



Southwell Minster

THE CATHEDRAL CHURCH OF
THE BLESSED VIRGIN MARY

Lone worker policy and procedure

As part of the Christian Church living in the spirit of the Gospel, Southwell Minster aims to protect and care for all those in need. It is the responsibility of everyone to **Recognise, Respond, Record and Report** all potential safeguarding information. There is a Safeguarding Team who are able to respond in a professional manner in line with best practice.

The Southwell Cathedral Chapter of Southwell Minster will ensure, so far as is reasonably practicable, that employees, volunteers and self-employed contractors who are required to work alone or unsupervised are protected from risks to their health and safety.

Measures will be adopted to protect anyone affected by solitary working. Solitary working exposes employees and others to certain hazards. The Southwell Cathedral Chapter's objective is either to entirely remove the risks from these hazards or, where complete elimination is not possible, to reduce them to a minimal level.

The person responsible for the implementation of this policy is the Chief Officer, and the co-operation of management, employees and volunteers is essential to its success. Assessment of the risk of working alone should be carried out under the Management of Health and Safety at Work Regulations 1999 and using these policies and will confirm whether the work can actually be done safely by one unaccompanied person. Consideration will be given to:

- A. The remoteness or isolation of workplaces.
- B. Any problems of communication.
- C. The possibility of interference, such as violence or criminal activity from other persons.
- D. The nature of injury or damage to health and anticipated "worst case" scenario.

Information and training employees and others will be given priority. All concerned will be supported to understand the risks of working alone.

All staff and volunteers will be required to follow the safe working procedures as devised. Information will include the provision of first aid, communication procedures and awareness of emergency procedures.

All are required to co-operate with these efforts to ensure safe working and to report any concerns to management.

Minster Centre, Church Street, Southwell, Nottinghamshire, NG25 0HD

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Safe Working Procedures 'Know the risks':

- Do not go ahead until you have been informed of the possible risks and provided with any special training, support or supervision you may need. Speak with your line manager if you identify specific training requirements.
- Do you have the experience and stamina to do the job safely on your own?
- Do not go ahead if you don't know how to do the job, or don't think it can be done safely on your own — talk to your line manager.

Know the workplace:

- Do you know how to get in and out of the working area safely?
- Do you know how to call for help or advice if you get into difficulty?
- Always check that you know the area fire instructions and know how to get in touch with other people in an emergency or if you need help. Avoid personal danger
- Put your own personal safety first.
- Avoid putting yourself or other people at risk.
- Avoid any escalating violence or threats of violence — if you can, walk away, call 999
- Always report threats, verbal abuse, harassment or other violent incidents — you are not expected to put yourself at risk.
- Get help and advice.
- Observe all security precautions and procedures.
- Be alert to risks
- If something unexpected happens, be aware of any possible risks or threats to your health and safety or that of other people in your care.
- If you are concerned about your safety or anyone else's, seek help and advice.
- Know what to do in an emergency.

Manual handling

- Assess the load and plan the task — has it been assessed?
- Have you been trained to do the task single-handed, and are you medically fit to do it on your own?
 - How frequently in one work shift do you have to undertake manual handling operation? Is it noted in any risk assessment?
- Are mechanical aids available? Can they be used safely by one person working alone?
- If the task cannot be done safely alone, get help.

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Dealing with members of the public

- Be aware of any potential risks.
- Know how to respond if you are threatened or attacked.
- Try to keep out of trouble by avoiding confrontation.
- Ask for advice and ensure you have training in dealing with difficult situations.

Working away from your base

- Know how to get to your destination using a safe route.
- Allow enough time for your journey if you are driving.
- Do not take risks when driving.
- Do not drive when tired.
- Report to your base as required, but not while driving.
- Let others know you have arrived and returned safely.
- Make sure you know how to get help and what to do in the event of a fire or emergency.
- Report any real or potential problems or experiences to your line manager.

Communications and protective equipment

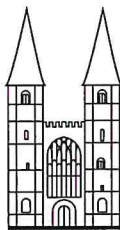
- Know how to use communications equipment and alarms.
- Carry out any tests on equipment as required — make sure it is working where you are in a workplace. (walkie talkie, phones)
- Ask for management guidance on how and when equipment should be used.
- Use communications systems and protective equipment correctly and as instructed at all times.

Lone working at Sacrista (in addition to general guidelines)

- Keep all doors Locked to prevent unauthorised entry to the building.
- Feel under no obligation to allow someone into the building who is not expected.
- If you allow someone into the building know your exit routes, should difficulties occur.
- Workers should not be alone in the house with anyone under the age of 18.
- Staff are responsible for knowing safeguarding policy and procedures and to act accordingly.
- Ensure you are familiar with where to find the first aid kit and reporting an accident.
- Ensure you are familiar with the procedures for dealing and reporting a fire.

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Lone working in the grounds of Sacrista (in addition to general guidelines)

- Ensure you have assessed the personal risks of being alone in an open space, including consideration to who else might be present.
- Any concerns defer or cancel the meeting until someone else can be with you to support you.
- Avoid isolated areas when walking outside.
- Ensure at all times someone knows where you are and who you are with, offer timescales where possible.

Information

- Has the activity been risk assessed? Have you been informed of the findings and the control measures that have been introduced?
- Have you got the necessary training and qualifications to do the job in the correct manner?
- Have you been informed of what to do in an emergency?
- Have you informed management of any likely problems with the job?
- Have you informed your line manager of any health problems, disabilities, conditions or pregnancy that might affect the risks to your health and safety when working alone?
- Do you know how to report an accident or safeguarding incident? Defined Working Limits, clear limits of what can and what cannot be done while working alone will be set out by your line manager.

Summary

Southwell Cathedral Chapter has developed policies and procedures in line with the Church of England House of Bishops' polices and guidance to control the risks and protect employees. Employees should comply with them when representing the Cathedral. Apart from employees being competent in doing the job on their own, the Three most important things to be certain of are that:

- A. The lone worker has full knowledge of the potential hazards and risks to which he or she is being exposed.
- B. The lone worker knows what the task entails and what to do if something goes wrong.
- C. A suitable person knows the whereabouts of a lone worker and what he or she is doing and measures are in place to report in.

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Signed:

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Date:

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