Lone Worker Policy 2026

1. Purpose

The purpose of this policy is to ensure the safety and wellbeing of all individuals who work alone at Hesketh Bank Community Centre. Lone working presents unique risks, and this policy outlines the procedures, responsibilities, and control measures required to minimise those risks.

2. Scope

This policy applies to:

- Employees
- Volunteers
- Contractors
- Trustees
- Any individual undertaking authorised work on behalf of Hesketh Bank Community Centre

It covers lone working both on-site (inside or around the building) and off-site when representing the Centre.

3. Definition of Lone Working

A lone worker is anyone who carries out duties without direct supervision or without another person present who could offer immediate assistance in the event of an accident, illness, or emergency.

Examples at Hesketh Bank Community Centre include:

- Opening or locking up the building alone
- Cleaning or maintenance tasks outside normal hours
- Administrative work in the office when no one else is present
- Meeting contractors on-site alone

4. Responsibilities

4.1 Trustees / Management Committee

- Ensure this policy is implemented and reviewed annually
- Provide appropriate training and guidance
- Conduct and maintain lone worker risk assessments
- Ensure suitable communication systems are in place

4.2 Staff and Volunteers

- Follow all lone working procedures
- Report hazards, incidents, or near misses
- Ensure they are medically fit to work alone
- Use communication devices as required
- Never put themselves at unnecessary risk

4.3 Contractors

- Must comply with this policy and any site-specific instructions
- Must not work alone unless authorised

5. Risk Assessment

A lone worker risk assessment must be completed for all tasks where an individual may be alone. Key risks at Hesketh Bank Community Centre include:

- Slips, trips, and falls
- Manual handling injuries
- Confrontation with intruders or aggressive individuals
- Medical emergencies
- Fire or electrical hazards
- Working in poorly lit areas
- Working at height (only permitted with prior approval)

Risk assessments must be reviewed:

- Annually
- After an incident

- When work practices change

6. Lone Working Procedures

6.1 Sign-In / Sign-Out

All lone workers must:

- Record their arrival and departure time
- Inform a designated contact person when they start and finish

6.2 Communication Requirements

Lone workers must:

- Carry a charged mobile phone
- Keep the phone accessible at all times
- Respond to periodic check-ins from their designated contact
- Use a pre-agreed emergency phrase if needed

6.3 Building Security

When working alone:

- Ensure all external doors are locked
- Do not allow unauthorised persons into the building
- Keep internal doors closed where appropriate
- Check surroundings before leaving the building

6.4 Emergency Procedures

In an emergency:

- Call 999 immediately
- If safe, contact the designated supervisor
- Report all incidents or near misses as soon as possible

A first aid kit and fire exits must be accessible at all times.

7. Prohibited Lone Working Activities

The following activities must never be carried out alone:

- Working at height

- Using hazardous chemicals
- Operating power tools or machinery
- Any task requiring two-person safety protocols

8. Training

All lone workers must receive training on:

- Emergency procedures
- Safe use of equipment
- Personal safety awareness
- Building security
- Incident reporting

Training records must be maintained by the centre manager

9. Incident Reporting

All incidents, near misses, or security concerns must be reported to the management committee within 24 hours. Reports will be reviewed to identify improvements to safety procedures.

If you need any further information, advice or guidance relation to this policy, please contact the Chairperson of the Board of Trustees

This policy will be reviewed on an annual basis, unless circumstances arise which require the policy to be reviewed earlier.

This policy has been approved for issue by the board of trustees at Hesketh Bank Community Centre.

Policy dated: 01/10/2026

Policy review date: 30/09/2027