

Ilkley Manor House Trust: Lone Worker Policy

1. Policy Objective

- 1.1. Increase staff awareness of safety issues relating to lone working.
- 1.2. 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 as is reasonably practicable.
- 1.3. Ensure that appropriate support and training is available to all, equipping them to recognise risk and providing practical advice on safety when working alone.
- 1.4. Encourage full reporting and recording of all adverse incidents relating to lone working.

2. Introduction

- 2.1. It is inevitable that staff, volunteers, trustees and others may find themselves working alone in the Manor House or Cottages or be alone when meeting people on Manor House business whom they do not know and are not known to the Trust.
- 2.2. 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.
- 2.3. Where this policy refers to 'Lone Workers' it includes volunteers, trustees, staff, hirers, exhibitors, curators, artists or anyone else who is on Manor House business.
- 2.4. Persons are to be considered working alone if they have neither visual or audible communication with someone who can summon assistance in the event of an accident, illness, injury or assault or is meeting people on Manor House business, whether on site or not, whom they do not know and are not known to the Trust.

3. Monitoring of safety issues

- 3.1. Lone workers are encouraged to seek information and advice if any safety concerns arise.
- 3.2. 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.

4. Responsibilities

- 4.1. 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.
- 4.2. 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.
- 4.3. No work to be undertaken that needs more than one person for it to be conducted safely.
- 4.4. 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 and are in the Manor House, they should keep the house phone to hand at all times.
- 4.5. Lone workers must make at least one other person aware that they are working alone 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. The person in a position to raise the alarm should be aware of and use the escalation protocol below (see section 5).
- 4.6. Anyone meeting people alone at the Manor House as outlined in 2.4 must record the visit in the Manor House calendar and include the name, email and/or telephone number of the person they are meeting.
- 4.7. 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.
- 4.8. If the house is open to the public and anyone finds themselves working alone (e.g. the other steward has not arrived) for more than 10 minutes, or sooner if they have any concerns, they must advise the Volunteer Co-ordinator or someone on the list of contacts in the Stewards' folder.
- 4.9. Where preferred, it is acceptable for initial meetings with individuals who are not known to take place in a public place (e.g. a café)
- 4.10. Unless the house is open to the public, do not allow anyone you do not know into the house unless they have appropriate ID. If you are unsure, do not admit them and contact one of the escalation contacts (section 5.4). If you are concerned about your safety, call the police using 999.

5. Escalation Protocol

- 5.1. If someone has concerns that a member of the Manor House team has not contacted them by an agreed time (see 4.5 above), they should try to contact the person immediately both on their mobile phone and on the manor house landline (01943 607030), if appropriate. If they are unable to contact them, they should then contact one of the Manor House team listed below.
- 5.2. A member of the Manor House team should immediately go to the house or the meeting place, ensuring they do not go alone.
- 5.3. If at any point there are concerns about safety, the police should be contacted using 999.
- 5.4. Manor House Escalation Contacts:

Nick Robinson 07480 064142 (work) or 07866 043313 (personal)

Mandy Evans 07523 108952

Sarah Thomas 07834 547959

Roger Tilbrook 07802 863418

John Cockshott 07791 608062

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