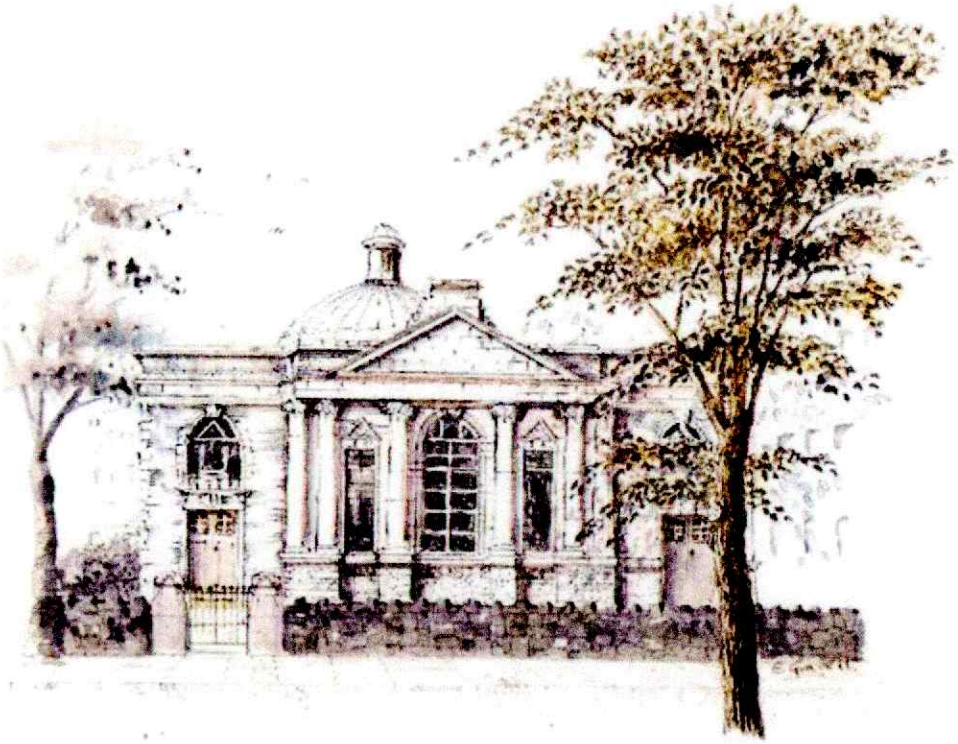
EMMANUEL CHURCH, LLANDUDNO



Postal Address:
Mrs. Câmilla Fisher
c/o Jabez
Herkomer Road
Llandudno LL30 2YZ

Email: emmanuelchurchllandudno@gmail.com

Website: emmanuelchurchllandudno.org.uk

LONE WORKING POLICY

Last Review Date: 24th September 2026

Next Review Date: 24th September 2027

Lone Working Policy - Emmanuel Church

Emmanuel Church is committed to the health and safety of all of our employees and volunteers. This policy is in place to minimise risks to workers and volunteers who may need to work alone and clearly lay out the responsibilities each person has in this situation.

Lone workers are defined as follows:

Employees or Volunteers in the church building:

- who are working out of sight and earshot of another colleague
- who are working alone on the premises
- who are working outside of normal hours (e.g. Cleaners, Employees or Volunteers), away from the church building
- who are visiting another premises or venue
- who are working from home
- who are carrying out a home visit to an individual

The potential risks faced by a lone worker include:

- Sudden illness or physical accident which makes the lone worker unable to carry out appropriate first aid on themselves or to call for medical assistance
- Fire
- Lack of training
- Threat of abuse or physical violence from any person
- Theft and threat of abuse or physical violence from intruders
- Stress caused by working in isolation or abusive calls or messages on digital media
- Accusations by a member of the public of inappropriate behaviour by a staff member or visitor when there are no witnesses
- Sexual advances deemed to be inappropriate and/or threatening

Principles

The Church recognises that there are times when lone working is necessary, therefore we will carry out the following precautions to ensure the safety of church personnel. We will:

1. Carry out a risk assessment on the safety of the building to see if it can be improved. E.g. improve lighting, ensure door locks are adequate and carry out any maintenance required promptly
2. Ensure that the church First Aid kit is clearly available in the Kitchen (found on the shelf opposite the cooker
3. Have a clear procedure for lone workers to raise the alarm if an incident occurs and a means of communicating easily with others if an issue arises. This procedure is displayed in the kitchen.
4. Have a clear protocol for allowing visitors into the church building if you are lone working. Again, this is displayed in the kitchen
5. Clearly display a list of key telephone numbers (both of appropriate church personnel and relevant charities and external agencies) to contact in the event of an incident. Also, this is displayed in the kitchen

Whilst this policy applies to lone working on the church premises, in order to meet the legal responsibilities of **Emmanuel Church** as an employer, the same principles should be applied to lone working from home.

Responsibilities of a lone worker

A prerequisite of lone working is that all staff and volunteers are aware of and can activate and follow the health and safety procedures laid out by **Emmanuel Church** in the event of a fire; threat of abuse and/or physical violence; injury or an intruder. These include a knowledge of basic First Aid, the location of the First Aid kit, and a familiarity with the contents; updated knowledge of emergency exits on the church premises and an awareness of who to call in the event of an emergency.

No person under the age of 18, who is classified as vulnerable themselves or who has a health condition which may lead to sudden collapsing or an inability to follow the health and safety procedures laid out may undertake lone working.

A lone worker:

- Should not take any undue risks in regards to their own health and safety and the health and safety of others. This includes not informing visitors or people on the phone that they are alone in the work place
- Should safeguard the safety and health of other people affected by their work

- Should not undertake repair works, use maintenance equipment or work at heights without another person present
- Should be aware and have taken account of the potential risks before commencing any lone working task
- Should refer to their line manager for advice if it is unclear if their lone working task will present any undue risk and if their line manager assesses the task to be an unacceptable risk, the task will not go ahead without control measures in place to reduce the risk to an acceptable level
- Should not misuse equipment provided for their health and safety
- Should report all accidents, incidents, near-misses and dangerous occurrences, using the Accident Report book, found in the cupboard above the shelf (opposite the cooker)
- Co-operate with the health and safety procedures laid out by **Emmanuel Church**
- Should use tools and equipment properly in accordance with any training they have been given and following relevant safety instructions
- Should lock the doors if they are working alone after dark

Home Visits

Home Visits can also present risks to lone workers, and all lone workers who are conducting home visits should make sure they have carried out the relevant risk assessments and precautions first. Lone workers should also ensure their own personal safety whilst visiting people in their homes. If circumstances allow, consideration should be given as to whether two members of staff/volunteers are able to carry out the home visit

- Lone workers should always ensure that their manager or a colleague is aware of their whereabouts at all times. This includes giving the address they are visiting, details of the person they are visiting, telephone numbers if known, as well as an approximate arrival and departure time. The lone worker should message or phone their personal contact, to make him/her aware of their whereabouts upon departure. If the designated person does not receive the message within half an hour of the departure time, they should ring the lone worker and if they do not answer, inform **Pastor Stephen Russell**
- Lone workers out in the community should have their mobile phones on them at all times, charged and in good working order
- Lone workers under no circumstances should conduct a home visit with a child or a person under the age of 18 in their home, unless another adult is present.

- Lone workers should always be aware of their safety in someone else's home. Confrontation should be avoided and if the lone worker has any concerns for their own health and safety they must leave immediately
- Where possible, home visits should be conducted during the morning or early afternoon to prevent the lone worker travelling in the dark through areas that they may not know or feel comfortable in. If this is not possible, working in pairs should be considered
- Lone workers should ensure that their cars are well-maintained with suitable fuel, MOT and insurance up-to-date and park in well-lit areas

Something to bear in mind: The Church has a very visible public profile and thought should be given to public notices (e.g. prayer points) and whether they carry a certain risk if the individual concerned is vulnerable.

In the case of an incident (whether it be minor or major) whilst lone working on the church premises, during a home visit or whilst working at home a lone worker must contact **Camilla Fisher, Church Secretary.** In the case of emergencies contact 999. The incident should also be reported in person to your line manager and logged in the incident book, found in the **Emmanuel Church Kitchen.**

Signature: 

Date: 24 | 6 | 26