

# Lone Working Policy

## Lone Working Policy

The PCC of St Michael and All Angels is committed to the health and safety of all our employees and volunteers. This policy is in place to minimise risks to workers and volunteers who may need to work alone, and to lay out clearly the responsibilities each person has in this situation.

Lone workers are defined as follows:

Employees or Volunteers in the church building:

- who are working out of sight and earshot of another colleague
- who are working alone on the premises
- who are working outside normal hours

Employees or Volunteers away from the church building:

- who are visiting other premises or venues
- who are working from home
- who are carrying out a home visit to an individual

The potential risks faced by a lone worker include:

- Sudden illness or physical accident which makes the lone worker unable to carry out appropriate first aid on themselves or to call for medical assistance
- Fire
- Lack of training
- Threat of abuse or physical violence from any visitor
- Theft and threat of abuse or physical violence from intruders
- Stress caused by working in isolation or abusive calls or messages on digital media
- Accusations by a member of the public of inappropriate behaviour by a staff member or visitor when there are no witnesses
- Sexual advances deemed to be inappropriate and/or threatening.

### Principle

The PCC recognises that there are times when lone working is necessary, therefore we will carry out the following items to ensure the safety of church personnel.

We will:

1. Carry out a risk assessment on the safety of the building to see if it can be improved for example by improving lighting, ensuring door locks are adequate and carrying out any maintenance required promptly.
2. Ensure all First Aid kits are clearly signposted.
3. Have a clear procedure for lone workers to raise the alarm if an incident occurs and a means of communicating easily with others if an issue arises.
4. Have a clear protocol for allowing visitors into the church building if you are lone working.

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5. Clearly display a list of key telephone numbers (both of appropriate church personnel and relevant charities and external agencies) to contact in the event of an incident.

Whilst this policy applies to lone working on the church premises, in order to meet the legal responsibilities of **St Michael's** as an employer, the same principles should be applied to lone working from home.

### Responsibilities of a lone worker

A prerequisite of lone working is that all staff and volunteers are aware of and can activate and follow the health and safety procedures laid out by **St Michael's** in the event of a fire; threat of abuse and/or physical violence; injury or an intruder. These include a knowledge of basic First Aid, the location of the First Aid boxes and a familiarity with the contents; updated knowledge of emergency exits on the church premises and an awareness of who to call in the event of an emergency.

No person under the age of 18, who is classified as vulnerable themselves or who has a health condition which may lead to sudden collapse or an inability to follow the health and safety procedures laid out may undertake lone working.

A lone worker:

- Should always have access to a working, fully-charged phone.
- Should not take any undue risks in respect of their own health and safety and the health and safety of others. This includes not informing visitors, or people on the phone, that they are alone in the workplace.
- Should safeguard the safety and health of other people affected by their work.
- Should not undertake repair works, use maintenance equipment or work at heights without another person present.
- Should be aware and have taken account of the potential risks before beginning any lone-working task.
- Should refer to their line manager for advice if it is unclear if their lone-working task will present any undue risk and if their line manager assesses the task to be an unacceptable risk, the task will not go ahead without control measures in place to reduce the risk to an acceptable level.
- Should not misuse equipment provided for their health and safety.
- Should report all accidents, incidents, near-misses and dangerous occurrences.
- Co-operate with the health and safety procedures laid out by **St Michael's church**
- Should use tools and equipment properly in accordance with any training they have been given and following relevant safety instructions.
- Should lock the doors if they are working alone on church premises

### Home Visits

Home Visits may also present risks to lone workers. All volunteers who are conducting home visits on their own should make sure they have first carried out the relevant risk assessments and precautions. Lone workers should also ensure their own personal safety whilst visiting

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people in their homes. If circumstances allow, consideration should be given as to whether two volunteers are able to carry out the home visit.

- To ensure safety, lone workers should provide a designated contact (friend, family, or peer) with their visit details, including the address, contact person, and expected timings. The worker must notify this person immediately upon leaving the visit. If a check-in is missed by more than 30 minutes, the designated contact should attempt to reach the worker. If unsuccessful, they must escalate the matter to **the Parish Safeguarding Officer**.
- Lone workers out in the community should have their mobile phones on them at all times, charged and in good working order.
- Lone workers should under no circumstances conduct a home visit to a child or a person under the age of 18 in their home unless another adult is present.
- Lone workers should always be aware of their safety in someone else's home. Confrontation should be avoided and if the lone worker has any concerns for their own health and safety they must leave immediately.
- Where possible, home visits should be conducted during the morning or early afternoon to prevent the lone worker travelling in the dark through areas that they may not know or feel comfortable in. If this is not possible, working in pairs should be considered.
- Lone workers should ensure that their cars are well-maintained with adequate fuel, and up-to date MOT and insurance. They should park in well-lit areas.
- Personal information gathered during home visits is confidential and must not be shared inappropriately or discussed outside of the designated reporting structure.

**In the case of any incident (whether it be minor or major) whilst lone working on the church premises, during a home visit, or whilst working at home on church business, a lone worker must contact the Parish Safeguarding Officer for reporting and to the Vicar for follow-up as required. In the case of emergencies contact 999.**

This policy was first approved by the Parochial Church Council on 12 February 2026. It will be reviewed by the PCC **annually at the PCC meeting nearest the AGM**. For more information about the Health and Policy Procedures in place for lone workers please refer to St Michael's policies and procedures.

Signed: Jane Bagwell for St Michael's PCC

Date 12 February 2026