



ABERFFRAW VILLAGE HALL

LONE WORKING POLICY

Reviewed: 14.10.26

Next review: Oct 2027

Signed:

A handwritten signature in black ink that reads 'S. Spinks'.

ABERFFRAW VILLAGE HALL

LONE WORKING POLICY

Policy approved:

Review date:

Responsible body: Aberffraw Village Hall Committee

1. Purpose

Aberffraw Village Hall Committee is committed to providing a safe environment for everyone who works or volunteers at the Hall.

There may be occasions when committee members, volunteers, the caretaker/cleaner, contractors or others are required to be at the Hall alone. This policy sets out the arrangements for managing the additional risks that can arise when someone is working without another person present.

The Committee will seek to ensure that nobody undertakes work alone where the risks cannot be adequately controlled.

2. Definition of Lone Working

For the purposes of this policy, a **lone worker** is anyone carrying out work or volunteering at Aberffraw Village Hall without close or direct supervision and without another appropriate person immediately available to assist them.

This may include:

- opening or closing the Hall;
- cleaning or caretaking;
- carrying out administrative duties;
- setting up or clearing away after activities;
- undertaking routine inspections;
- gardening or minor maintenance;
- receiving deliveries or meeting contractors;
- committee members attending the Hall outside normal activities; and
- contractors undertaking authorised work at the premises.

Simply being alone in the Hall does not automatically make an activity unsafe. The level of risk depends upon the activity, the individual, the environment and the ability to obtain assistance if something goes wrong.

3. Responsibilities

The **Aberffraw Village Hall Committee** is responsible for ensuring that foreseeable risks associated with lone working are identified and appropriately managed.

Anyone undertaking lone working also has a responsibility to:

- take reasonable care of their own safety;
- follow this policy and any relevant risk assessments;
- not undertake activities they believe cannot safely be carried out alone;
- ensure someone knows they are working at the Hall;
- have access to a working mobile telephone or other reliable means of communication;
- report hazards, incidents, accidents or concerns promptly; and
- contact a Committee member if they are unsure whether an activity is safe to undertake alone.

4. Lone Working Risk Assessment

Lone working must be considered as part of the Hall's general risk assessment arrangements.

Particular consideration should be given to:

- the nature of the activity;
- slips, trips and falls;
- manual handling;
- use of ladders or working at height;
- electrical equipment;
- machinery, tools or maintenance activities;
- fire and emergency evacuation;
- illness or medical emergencies;
- working outside or during hours of darkness;
- security of the building;
- dealing with unknown members of the public;
- aggressive, threatening or inappropriate behaviour;
- access to and from the Hall;
- mobile phone reception and the ability to summon assistance; and
- any individual circumstances which could increase the risk associated with working alone.

Where the assessment identifies that an activity cannot safely be undertaken by one person, **lone working must not take place**.

5. Activities That Must Not Normally Be Undertaken Alone

Unless a specific risk assessment identifies adequate controls, a person working alone must not:

- undertake significant work at height;

- use equipment or machinery requiring a second person for safe operation;
- undertake significant electrical, plumbing, heating or building work;
- lift or move items which cannot safely be handled by one person;
- investigate a suspected break-in or confront an intruder;
- deal alone with a person who is behaving aggressively or threateningly;
- enter an area where there is a known serious safety hazard; or
- undertake any other activity where the consequences of an accident would be significantly increased because nobody else was present.

If there is any doubt, the activity should be postponed until another person is available.

6. Check-In Arrangements

Where reasonably practicable, anyone planning to work alone at the Hall should tell another person:

- that they are at the Hall;
- approximately what they are doing; and
- when they expect to leave.

For routine short visits, such as opening the Hall, collecting something or carrying out a brief check, a formal check-in procedure will not normally be necessary provided the activity is low risk, and the person has a working mobile telephone.

For longer periods of lone working, higher-risk activities or work taking place late in the evening, the individual should arrange to contact a nominated person when they leave.

If the nominated person does not receive the expected confirmation, they should attempt to contact the lone worker. If they cannot make contact and there is reason to believe the person may be at risk, appropriate action should be taken, including contacting the emergency services where necessary.

7. Personal Safety and Security

A person working alone should:

- keep external doors secure where appropriate;
- avoid allowing unknown individuals into the Hall when no organised activity is taking place;
- know the location of exits and fire safety equipment;
- ensure that escape routes remain clear;
- keep their mobile telephone accessible rather than leaving it elsewhere in the building;
- avoid carrying significant amounts of cash while alone;
- be aware of their surroundings when arriving at or leaving the Hall, particularly after dark; and
- leave the premises and seek assistance if they feel threatened or unsafe.

Personal safety should take priority over protecting Hall property.

8. Members of the Public

Anyone working alone is **not expected to place themselves at risk in order to deal with a member of the public.**

If someone becomes aggressive, threatening or abusive:

1. Do not challenge or physically intervene unless immediately necessary to protect yourself or another person.
2. Maintain a safe distance and, where possible, a clear route to an exit.
3. End the interaction and leave the area if necessary.
4. Call **999** if there is an immediate threat to personal safety.
5. Report the incident to the Chair or another Committee member as soon as practicable.

Repeated or significant incidents should be reviewed by the Committee to determine whether additional safety measures are required.

9. Children and Adults at Risk

Lone working arrangements must be consistent with the Hall's **Safeguarding and Child Protection Policy.**

Committee members and Hall volunteers should not deliberately arrange to be alone with a child or an adult at risk as part of their Hall duties unless this is specifically required, appropriately risk assessed and covered by the safeguarding arrangements of the activity concerned.

Where the Hall is hired by another organisation or activity provider, that organisation remains responsible for the safeguarding arrangements associated with its activity, subject to the terms of the Hall's hire agreement.

Any safeguarding concern must be dealt with in accordance with the Hall's Safeguarding and Child Protection Policy.

10. Accidents and Emergencies

Anyone working alone must familiarise themselves with:

- the Hall's emergency exits;
- fire evacuation procedures;
- the location of first-aid equipment;
- how to contact the emergency services; and
- the address/location information required to direct emergency services to the Hall.

In an emergency, **personal safety takes priority**.

For fire or another emergency requiring evacuation, the lone worker should leave the building immediately and call the emergency services from a safe location. They must not re-enter the building to retrieve belongings.

All accidents, near misses, threats, violence or significant lone-working incidents must be reported to the Committee and recorded appropriately.

11. Contractors

Contractors are responsible for managing the risks associated with their own work and must comply with relevant health and safety requirements.

The Committee should inform contractors of any known hazards associated with the Hall.

Where work is inherently unsuitable for lone working, contractors must make appropriate arrangements for sufficient personnel to undertake the work safely.

12. Cleaner/Caretaker and Regular Volunteers

Where an individual regularly works alone at the Hall, the Committee should discuss the arrangements with them and ensure that:

- they understand this policy;
- relevant risks have been considered;
- they know how to obtain assistance;
- they understand the emergency arrangements; and
- any concerns they raise are considered promptly.

Regular lone workers should not be expected to undertake tasks outside their competence or which require more than one person to complete safely.

13. Right to Decline Lone Working

No committee member, volunteer, caretaker/cleaner or other person acting on behalf of Aberffraw Village Hall should feel obliged to undertake an activity alone if they reasonably believe it would place them at unacceptable risk.

Concerns should be raised with the Chair or another Committee member so that alternative arrangements can be made.

14. Reporting and Review

All significant lone-working incidents, accidents, near misses or safety concerns should be reported to the Chair and considered by the Committee.

The Committee may introduce additional controls following an incident, including:

- requiring two people to be present;
- changing working arrangements;
- improving lighting, locks or security;
- providing additional communication arrangements;
- restricting particular activities; or
- obtaining specialist advice.

15. Related Policies and Documents

This policy should be read alongside the Hall's:

- Health and Safety Policy;
- Safeguarding and Child Protection Policy;
- Fire Risk Assessment and Emergency Procedures;
- General Risk Assessment;
- Accident/Incident Reporting arrangements; and
- Conditions of Hire.

16. Policy Review

This policy will be reviewed **annually**, or sooner if:

- there is a significant incident;
- working arrangements at the Hall change;
- new equipment or activities introduce additional risks; or
- relevant legislation or guidance changes.

POLICY APPROVAL

Approved by: Aberffraw Village Hall Committee

Date: _____

Chair: _____

Signature: _____

Next review due: _____