



Lone Working Policy

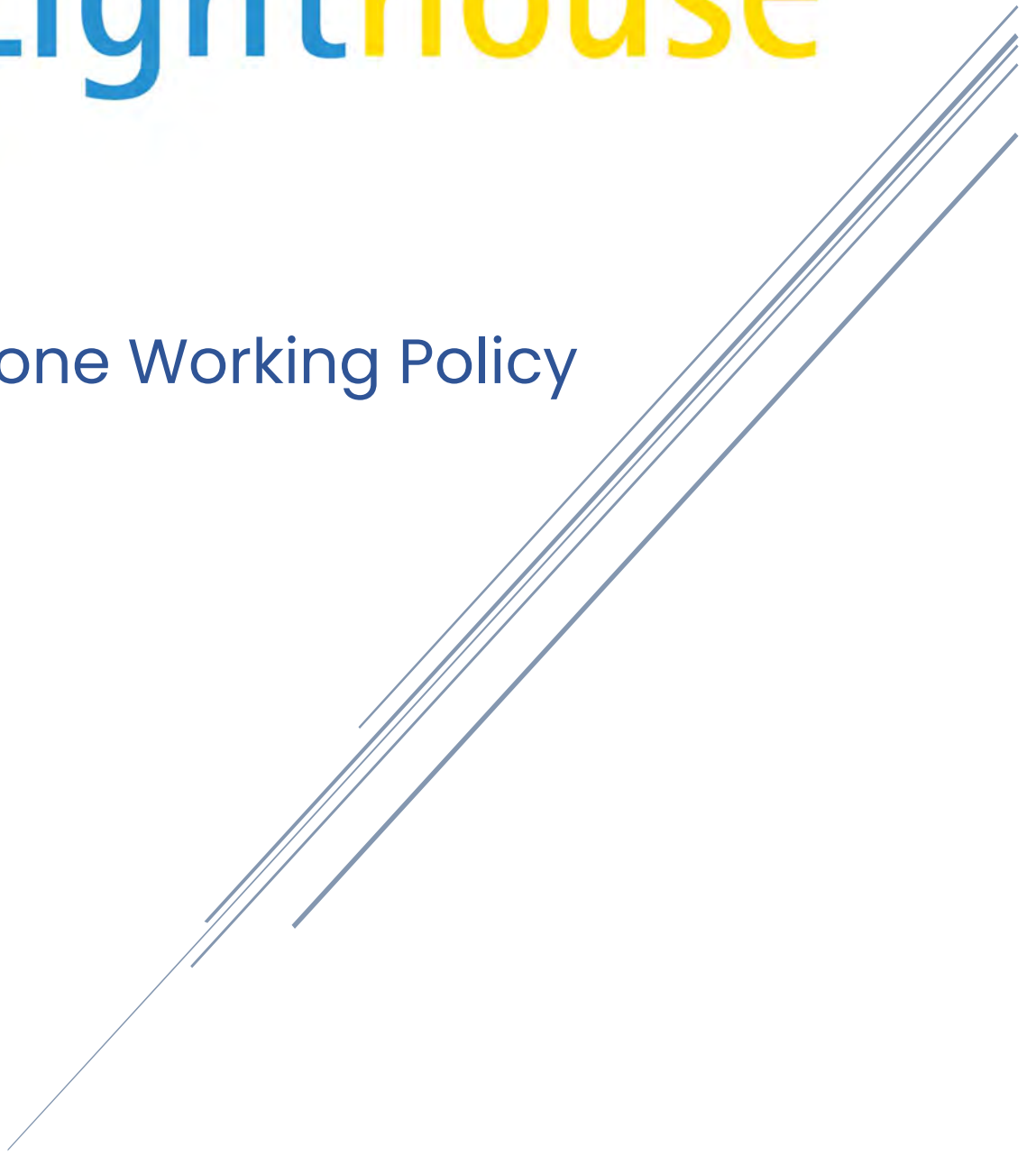


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Purpose

The **Lighthouse Charity** is committed to providing a safe and healthy environment for its staff, trustees, volunteers, and all other building users.

The **Lighthouse Charity (LHC)** recognises that at any given time staff, trustees or volunteers may have cause to “work alone.” The aim of this policy is to:

- Raise awareness of the risks and safety issues presented by lone working
- Identify the responsibilities of each person when working alone
- Ensure the risks of lone working are assessed, and mitigated where possible

We recognise the risks to lone workers may include but are not limited to accidents, safeguarding concerns – including false allegations, physical or verbal threats or assault from others, road traffic incidents and risks from the environment such as fire.

Scope

This policy relates to

- Individuals who are lone working at The Lighthouse Centre, Halford Road, and the Lighthouse Hargham Road.
- Individuals undertaking home visits and attending meetings off-site

Lone working is defined as being the only person working on a specific site, people working separately across the wider Lighthouse Centre site or a person travelling alone to an off-site visit.

Roles & Responsibilities

The site manager at The Lighthouse Centre is responsible for the management of health and safety for all individuals involved in work.

Individual team members are responsible for

- alerting their line manager or oversight of any reason that might compromise their ability to work alone e.g. health issues such as diabetes or epilepsy
- identifying specific lone working activities that may present a risk to their or other people's health and safety
- seeking advice if it is unclear if their lone working task will present any undue risk
- following the mitigations identified in any risk assessment

Procedures

General principles

- Persons under 18 years old will not be lone workers on any site or undertake lone visits
- High-risk activities will have a specific risk assessment e.g. lone visits
- Lone workers should not take any undue risks regarding their own health and safety and the health and safety of others.
- Lone workers should always ensure that their manager, a colleague or another designated person is aware of their whereabouts at all times (see Appendix One for home visits)
- Lone workers should always have an adequately charged mobile phone on their person.
- Lone workers should report all accidents, incidents, near-misses and dangerous occurrences.
- Activities on any church site or grounds which present greater risks to lone workers e.g. working at height, using power tools or heavy machinery should be planned at a time when more than one person is on site wherever possible.

- Lone workers should use tools and equipment properly in accordance with any training they have been given and follow relevant safety instructions.
- Staff may choose to lock doors and windows when working in any building alone, however, fire exits should remain accessible when the building is in use
- Lone workers who are concerned about their safety for any reason (intruder, fire, other emergency) should leave the building by the nearest accessible exit and call the emergency services
- Lone workers will familiarise themselves with their work site, including the location of all telephones, exits, first aid kits and fire fighting equipment
- Lone workers will familiarise and be aware of the Lighthouse Charity Health and Safety and other relevant policies.

Appendix One: Home Visits

Home visits:

Members of the Pastoral Team who carry out home visits will:

- prepare and/or familiarise themselves with the lone working risk assessment for each person they visit
- make prior contact with the person they are visiting, and not call unannounced.
- carry relevant ID with them (this could be a driver's licence or other photo ID)
- let a designated person (e.g.: their partner) know that the visit is going ahead - including date, time and address, and anticipated length of visit. The designated person must have contact details for the Pastoral Team leader in case any difficulties arise
- if relevant, try to make visits during optimal times of the day – e.g.: mornings when alcohol or substance use may be minimal
- try to arrange visits where only one member of the team is visiting during daylight hours
- carry a mobile phone on the visit
- not enter a property if they feel it is not safe to do so, and inform the Pastoral Team Leader to that effect so that a further risk assessment can be made
- be alert to exits and escape routes to use in an emergency
- be alert to changes that may present a risk – continuously assess the situation; including where animals may pose a risk. The team member should ask for the animal to be placed in a separate room
- leave any situation where they do not feel safe.
- Dial 999 in the event of an emergency and inform the Pastoral Team Leader as soon as possible after the event.
- Update the designated person at the end of the visit that they are safe.

Home Visit Risk Assessment Checklist

Name of person being visited				
Full address and postcode				
Name of referrer and contact details				
	State any risks to the lone worker below or enter n/a	Risk rating		
Locality		Severity	Likelihood	Score
Is there safe parking in a well-lit area?				
Are there safe walkways if travelling by foot or public transport				
Is there a phone signal?				
Home environment				
Does the household include large dogs or other pets?				
Is the home very cluttered or in such poor repair it may present a risk to team members?				
Does anyone else live, regularly visit or use this property?				
Individual				
Can the person open the door themselves?				
Are there any concerns about the person's behaviour (e.g. aggression or agitation)?				
Is there a known history of alcohol or drug misuse?				
Does the person smoke/vape?				
Does the person have complex medical needs, including the use of oxygen or the requirement for team members to wear PPE?				
Has the person made previous allegations about visitors to their home or staff from other organisations?				

Risk rating:

Severity: 1 – Trivial 2 – Minor 3 – Moderate 4 – Serious 5 – Danger of death

Likelihood: 1 – Almost never 2 – Occurs rarely 3 – Could occur, but uncommon
 4 – Recurrent but not frequent 5 – Occurs frequently

Score: Multiply the *severity* by the *likelihood*

Low risk: Score 1-8, Medium risk: Score 9-12 High risk score 15-25

Any medium or high-risk scores must be discussed with the Pastoral Team Leader and appropriate steps taken to reduce the risk. Risk mitigation may include meeting at a different location, only visiting during daylight hours or visiting with another person.

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Created by Sue Jones and Rob Tervet