Lewisham Islamic Centre

Lone Working Policy

Version: 1.0

Policy owner: Lewisham Islamic Centre

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Next review: Yearly

Revision history

Version	Date	Description of Revision
1.0	07/09/18	Policy finalized

The latest version of this policy will always be on the intranet.

LONE WORKING POLICY

Contents

1. Purpose

1.1. **LIC's** Lone Working Policy / Working Alone Policy has been designed to protect staff from risks in the event they have to work alone or in isolation.

1.2. It outlines the approach staff should take in ensuring they are safe when working alone and **LIC's** responsibilities in supporting this process.

1.3. It is not intended to raise unnecessary concern, but to give staff a framework for managing potentially risky situations.

2. Scope

2.1. This policy applies to **all staff** who may be working alone, at any time, in any of the situations described in the definition below.

2.2. **Volunteers** would not normally be expected to work alone; consequently, should be outside the scope of this policy.

3. Definition

3.1. Within this document, **'lone working'** refers to situations where staff in the course of their duties, work alone or are physically isolated from colleagues and are without access to immediate assistance. Lone workers at LIC range from **departmental heads, teachers, administrators, cleaners handyman** and **contractors.**

3.2. This latter situation may also arise where there are other staff in the building but the nature of the building itself may essentially create isolated areas. Examples include, but are not limited to, **LIC offices and prayer areas, classrooms, OTS/YMA shared office, resource room, meeting room office** and **the youth club.**

4. Policy

4.1. A Lone Working Policy is practical in limiting the number of injuries or mishaps incurred by staff during lone working hours.

4.2. **LIC** shall take all reasonably practicable steps to reduce, eliminate, or control identified and potential risks to **staff** who work alone or in isolation.

5. Responsibilities

5.1. Employer (LIC) shall;

5.1.1. Develop and implement safe work procedures to eliminate or reduce the identified risks to staff working alone or working in isolation by ensuring that: -

- Alarm systems are tested regularly – both fire and intruder

- They are familiar with fire exits and alarms.

- There is access to a telephone and first aid kit

- If there is any indication that the building has been broken into, they can call for assistance before entry

- External doors are locked to avoid unwanted visitors if working alone

- All appropriate steps are taken to control access to **LIC's** building and that all emergency exits are accessible.

5.1.2. Ensure that every member of staff who comes into contact with services users, members of the public, or work alone is trained as a minimum in Personal Safety, De-escalation techniques and Break-away techniques.

5.1.3. Ensure that all staff comply with the safe work procedures.

5.1.4. Ensure that all incidents are reported and recorded using **LIC's** established systems.

5.1.5. Provide adequate resources, staffing and equipment to implement measures required under the risk assessment to allow safe working.

5.1.6. Review and revise the procedures not less than every three years or sooner if **LIC's** premises change in a way that poses a risk to the safety or health of a staff working alone or in isolation.

5.1.7. Ensure that this policy is implemented by all departmental heads and their respective staff.

5.1.8. Ensure that adequate monitoring is undertaken to identify the efficacy of the policy.

5.2. Departmental Heads shall ensure that:

5.2.1. Their Staff follow the safe work procedures set out by **LIC**.

5.2.2. Their department is equipped with a personal First Aid kit.

5.2.3. They are aware of the procedure for Out-of-Hours Lone Working that is operational within their department.

5.2.4. Appropriate environmental and activity-based risk assessments are undertaken as detailed in this policy and that such assessments are shared with their whole team.

5.2.5. Their staff comply with safety measures and procedures determined by these risk assessments.

5.2.6. There are provisions for regular review and discussion of reporting policies and guidelines within their workforce.

5.2.7. They provide clear guidelines about the types of incident that should be reported. This includes verbal as well as physical aggression from whatever sources, and incidents that were potentially dangerous but were resolved (Near Misses).

5.2.8. They communicate clear procedures for incident reporting to all their relevant staff.

5.2.9. They provide support on a regular basis for staff who encounter aggression through supervision, peer review or Resolve.

5.3. Staff shall:

5.3.1. Take reasonable care/precautions to look after their own health and safety as its their onus.

5.3.2. Safeguard the health and safety of **LIC** and other people affected by their work.

5.3.3. Cooperate and comply with the health and safety procedures set out by **LIC**.

5.3.4. Use equipment properly in accordance with relevant safety instructions and any training received.

5.3.5. Promptly report any untoward accidents, injuries, near misses, and other dangerous occurrences as per their departmental Policy and Procedures.

5.3.6. Check that they are familiar with their departmental procedures which relates to their safety.

5.3.7. Ensure that they undertake mandatory training provided to them by **their respective departments** in personal safety, the prevention and therapeutic management of violence and aggression and risk management.

5.3.8. Familiarise themselves with **LIC's** policies and all risk assessments available.

6. General Principles applicable to all

- Staff shall avoid working alone if not necessary and where possible the final two people should leave together.

- The lone staff must have full knowledge of the hazards and risks to which he or she is being exposed.

- Staff must not assume that having a mobile phone and a back-up plan is a sufficient safeguard in itself as the first priority is to plan for a reduction of risk.

- The lone staff must take all reasonable steps to minimise risks.

- Staff should take all reasonable precautions to ensure their own safety, as they would in any other circumstances.

- Before working alone, an assessment of the risks involved should be made in conjunction with the departmental head.

- Staff must ensure that they sign in and out of departmental clocking systems.

- Staff shall ensure that **all entry doors are locked** behind them to prevent intruder/people entering **LIC** unnoticed.

- Staff shall ensure that they are familiar with all exit routes in the event of an emergency and are able to recognize what actions to take if something goes wrong.

- Staff such as teachers, who work to a pre-planned programme of sessions, must inform their departmental head if they deviate from the programme.

- Staff must inform their Line Manager or the centre coordinator when they will be working alone, giving accurate details of their location and following an agreed plan to inform that person when the task is completed.

- If a member of staff does not report back as expected, an agreed plan should be put into operation, initially to check on the situation and then to respond as appropriate using emergency contact information if necessary.

- Arrangements for contacts and response should be tailored to the needs and nature of each department.

7. Assessment of risk

7.1. In drawing up and recording an assessment of risk the following issues should be considered, as appropriate to the circumstances:

- **The environment** – location, security, access.

- **The context** – nature of the task, any special circumstances.

- **The individuals concerned** – indicators of potential or actual risk.

- **History** – any previous incidents in similar situations.

- **Any other special circumstances**

7.2. All available information should be taken into account and checked or updated as necessary.

7.3. Where there is any reasonable doubt about the safety of a lone worker in a given situation, consideration should be given to having a second staff or making other arrangements to complete the task.

8. Planning

8.1. Staff safety should be considered when choosing locations for task completion

8.2. Staff should be fully briefed in relation to risk as well as the task itself.

8.3. Communication, checking-in and fall-back/alternative arrangements must be in place.

8.4. Staff should ensure that someone is always aware of their movements and expected completion of task/return time.

8.5. The relevant departmental head is responsible for agreeing and facilitating these arrangements, which should be tailored to the operating conditions affecting the staff member and **LIC's smooth running**.

9. Debriefing

9.1. Departmental heads must ensure that a debriefing session is organised following any untoward incident or any incident which was potentially dangerous (near miss).

9.2. It is important that members of staff receive support following such incidents and that the lessons learnt from the experience are shared with other Team members; to prevent these incidents reoccurring.

9.3. The process of debriefing should be habitual as; it encourages staff members to take responsibility for ensuring that they take on board the benefit of others' unfortunate experiences.

LIC urges you to review the Lone Working Policy thoroughly, discuss any concerns with your head of departments who will then forward your concerns to the Centre Coordinator.

Lone Working Policy declaration

I, (Employee _____), have read, understood and agree to abide by the Lone Working Policy of **LIC** and I understand that such adherence is a condition of my employment and contract. I understand that a violation of the Policy may be grounds for immediate dismissal for just cause without notice or pay in lieu of notice.

Signed this **Day** _____, **Month** _____, **Year**_____.

_____

(Employee - Signature)

_____

Department

(This page must be signed and handed over to the centre coordinator for filing records)