

Bethlehem Church Life Centre Lone Working Guidelines

General responsibilities will be as follows.

Lone workers:

- will record details of their lone working spells on the movement sheets
- will telephone the office/designated person at prearranged times (if any) and if they expect to exceed their expected time of return (recorded in the movement sheets)
- will ensure that they carry any mobile telephone supplied by BCLC for use by lone workers
- will ensure that they carry any personal alarm supplied for use by lone workers;
- will take reasonable care not to put themselves at undue risk. Where employees feel that they would be at particular risk unless additional precautions are taken then they should discuss this with their line manager. See also lone worker guidance given in appendix 1;
- will, if appropriate, complete a "Potentially Hazardous Visit" report and/or a "Violent / Aggressive Incidents" report form. See policy on violence and violent incidents for more details;
- in the event of an accident, will complete an accident report form. See policy on accident, incident and hazard reporting for more details;
- for out of hours lone working, will notify their Line Manager of the lone working situation. Information on employees name, the location of the work, a contact telephone number, time of starting work and expected time of finishing work, vehicle details (make, colour, registration number).

The Operations Manager / Youth Leader

- will receive reports on "Potentially Hazardous Visits" and circulate them as appropriate;
- will receive and process accident reports and reports on "Violent / Aggressive Incidents".

APPENDIX 1

Guidelines for lone workers

A. Plan your visit

- If you are meeting someone for the first time and they are therefore unknown to you, and where there is a choice, consider meeting clients in the office rather than visit them on your own.
- If possible decide if a home or off-site visit is necessary? Is there another way, perhaps a public venue?
- Your Lone Worker co-ordinator may have a list of people and venues where problems have occurred or may be expected. Unless your client is known to you, consult this list before visiting them.
- Make sure that you use the movement log system that is in operation.
- Take a mobile phone and if felt necessary, a personal attack alarm with you if these are available.
- If you have serious concerns about your safety on any particular spell of lone working then discuss these with your line manager. It may be possible for you to be accompanied by a colleague.

B. Making the visit

- When visiting venues always make your presence known at the earliest opportunity by reporting to reception or the site supervisor.
- Comply with any booking in and out procedures that operate and always obey any safety rules where applicable
- Try to avoid entering unattended venues or premises.
- Try to avoid confrontation. If a situation does become heated try to stay calm. If violence is threatened it is best to withdraw. It may be possible to arrange to re-visit with a colleague present.

C. On return to the office

- Ensure your return is noted by the lone workers coordinator or your line manager.
- If appropriate complete a "Potentially Hazardous Visit" Report.
- If you have been threatened or attacked in any way (verbally or physically), inform your line manager immediately.

D. Mobile phones

- In the event that you suspect that a violent attack is imminent it may be possible to use a mobile telephone to summon assistance (e.g. 999 for the police). Heated arguments can suddenly escalate to the point at which violence is used and in practice there may be little time to call for help.
- Mobile phones may be useful for contacting the office, either because you arranged to do so as part of the logging procedure or to notify the lone worker co-ordinator of difficulties with the visit or a late return.

E. Personal attack alarms

If you have been issued with a personal attack alarm, the following also applies.

- Officers who find themselves in a violent situation may activate their personal alarms. It may be that activation of an alarm is enough to bring an attacker to their senses and persuade them to break off the attack.
- Note, personal attack alarms are not weapons and should be used only to startle an attacker and alert passers-by. Aggressive use of such alarms may actually inflame a situation.
- Personal attack alarms are not toys! They can emit a piercing noise and could damage hearing if held close to someone's ear. Do not use them for practical jokes!

F. Training

- Ensure that you are properly trained and have the skills and knowledge to do your job safely and without risks to health. If you feel that you need extra training then discuss this with your line manager.
- Staff training is arranged for your benefit. Attend it!