



## Lone Working Policy

### 1. Definition

Lone working is defined as a member of staff or volunteer who regularly or occasionally works on their own without direct supervision or support. Examples include, but are not limited to, a person who:

- works from home
- works alone in an office
- works on their own outside normal office hours
- carries out home visits alone
- travels on their own
- stays away from home overnight on their own for work purposes.

### 2. Policy Principles

The following principles which underpin this Lone Working Policy for Churches Together in Milton Keynes Trust (hereafter referred to as “CTMKT” or “the Trust”), are that:

- a. No staff member or volunteer should be in a situation where they feel at risk.
- b. Every individual has a responsibility to avoid and manage any risks that arise from lone working. This is essential as the Lone Working Policy clearly cannot envisage every situation, and hence staff members and volunteers are expected to demonstrate common sense and also to take responsibility for their own actions and safety.
- c. The Trust will involve staff and volunteers in identifying risks that arise from working and consider ways to manage them. As far as possible, this will include eliminating risks, but where this is not possible, they should be purposefully limited and managed.
- d. Staff and volunteers will be provided with support, guidance and training to assist them to stay safe.
- e. Where appropriate, specific situations will be assessed for risk and an approach agreed with the lone worker and their line manager.
- f. Precautions should include both normal working conditions and foreseeable emergency situations e.g. fire, equipment failure, illness and accidents.
- g. All incidents arising from lone working must be reported to the Trust’s Health & Safety Officer for monitoring and reporting purposes, after which the Trustees will consider what action is considered appropriate or necessary.

A failure to follow agreed safety procedures increases risk and is a decision taken by individuals for which they are personally accountable. Any failure to follow agreed procedures may be dealt with as a disciplinary offence for staff.

### 3. Lone Working Risk

The following general risk areas have been identified which may arise from lone working:

- Home visits
- Working alone in an office out of hours
- Meetings in empty/unfamiliar venues
- Lone activities e.g. parking vehicles at night
- Travel – car and public transport
- Overnight stays
- Meetings in public places.

### 4. Assessing Risk

Safe working arrangements are based on the following process:

- An assessment of the likelihood and seriousness of the risk
- The limiting of the risk
- Control or management of the risk.

Staff working from home should therefore consider the risks of undertaking any meeting in their own home when alone, and ensure appropriate steps are taken to minimise such risks.

Staff/Volunteers must assess the risks of meetings with third parties at premises other than in the office. Particular care should be taken in respect of meetings in non-public places.

### 5. Responsibilities

- a. Staff/Volunteers are responsible for ensuring that they are working in a safe environment and that they safeguard their own and others' personal safety, whatever the role, wherever they work, and whoever they work with, by:
  - Avoiding lone working wherever possible
  - Identifying risks that may arise from lone working
  - Taking everyday precautions to ensure their own safety
  - Following the Trust's guidance and procedures
  - Complying with any precautionary measures identified and agreed with the Trust's Health Safety Officer
  - Reporting risks to the Trust's Health & Safety Officer
  - Ensuring that any personal safety related incidents and near misses are reported to the Trust's Health & Safety Officer.
  - Keeping someone in the Trust informed as to their whereabouts when lone working. This will mean ensuring that their appointments are logged in an appropriately agreed place (ie such as their Outlook Calendar). Logged information should include:

- Where they will be working and time/length of the meeting
  - Name of the person/s they will be meeting.
  - Completing the agreed 'check in' phone calls, texts or emails with their trusted contact during any visits
  - Following the personal safety working arrangements.
- b. Line Managers should:
- Know where their staff are and follow procedures to record and identify their whereabouts.
  - Ensure that their staff receive appropriate training and/or guidance on personal safety (to include the requirements of this policy) as part of their induction
  - Follow the personal safety working arrangements
  - Report any personal safety related incidents, and near misses to the Trust's Health & Safety Officer.
- c. Trustees are responsible for:
- Ensuring that there are arrangements in place for identifying, evaluating and managing any risk associated with lone working.
  - Providing resources for putting policy into practice.
  - Ensuring there are arrangements for monitoring incidents linked to lone working.
  - Keeping a record of any personal safety related incidents and near misses.
  - Reviewing the effectiveness of this policy on an annual basis.

## 6. Employment

As part of the application process, all applicants will be asked to provide details of a friend or family member who can be contacted in an emergency.

As part of the induction process, the Trust must then give that named friend or family member contact details for the Trust.

The Trust must also ensure that as part of the induction process, staff/volunteers receive appropriate training and/or guidance on personal safety (to include the requirements of this policy).

## 7. Monitoring and Review

The ongoing implementation of the Lone Working Policy will be monitored through feedback from staff and volunteers to the Chair of Trustees.

Any member of staff or volunteer with a concern regarding these issues should discuss it with their line manager in the first instance.

This policy will be reviewed annually unless changing circumstances require an earlier review.