



Lone Working Policy

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<u>1</u>			
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Newton Mearns Baptist Church

Lone Working Policy

Introduction

In the values we have adopted, we wish to be welcoming and hospitable and additionally be encouraging and accepting of people. We do also have a duty of care for all those who serve in a variety of ways.

The Church wants to support and minister to the local community but also considering the safety of all staff, volunteers and users.

At times, Church volunteers/staff will be in situations where they are a 'lone worker'. This could make them more at risk due to lack of support or assistance from others when situations arise that could compromise their safety.

Examples of this could include:

- Intruders to the church building with criminal intent
- Violent or aggressive behaviour from individuals
- When a serious or disabling accident occurs that requires assistance
- If the individual was to suddenly become unwell

What is a lone worker?

There are 2 main groups of lone worker:

1. Those working at their main place of work where:
 - Only one person is working on the premises within hours.
 - People work separately from each other, e.g. in different locations.
 - Only one person is working on the premises outside normal office hours.
2. Those working away from their fixed base where:
 - One worker is visiting another agency's premises or meeting venue alone.
 - One worker is making a home visit to an individual alone.
 - One worker is working alone from their own home.

Responsibilities

The church will be responsible for:

- Assessing 'reasonably foreseeable risks' – identifying, evaluating and managing risks associated with lone working.
- Ensuring that volunteers/staff have a means of summoning help if necessary.
- Ensuring that there are arrangements for reporting incidents.
- Ensuring that all staff are aware of the lone worker policy.

Employees are responsible for:

- Taking reasonable care of themselves and others affected by their actions.
- Following guidance and procedures designed for safe working.
- Reporting any dangers or potential dangers they identify or any concerns they might have in respect of working alone.
- Reporting all incidents that may affect the health and safety of themselves or others and asking for guidance as appropriate.

Risk Assessments of Lone Working

When performing risk assessment for lone working there are some principles that need to be considered such as:

- Are the workers medically fit and suitable to work alone?
- Are there adequate channels of communication in an emergency?
- Does the workplace or task present a special risk to a lone worker e.g. a risk of violence?
- Can the whereabouts of the workers be traced?

A checklist for risk assessors is in appendix 1 which lists the types of issues to be considered. It is helpful to use a risk assessment form to prompt appropriate questions and assess if current conditions of work are adequate. This should be done in conjunction with the member of staff who could be working alone. Risk assessment templates are in appendix 2.

Good Practice for Lone Workers

While working alone in any of our buildings:

- Use due diligence when opening the door to unknown visitors
- Prioritise your own personal safety
- If you are or feel threatened in any way - be prepared to contact the emergency services
- Lone workers should have access to adequate first-aid facilities
- When arranging one-to-one meetings, staff should consider whether contact could take place in an environment where confidentiality could be maintained but others would be in the vicinity.

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While working in the community:

- All staff leaving the workplace (or home) to undertake work-related tasks alone should consider leaving details of where they are going and their estimated time of arrival back at base.
- Lone workers should have a mobile phone and other personal safety equipment where this is necessary.

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Appendix 1.

Checklist for Risk Assessors

Are Your Staff –

- *Briefed* about local procedures (such as in/out board) for the building?
- *Given* a means to contact help in an emergency?
- *Working* in a secure building?
- *Aware* of the procedures for maintaining such equipment?

Are They –

- *Aware* of the importance of assessing potential situations?
- *Aware* of the importance of leaving an itinerary if going off site?
- *Aware* of the need to keep contact with colleagues?
- *Aware* of how to obtain support and advice?

Do they –

- *Appreciate* the circumstances under which meetings/interviews should be terminated?
- *Appreciate* their responsibilities for their own safety?
- *Understand* the provisions for staff support by the church and the mechanism to access such support?
- *Appreciate* the requirements for reporting and recording incidents of aggression and violence?

Appendix 2.

NMBC: Generic risk assessment for working alone the church building

Description of the work activity:	People exposed to the risk:	
Risk Assessment carried out by:	Date completed:	Review date:

Main risk issues / concerns	Yes	No
Do people on church business work out with normal hours?		
Do people on church business meet people in isolated locations?		
Is there secluded access to the building?		
Does the property hold valuable assets that would be a target for criminals?		
Is there a security building issue?		
Are there moving and handling issues?		
Is violence and aggression a frequent or current risk?		

Existing Control Measures – Tick if in place			
Is the building secure when working alone?		Is it possible to know who is requiring access before opening the door? E.g. closed circuit TV / viewing window etc	
Is there a system in place to inform who is in the building at any one time?		Do you use reporting, check-in procedures?	
Is there adequate lighting around access points and parking areas?		Do you have a communication system to check safety of lone worker?	
Is there panic buttons, which emit an audible alarm?		Do staff have information and training on basic personal safety?	
Is there panic buttons linked to manned locations?		Are staff trained in strategies for preventing and managing violence?	
Are staff aware of the need to report incidents and how to do so?		Have manual handling risk assessments been completed?	
Other		Other	

Are existing control measures adequate? YES ☐ NO ☐

[If no please complete action plan overleaf]

No.	Likelihood	No.	Consequence
1	Rare	1	Insignificant
2	Unlikely	2	Minor
3	Possible	3	Moderate
4	Likely	4	Major
5	Almost Certain	5	Catastrophic

Likelihood = _____ x Consequence = _____ Risk Rating = _____

Action Plan

What modifications / additional actions are necessary improve controls and reduce risk?

Control	Responsibility	Planned Date	Tick when completed

Additional Comments:

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NMBC: Generic risk assessment for home visits

Description of the work activity:	People exposed to the risk:	
Risk Assessment carried out by:	Date completed:	Review date:

Main risk issues / concerns	Yes	No
Do staff people on church business carry out visits out with normal hours?		
Do people on church business visit unfamiliar people?		
Are people on church business easily identifiable for what they are doing?		
Do staff carry valuables?		
Do you use staff who are new or inexperienced in community work?		
Are there moving and handling issues?		

Existing Control Measures – Tick if in place			
New visits are assessed if 2 person visit is required.		Staff have personal attack alarms.	
Accompanied visits are provided if there is a concern about safety.		Staff have a mobile phone.	
Potential or known risk factors are shared with other parts of the organisation as appropriate.		There are systems for monitoring staff whereabouts and movements and for regularly reporting to base.	
Staff appreciate the need for reporting incidents and how to do this.		Manual Handling risk assessment have been completed if applicable.	
Other		Other	

Are existing control measures adequate? YES ☐ NO ☐

[If no please complete action plan overleaf]

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