be in any way detrimental to his/her health or wellbeing or which they do not believe themselves to be fully competent or equipped to undertake.
2. Any decision by a volunteer not to undertake a lone role, on any grounds, will be fully respected and supported by the committee.
3. Individual volunteers visiting the Hall alone must ensure that there is a system in place to enable them to urgently make contact should they unexpectedly require help.
4. Individual volunteers must also ensure that a third party is aware of their lone presence at the Hall so that if they fail to make contact or return home at an expected time then their absence can be promptly investigated. Irrespective of whether they are alone or part of a group, all volunteers are expected to ensure that whilst visiting/using the Hall they take all necessary precautions to ensure their own safety and that of others. Where appropriate this will include undertaking risk assessments and acting in accordance with this and any other applicable Hall policies.

Visitors/Hirers

Bookings for use of the Hall by solo users are rare but where they occur the following applies:

1. Hirers will be expected to ensure that they have a system in place to urgently obtain outside help, should the need arise.
2. Lone hirers will also be expected to ensure that a third party is aware of their lone presence at the Hall so that if they fail to make contact or return to base/home when expected then their absence can be promptly investigated.
3. Irrespective of whether they are alone or part of a group all visitors/hirers are expected to ensure that whilst visiting/using the Hall they take all necessary precautions to ensure their own safety and that of others. Where appropriate this will include undertaking risk assessments and acting in accordance with the Hall terms and conditions of usage