

LONE WORKING POLICY

Droxford Community Hub (DCH) CIC

Company Reg. no. 11937091

Droxford Community Hub CIC (hereafter DCH) recognises its unique position within Droxford village and pledges to manage & run the community hub for the benefit of the residents of Droxford and the surrounding area. The main focus of DCH to date is the operation of Wilfrid's Cafe, but it also manages the Heritage Exhibition.

Policy Statement

DCH recognises that a lone worker is anyone working alone without the direct and immediate support of colleagues.

DCH is committed to the health, safety and wellbeing of all who, in the course of their work, may have to work alone. This policy provides a framework for managing the risks presented by lone working, as well as identifying the responsibilities each person has in this situation. This policy relates to all staff and volunteers who work alone in premises as part of the activities of DCH and are physically isolated from colleagues or family, without access to immediate assistance.

DCH recognises that lone working is an everyday and essential practice and it is therefore important that the additional risks that arise from this are fully understood.

Through the process of risk assessment, DCH have identified activities that have a significant level of risk attached to them and employed controls to reduce the exposure to those risks or eliminate them altogether.

In drawing up and recording the assessment of risk, issues such as place of meeting, security, risk of violence and the nature of the task or activity has been considered, alongside other factors such as lone worker's health and fitness, age and gender

All risks identified to workers arising from lone working must be recorded, in accordance with requirements of the Health and Safety at Work Act 1974, and the Management of Health and Safety at Work Regulations 1999.

DCH will ensure that it has adequate insurance in place to cover all lone working activities which have been formally identified by a risk assessment.

Training

The perception of risk can be seen differently by each individual, and therefore, it is important that all lone workers receive relevant information about the identified risks within their role, in order that they are equipped to recognise these, and are enabled to take responsibility for their own safety and security.

DCH undertakes to carry out this training for all their volunteers and to keep adequate records of the training

DCH Responsibilities

It is important not to over-emphasise the risks of lone working, and create an unnecessary fear amongst volunteers that is disproportionate to the reality of the risks faced. However, lone workers do face increased risks because they do not have the immediate support of colleagues, or others, if an incident occurs, and particularly if they are working in an isolated location.

The following guidance is, therefore, intended to reflect good practice in relation to the protection of lone workers.

In this regard, DCH will ensure that the volunteers:

- Know how to raise the alarm if necessary, and ensure they have a means of communicating with the Duty Manager or Hub Manager in the event a problem arises.
- Know the protocol for allowing visitors to the building; and that visitors should not be allowed in the building when they are working alone
- That all volunteers understand that they should ever plan to be alone on the premises with children or young people. However, if they should find themselves in this situation, it is important that another adult (Duty Manager or Hub Manager) is made aware immediately. The worker should also assess the risks involved in sending the child or young person home, against the risks and vulnerability of being alone with them.

Lone Worker Responsibilities

Whilst DCH has a responsibility to ensure their lone workers' health, safety and welfare, there are also a number of things individuals can do to take reasonable care of themselves.

Lone workers should never put themselves at risk. If a situation arises that they are unfamiliar with, or in which they feel unsafe, they should withdraw and seek further advice or assistance.

Volunteers should conduct their own assessment of risk on the occasions when they are working alone, which will help them to decide how safe a situation is and what action should be taken to avoid danger.

Lone workers should be aware of themselves, their behaviour and the signals they may be giving, and to think about their body language, tone of voice and the choice of words they use with others that could be taken as confrontational.

Volunteers who work alone also need to be aware of changes in the behaviour of the person they are with, especially if they seem to become angrier or threatening.

Should an incident occur – even if it is considered a minor incident – the worker should make the Safeguarding Director (Margaret Wallace) and/or the Safeguarding Officer (Ali Pepper) know as soon as possible in order that the appropriate risk assessment and follow-up action can be taken.

Volunteers should take every reasonable precaution to ensure that they do not disclose their personal details, such as address and telephone number or their social networking profile, without good reason.

Reporting

A regular record of all encounters should be kept and include details such as date, time, subject and actions to be taken. It is important to keep factual records, and separate these from any opinions expressed. All records should be held in a secure and confidential place. *See Appendix A*

Review

The Lone Working Policy will be reviewed and revised annually in response to new legislation, policies or guidance or specific demand and feedback.

Date Approved

Signed

Name **Position**.....

Date of review

Appendix A

Reporting an Incident

Name, date & time

Who was involved?

What happened?

Actions Taken

Appendix B
Risk Assessment

Activity	Who this affects	Associated Risks	Risk rating	Procedure/controls to manage risk
Door to door leafleting work for marketing purposes	All those volunteers involved in door to door marketing	Risk to personal safety from being alone in a secluded place Risk of accidents in areas of poor lighting/visibility	Medium	<ol style="list-style-type: none"> 1. Hub Manager or Duty Manager to organise leaflet distribution as a team or group if possible. 2. Volunteers to ensure they have notified the Hub Manager or Duty Manager of their intention to distribute leaflets if intending to work at an alternative time 3. Volunteers to work in pairs where possible. 4. Volunteers to carry a mobile phone and/or a personal alarm. 5. Volunteers should be aware of their surroundings and should not enter any premises or area which they perceive is threatening. 6. Volunteers should not work in the dark or in areas that are particularly secluded
Working alone in Wilfrid's Cafe or in the Heritage Exhibition	Team Leads or other volunteers at the start of a shift in Wilfrid's Cafe or volunteers working on or supervising visitors to the Heritage Exhibition	Risk/threats to personal safety from being alone on the premises Risk of accidents to illness whilst on the premises	Medium	<ol style="list-style-type: none"> 1. DCH will ensure that the times when people are working alone are kept to a minimum. 2. DCH undertakes to train volunteers in the procedures for working alone. 3. Any volunteer working alone should stay within locked doors of the building. 4. Any volunteer working alone outside Cafe opening times, should ensure that the Duty Manager or Team Lead are aware of the fact that they are working alone. 5. Any volunteer working into the evening should be aware of personal safety, including leaving the premises - call for a taxi, park the car close to the Hub or ring for assistance and stay put until help arrives
Attending meetings on behalf of DCH particularly in the evenings	All volunteers and/or members of the Management Team	Risks to personal safety walking to & from the Hub Risk of accident from poor lighting on way to or from the Hub	Medium	<ol style="list-style-type: none"> 1. Those attending should try to walk to the car park or public transport stations with other people they know or call a taxi if they perceive they could be at risk. 2. In these circumstances, DCH would pay for the cost of the taxi fare 3. DCH to ensure there is adequate lighting from DCH premises to the car park