



# NTCG Sheffield - Lone Working Rules & Procedures

## 1.0 Rules & Procedures and Purpose

### 1.1 Lone Working

Lone workers are those who work by themselves without close or direct supervision, for example: people working on their own outside normal hours, e.g. cleaners and security, maintenance or repair staff.

Lone working is not unique to any particular groups of staff, working environment or time of day.

It is vitally important that Lone Worker procedures are kept under constant review to take account of changes in the external environment and introduction of new technologies and the lessons learned from the investigation of incidents that occur – where they cannot be deterred or prevented.

### 1.2 Personal Safety

Under no circumstances should individuals compromise their personal safety. If a Lone Worker feels unsafe at any point whilst in a Lone Worker situation they should leave the premises immediately.

### 1.3 Initial Risk Assessment

Evaluation of physical capability to carry out Lone Working, such as being pregnant, a physical disability or inexperience.

An estimation and assessment of 'emergency' equipment that may be required: such as a torch, telephone numbers for emergencies including the local police and ambulance service; a first aid kit or mobile phone chargers.

### 1.4 Buddy Systems

To operate the 'Buddy System' a Lone Worker must nominate a 'buddy'. This is a person who is their nominated contact for the period in which they will be working alone. The nominated 'buddy' will:

- i) **Be a key-holder** who is fully aware of the movements of the Lone Worker; i.e. their arrival and departure at the Church or the Family Life Centre.
- ii) Have all necessary contact details for the Lone Worker, including personal contact details, such as next of kin

- iii) Attempt to contact the Lone Worker, if they do not contact the 'Buddy' as agreed, and...
- iv) Follow the agreed local escalation procedures (see Appendix 1) for alerting others or the police if the Lone Worker cannot be contacted or if they fail to contact their 'buddy' within agreed and reasonable timescales.

Essential to the effective operation of the 'Buddy System' are the following factors:

The 'buddy' must be made aware that they have been nominated and what the procedures and requirement for this role are.

Contingency arrangements should be in place for someone else to take over the role of the 'buddy' in case the nominated person is called away or unavailable for any reason.

#### 1.5 Responsibilities of the Lone Worker:

- i) To ensure their 'Buddy' (nominated contact) is fully aware of their arrival and departure from the Church or the Family Life Centre.
- ii) Provide the 'Buddy' with all necessary contact details, including personal contact details, such as next of kin
- iii) Indications of how long the Lone Worker expects to be at those locations (both arrival and departure times)
- iv) Contact their 'Buddy' by phone call, email or text every 30 minutes, in order to provide assurance of the Lone Worker's safety
- v) Sign the visit log/Covid track and trace book, to record name and arrival/departure times.
- vi) Sanitise hands and adhere to all safety measures provided for at each location
  - Mobile Phones
    - i) Mobile phone should always be kept as fully charged as is possible (or where standard non-rechargeable batteries are used, replaced on a regular basis)
    - ii) The Lone Worker should ensure they know how to use the mobile phone properly, by familiarising themselves with the instruction manual. Lone Workers should always check the signal strength before entering into a situation where they are alone. If there is no signal, the Lone Worker should contact their 'Buddy' or another church key holder ahead of a visit, stating their location and the nature of their visit, along with an estimate of the time they think they will need to spend at the premises. Once that visit is completed, they should let their 'Buddy' or another key holder know that they are safe. Emergency contacts should be kept on speed dial as this will speed up the process of making a call to raise an alarm.

- iii) The phone should never be left unattended but should be kept close at hand in case an emergency arises.
- vii) It is essential that Lone Workers remain alert throughout the visit or the work that they are undertaking and ensure that they are aware of entrances and exits, in the event of an emergency.
- viii) If the Lone Worker needs to make an emergency call please follow the instructions below:

### **Emergency Services Information**

Dial 999 and be ready to give the following information:

- Your name.
- Telephone number.
- Address of the premises (including postcode).
- Your exact location on the premises.
- A brief description of the situation.
- The best way to enter the building.

#### 1.6 How to report on hazards or incidents

It is the responsibility of the Lone Worker to report a hazard or incident. These hazards or incidents should be recorded on the appropriate **Hazard/Incident Form** and also reported as soon as practically possible to the church's Head Deacon. It is the Head Deacon's responsibility to assess the report and arrange for action to be taken to remove or to mitigate the hazard.

#### 1.7 Lone Worker Risk Information & Assessment of Known Risks

Where it is practicable, a log of known risks should be kept - updated and reviewed regularly - in respect of both the Church and the Family Life Centre.

This log should be retained in accordance with the Data Protection Act 1998 and only strictly factual information should be recorded. This log should be available to Lone Workers to inspect ahead of any visit they make.

#### 1.7 General

It is important that contact and appointment arrangements, once in place, are adhered to. Many procedures such as this, fail simply because staff forget to make the necessary call when they finish their shift. The result is chaos and unnecessary escalation and expense, which undermines the integrity of the process.

#### 1.8 Appropriate Training & Briefing

Lone working issues should be included in team briefings and information-sharing should be encouraged.

## Appendix 1

### **Escalation Process by the Buddy person:**

When a lone worker triggers an alert, it may not always be the correct course of action for the police or ambulance to be called.

However, if you are unable to contact the Lone Worker to confirm they are safe and well, and you are concerned about their safety, you should go to try and find them. If appropriate, rouse a colleague who may be able to assist you.

If the Lone worker is located and you discover they require emergency assistance, please follow the guidelines below:

### **Emergency Services Information**

Dial 999 and be ready to give the following information:

- Name of the Lone Worker who needs assistance
- Your name.
- Telephone number.
- Address of the premises (including postcode).
- Your exact location on the premises.
- A brief description of the situation.
- The best way to enter the building.

### **Key-Holders:**

Church: - Bishop Taylor, Fred Edwards, Rev. Des.

Family Life Centre: - Bishop Taylor, Rev. Des, Sis Edwards, Sis Benjamin, Tanya Ravene, Delroy Robinson, Elder McPherson, Arthur White, Pastor Dean, Theresa Abbey, Gillian Anderson, Ralston Schawsmidh.