

Ilkley Manor House Trust: Lone Worker Policy

The aim of the Policy is to:-

- Increase staff awareness of safety issues relating to lone working
- Ensure that the risk of lone working is assessed in a systematic and ongoing way, and that safe systems and methods of work are in place to reduce the risk so far is reasonably practicable
- Ensure that appropriate support and training is available to all, equipping them to recognise risk and providing practical advice on safety when working alone
- Encourage full reporting and recording of all adverse incidents relating to lone working

Introduction:

It is inevitable that at certain times staff, volunteers, trustees and others will find themselves working alone in the Manor House or Cottages.

Lone working environments present a unique health and safety problem. Although there is no specific legal guidance on working alone, under the Health and Safety at Work Act 1974, and the Management of Health and Safety Regulations 1999, the Board of Trustees has a duty of care to advise and assess risk for lone workers.

Where this policy refers to 'Lone Workers' it includes volunteers, trustees, staff, hirers, exhibitors, curators, artists or anyone else who is in the building alone.

Persons are to be considered working alone if they have neither visual nor audible communication with someone who can summon assistance in the event of an accident, illness or injury.

Monitoring of safety issues:

Lone workers are encouraged to seek information and advice if any safety concerns arise.

Lone workers must report incidents to the Volunteer Coordinator, Operations Manager or a Trustee. This includes any accidents and near misses, including all incidents where they feel threatened, including verbal abuse to ensure they can be investigated and acted upon fully.

Responsibilities:

Overall responsibility for lone working policy and procedures rests with the IMHT Trustees. Managerial responsibility lies with the operations manager and volunteer coordinator. However, everyone, including lone workers, has a responsibility to adhere to the policy, to take care of their own safety on a day to day basis and to cooperate with IMHT representatives. Lone Workers must adhere to the policies and procedures and undertake relevant training when required.

- Lone working must not be undertaken where there is a reasonably foreseeable risk that the work might result in an accident which would be sufficiently serious to require a second person to be available to summon help.
- No work to be undertaken that needs more than one person for it to be conducted safely.
- Lone workers should carry mobile phones so they can call the emergency services or summon help if they are in any difficulties. If they do not have a mobile phone, they should keep the house phone to hand at all times.
- Lone workers must make at least one other person aware that they are working alone in the house and that person must be in a position to be able to raise the alarm if they do not hear from the worker by an agreed time.
- Anyone showing potential hirers, exhibitors, etc. round the house must record the visit in the Manor House calendar and include the name, email and/or telephone number of the person they are showing round.
- If the house is not open to the public, lone workers should lock the front door and remove the key. Removal of the key is imperative to ensure that if the alarm is raised, the house can be unlocked from the outside.
- If the house is open to the public and anyone finds themselves working alone (e.g. the other steward has not arrived), they must immediately advise the Volunteer Co-ordinator or someone on the list of contact in the Stewards' folder.

Date agreed by IMHT Board: 18/8/2020

Next Review date: 18/1/2021