



Hammersmith Christian Fellowship

Lone Worker Policy

July 2021

1. Purpose

HCF is committed to providing a safe working environment as far as reasonably practical that meets the needs of its church members and volunteers. Consideration shall therefore be given to the health and safety implications in respect of lone working, especially with regards to outreach in the community.

2. Implementation

All church members and volunteers should be made aware of this policy. Individuals should not normally go out alone to evangelize or fulfil pastoral work. Rather, they will go out in pairs and be in regular phone contact with an agreed 'base' person. No initial visits will ever be made alone. If in any subsequent visitation a volunteer may be a 'lone worker' they shall receive information, instruction, and relevant training in respect of identified hazards and the risks involved.

- It is the responsibility of line managers (usually the Senior Minister) to coordinate the risk assessment for lone workers in consultation with the leaders of the church.
- Anyone who is lone working should ensure that they have their mobile phone available and switched on and that someone else knows where they are.
- Lone workers shall follow all instructions contained in the procedures below.
- It is the responsibility of the line manager to regularly re-assess risks.
- It is the responsibility of the line manager (usually the Senior Minister) to ensure that workers do not suffer from undue stress as a consequence of lone working.

All lone workers must have a cleared Enhanced CRB Check before commencing visitation due to the possible nature of the support they may be asked to give.

3. Risk assessment

Risk assessments must be carried out for and by all individuals whose working practice makes them vulnerable and recommendations should be made to eliminate or reduce the risk as far as possible.

Risks of lone working

Risk assessments for lone workers should include:

- Safe entry and exit
 - Location, e.g. remoteness, transport, parking
 - Risk of violence / abuse
 - Safety of equipment for individual use
 - Channels of communication in an emergency – the Lone Worker must notify their team leader that they are going into a property and at what time; they should send a text message or telephone to advise when they have finished their visit.
- Level and adequacy of supervision

Following completion of risk assessment, consideration must be given to any appropriate action that is required.

4. Procedure Overview

Individuals will receive information, instruction and supervision in respect of the hazards and risks associated with lone working. All individuals are to take relevant and sensible precautionary measures whilst lone working. If a volunteer feels that they are putting themselves at risk through lone working, they should discuss the situation with their line manager. Further efforts by the line manager (usually the Senior Minister) shall be made to eliminate or reduce hazards starting with a process of reassessment of the task.

5. Support for Church Members and Volunteers

All new volunteers for community visits at HCF should receive an induction, including reference to the lone worker policy.

Church Members and volunteers working for HCF should know that their safety comes first. They should be aware of how to deal with situations in which they feel at risk or unsafe. The Leadership Team should therefore ensure that all lone workers' training needs are individually assessed and that they receive appropriate training.

6. Reviewed this Policy

This policy will be reviewed annually or when any incident occurs or when new legislation is adopted, causing the Leadership Team to question the need to amend or review it's recommendations