



Totton & Eling Community Association Working Alone Policy and Procedure

1. Working Alone Policy and Procedure

Version	Action	Date	Signed
DRAFT B	Created	09/07/2021	C D Compton
	Authorised		

2. Aim

- a. This “Working alone policy and procedure” covers the case when members of staff work alone within the Totton & Eling Community Centre (the Centre).

3. Lone working

- a. Totton & Eling Community Association Staff are not normally permitted to work away from the Totton & Eling Community Centre (Lone Working) and require explicit permission from the Chair of the Trustees to work away from the Community Centre. Should permission be given to work away from the Community Centre, then a risk assessment shall be written, and practices & procedures issued for that task.
- b. This document refers to people working alone in the Totton & Eling Community Centre.

4. Policy

- a. Totton & Eling Community Association is committed to ensuring the safety of staff when working alone.
- b. Where it is not appropriate for a member of staff to work alone, suitable alternative arrangements will be made, for example; calling on a volunteer to attend the Centre.
- c. Members of staff must report problems concerning their personal safety to a Trustee. Any accidents/incidents must be recorded appropriately.
- d. Staff failing to follow this policy and accompanying procedure may be subject to disciplinary action.
- e. Members of staff are encouraged to freely discuss issues of personal safety with their Line Manager or a Trustee at any time.

5. Responsibility

- a. The responsibility for the process rests principally with those members of staff that are working alone. Trustees also have a key responsibility with regards to the monitoring of lone workers.
- b. Anyone working alone must,
 - i. be aware of the location of all First Aid and Fire Equipment,
 - ii. be aware of the locations of all normal and fire exits,
 - iii. have access to a mobile phone,
 - iv. report all incidents, accidents or problems to a Centre Manager or Trustee.
 - v.



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6. Risk assessments

- a. A working alone risk assessment must be undertaken for the 'normal' case of a Centre Administrator working alone in the Community Centre. Should this case change in any way a new risk assessment must be produced.

7. Staff Responsibility

- a. Staff members have responsibilities to take reasonable care of themselves and other people affected by their work and to co-operate with Totton & Eling Community Association in meeting its legal obligations.
- b. The risk assessment should take account of common hazards: manual handling, fire, hazardous chemicals and other substances, sudden illness and violence.
- c. Another member of staff or Trustee must always know if someone is on their own in the building, whether inside or outside normal working hours.
- d. If a member of staff has a situation that they feel compromises their safety, they should leave the scene and phone 999 if appropriate.
- e. All unusual or unexpected incidents must be recorded and reported to the chair of Trustees.

8. Minimising Risks

- a. When working alone staff must not undertake any activity that carries any more than minimal risk. Examples of tasks which should not be undertaken are.
 - i. Climbing Ladders,
 - ii. Using strong cleaning chemical,
 - iii. Carrying heavy items,
 - iv. Confronting Aggressive and threatening behaviour (see 9. below),
 - v. Anything that may lead to personal injury.

9. Aggressive and threatening behaviour

- a. Aggressive and threatening behaviour are much more common than actual physical violence, but both carry the potential for violence. It is important to be able to recognise the signs that a situation might be getting out of control. Increasing tension may be signalled by:
 - i. voice getting louder, or dropping to a threatening tone;
 - ii. verbal threats - these should always be taken seriously;
 - iii. racist or sexist abuse or foul language;
 - iv. threatening gestures;
 - v. agitation; and
 - vi. pointing/poking fingers or pushing.
- b. People who are behaving aggressively are likely to be afraid of losing control. They need to be reassured that the situation is still under control and that you do not represent a threat to them:
 - i. always try to position yourself with access to a suitable escape route;
 - ii. stay calm, keep your voice down;
 - iii. listen and be interested in what the person is saying;
 - iv. don't "call a bluff";



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- v. avoid raising your hands or pointing;
- vi. don't stand too close and don't touch a person who is becoming agitated; and
- vii. don't corner an angry person - allow them an escape route.
- c. It is important to recognise that some situations will escalate however well they are handled. Staff members should not blame themselves when things do go wrong. If a staff member feels there is a risk to themselves or others, they should attempt to withdraw.

10. Action to be taken if you are threatened verbally or physically

- a. If you are in a position to do so, get out as quickly as possible
- b. If you are not near an escape route, withdraw to a room, barricade yourself in, smash
- c. a window, scream FIRE (it is proven to be more successful than HELP).
- d. Do not feel embarrassed about causing a scene, do all you can to attract attention
- e. Call 999 on your mobile phone and remember to tell them your address
- f. If possible, dial 999 again on terrestrial phone as the call will be traced automatically.

11. Non-staff working alone

- a. Hirers who may be working alone in the Community Centre must read and sign this document.
- b. Cleaners working alone must have their own rules and personal/third party liability insurance.