

# **Lone Working Policy and Procedures for Great Stukeley village hall**

## **1. Introduction**

1.1. The term lone working is used to define anyone working alone on the premises not in the presence of, or easily accessible to other persons during any or all of their work.

1.2. Examples of lone working involving village halls typically include:

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

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

1.2.3. providing services to the public from the village hall (e.g. parish clerk)

1.2.4. travel as part of work for the village hall e.g. banking, collecting equipment, attending training

1.3. 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 people who work alone or unsupervised for significant periods of time are protected from risks to their health and safety.

2.2. Caretakers 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 eg 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 hall when no-one else is present.

2.3.4. Becoming concerned about the presence or behaviour of one or more people outside the hall 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.

## **3. Managing the risks of lone working**

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

3.2. All are required to read the Health and Safety policy, which provides guidance on safe working.

3.3. People 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. Caretakers must not use ladders unless another person is present and holding the bottom of the ladder.

3.4. People 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 people who can be contacted in case of emergency (eg 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 Chairperson 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 someone knows when they are likely to be working alone on the premises including start and end time.

## **6. Providing services to the public in the community**

6.1. If work is needed with individuals and groups in the community, these must be carried out at the village hall or another public building. Visits should not be made to an individual's home.

6.2. People working with children, young people, families and other vulnerable groups should ensure that they maintain professional boundaries at all times 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 people must ensure that their safety is not compromised. If in doubt, do 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 Chairperson as soon as possible.

## **7. Support and supervision**

7.1. Caretaker should be able to raise concerns and talk over difficult situations with the nominated trustee. The nominated trustee will be responsible for:

7.1.1. Ensuring that people understand and follow policies and procedures

7.1.2. Listening to concerns

7.1.3. Identifying and assessing risks

7.1.4. Informing and liaising with the police in regard to any threats or incidents of abuse or violence or similar issues (eg drug taking on the premises) which might recur or have wider significance in the community.