

# KINGSKERSWELL PAROCHIAL CHURCH COUNCIL

(St Mary's Parish Church, Church End Road, Kingskerswell, Newton Abbot TQ12 5LD)

## Lone Working Policy

Kingskerswell Parochial Church Council (PCC) is a registered charitable trust and is collegiately responsible and accountable for this policy.

Everyone working within the PCC and Kingskerswell Parish Church is bound by this policy.

**Under the management of health and safety at work regulations, we must manage the risk to lone workers.**

We will think about who will be involved and which hazards could harm those working alone.

We will:

- Train, supervise and monitor lone workers
- keep in touch with them and respond to any incident

When a lone worker will be at someone else's workplace we must ask that employer about any risks and control measures to make sure they are protected.

### **Risks to consider**

Risks that particularly affect lone workers include:

- violence in the workplace
- stress, wellbeing and mental health
- a person's medical suitability to work alone
- the workplace itself, for example if it's in a rural or isolated area

### **High-risk work**

Certain high-risk work requires at least one other person. This includes work:

- in a confined space, where a supervisor may need to be there, along with someone in a rescue role
- near exposed live electricity conductors
- in diving operations
- in vehicles carrying explosives

- with fumigation

Lone working does not always mean a higher risk of violence, but it does make workers more vulnerable. The lack of nearby support makes it harder for them to prevent an incident.

The Health and Safety Executive (HSE) defines violence as 'any incident in which a person is abused, threatened or assaulted in circumstances relating to their work' - this includes verbal threats.

Some of the key workplace violence risks include:

- late evening or early morning work, when fewer workers are around
- lone workers, such as security staff, who have authority over customers and are enforcing rules
- people affected by alcohol or drugs
- carrying money or valuable equipment

### **Support and training**

We will put measures in place to support any worker who has experienced violence. Workers can play their part by identifying and reporting incidents.

### **Stress, mental health and wellbeing**

Lone working can cause work-related stress and affect people's mental health.

HSE's Stress Management Standards include the importance of relationships with, and support from, other workers.

Being away from managers and colleagues could make it difficult to get proper support.

### **Keep in touch**

We will put procedures in place that enable direct contact with the lone worker so their manager can recognise signs of stress as early as possible.

If contact is poor, workers may feel disconnected, isolated or abandoned. This can affect their performance and potentially their stress levels and mental health.

## **Working alone with a medical condition**

If we are unsure whether someone's health condition means they are safe to work alone, we should seek medical advice. We will think about both routine work and possible emergencies that may put additional physical and mental burdens on the lone worker.

## **First aid and emergencies**

We will put emergency procedures in place and train lone workers in how to use them.

Our risk assessment may indicate lone workers should:

- carry first aid equipment
- receive first aid training, including how to use first aid on themselves
- have access to adequate first aid facilities

Emergency procedures should include guidance on how and when lone workers should contact their employer, including details of any emergency contact numbers.

## **Monitor lone workers' health**

Some lone workers can have specific risks to their health. For example, lone HGV drivers have high physical and mental demands on them, with long periods behind the wheel. You should monitor their health and adapt drivers' work to allow for any specific health needs.

It's harder for lone workers to get help, so they may need extra training. They should understand any risks in their work and how to control them.

Training is particularly important:

- where there is limited supervision to control, guide and help in uncertain situations
- in enabling people to cope with unexpected situations, such as those involving violence

We should set limits on what can be done while working alone. We will ensure workers are:

- competent to deal with the requirements of the job
- trained in using any technical solutions
- able to recognise when they should get advice

## **Supervision**

We will base our levels of supervision on our risk assessment - the higher the risk, the more supervision they will need. This will also depend on their ability to identify and handle health and safety issues.

The amount of supervision depends on:

- the risks involved
- their ability to identify and handle health and safety issues

It's a good idea for a new worker to be supervised more at first, particularly if they're:

- being trained
- doing a job with specific risks

## **Records**

Records will be kept for Health and Safety purposes to include, but not exclusive to, incidents/accidents specific to lone working and retained in accordance with *General Data Protection Regulations 2018*