

CHICHESTER CATHEDRAL

LONE WORKING POLICY & PROCEDURES

July 2024

1	Purpose
	<p>Chichester Cathedral acknowledges that lone working, either on a regular or an ad hoc basis, is a necessary practice for many and may take place on the Cathedral premises, in your own home or other venues.</p> <p>Lone working is perfectly safe and legal, but you do need to take some basic precautions to ensure that you minimise any risks to your health or safety and the purpose of the Lone Working Policy & Procedures is to ensure that you are equipped to recognise any potential risks and are able to minimise them by using your own common sense and by adopting any appropriate measures that are suggested.</p>
2	Who works alone?
	<p>This policy will apply to you if you are an employee, a volunteer or a member of the clergy and whilst on Cathedral business are:</p> <ul style="list-style-type: none"> ▪ working alone in the Cathedral, the Cathedral offices venues or grounds where you are out of sight of other colleagues – this might be for a variety of reasons including practising in the Cathedral, responding to an out of hours call out, working late or early in the office when there aren't any colleagues around, working with members of the public when you are out of sight of colleagues etc; ▪ attending a meeting or undertaking some other Cathedral other activity off-site, even if other people who are not connected to the Cathedral, are present; ▪ travelling alone either by car or public transport in the course of their work [but not commuting]; ▪ working from home if you are alone. <p>This list is not exhaustive.</p>
3	The risks
	<p>Lone working poses many risks including, but not exclusively:</p> <ul style="list-style-type: none"> ▪ physical accident when there is no one available to fetch help if necessary; ▪ sudden illness, again when there is no one to raise the alarm; ▪ physical violence or threat of abuse in any form from a visitor; ▪ inappropriate, threatening or sexual behaviour or advances that make the recipient feel uncomfortable; ▪ accusations by a visitor of inappropriate behaviour by employees/volunteers when there are no witnesses – this is not covered in this document but is covered in detail in the Church of England's Code of Safer Working Practice which you should read.
4	Your Responsibilities
	<p>If you are ever working alone, you must be alert to possible dangers and minimise them by: following these basic precautions:</p> <ul style="list-style-type: none"> ▪ reading the Lone Working Policy & Procedures and familiarising yourself with the content including the Personal Safety Assessment below;

	<ul style="list-style-type: none"> ▪ telling someone where you are working and asking them to check on you if you are not home/back in the office etc when expected and if they can't contact you, to raise the alarm; ▪ always carrying a fully charged mobile phone or radio and having inserted helpful telephone numbers that you might need to call; ▪ ensuring the security of the area that you are working in, for example locking doors; ▪ always carrying your keys with you so that you can exit by another route/door if necessary; ▪ reporting any hazards in the offices or grounds eg trip hazards etc. to the Maintenance team and any hazards in the Cathedral to the Vergers' team; ▪ reporting any incidents that make you feel uncomfortable or any suspicious behaviour to the Vergers' team, your line manager or a member of the Senior Management Group, as appropriate, as soon as possible ▪ not working at heights or using power tools when alone – you must have a colleague with you; ▪ ensure that an appropriate risk assessment is undertaken – see a template in Appendix 2 below or talk to the Head of Operations; ▪ undertake the mandatory Lone Worker training provided on our learning portal: https://chichestercathedral.clcmoodle.org/my/ ▪ please also check the attached Appendices for more specific lone worker guidance. If you are responsible for other employees or volunteers, you must ensure that they are provided with any more specific lone worker requirements that are appropriate to their role.
5	Managers' responsibilities
	<p>You are responsible, on behalf of Chapter, for the safety, health and welfare of our employees and volunteers whilst at work. More specifically, you should ensure that:</p> <ul style="list-style-type: none"> ▪ all new employees and, where appropriate, volunteers, are made aware of the existence of the Lone Worker Policy & Procedures as part of their induction; ▪ that you undertake, and ensure that all your employees and volunteers where relevant, undertake the mandatory Lone Worker training provided on our learning portal: https://chichestercathedral.clcmoodle.org/my/ ▪ that a risk assessment is completed for anyone who regularly works from home and for incidences in which employees might occasionally work alone, for example arriving early or staying late in the office – see appendix 2 or talk to the Clerk of Works; ▪ your employees and volunteers who do work alone adhere to the appropriate procedures.

APPENDIX 1: PERSONAL SAFETY ASSESSMENT

Courtesy of Suzy Lamplugh Trust. Use this flowchart for your own personal safety to assess your environment and working practices and to obtain an instant assessment of the situation.

Assess the situation – what are you planning to do?				
Question	Do you have ANY concerns about your personal safety?			
Answer	NO	YES		
Action/ Answer	Proceed with care and remain vigilant	PERSON you are dealing with	ENVIRONMENT you are working in	TASK You are doing
Question	Are you sure that you have covered all the risks?	Can you AVOID or MINIMISE the risk so that you feel confident?		
Answer	YES	NO		
Action	Proceed with care ...don't forget that things change!	DO NOT continue. Ask for help. Consult with an appropriate manager ASAP.		

APPENDIX 2: RISK ASSESSMENT

Identify all foreseeable hazards	Identify who is at risk	Apply a risk rating	Identify control measures	Revised risk rating
<i>Think about the worst case scenario – what could go wrong</i>	<i>This could be employees, volunteers, members of the public, visitors etc or specific groups of people eg the young, the elderly, the differently abled etc</i>	<i>This will usually be either LOW [unlikely to happen] MEDIUM [likely to happen] or HIGH [very likely to happen]</i>	<i>What can you do to minimise the impact of the hazard, think about every action and capture them all here</i>	<i>After applying your control measures, what is your revised risk rating? If it isn't LOW - seriously consider whether there is a safer way to carry out the activity or whether the lone worker should be accompanied.</i>

APPENDIX 3: WORKING ALONE IN THE CHANTRY OFFICES

It may be necessary to work alone in the offices either because you start work early, work late or even come into the office at the weekend and in the current extraordinary circumstances, with more colleagues working in a hybrid manner, it is possible that you will be working in the offices on your own at some point during the average working day.

Please ensure that:	
Someone knows that you are lone working.	Ideally your line manager but could be a colleague or friend. You should text them when you enter or leave the building.
The front door is locked.	The door should be locked before 9.00am and after 5.00pm but check.
Your mobile is charged?	Keep your mobile on charge to ensure that you can use it if you need to.
You always keep your mobile with you?	If you leave your office for whatever reason, eg photocopying, making tea, please take your mobile with you, just in case.
You know where the fire exits, and other exit routes are?	If you aren't sure, please speak to someone in the Estates team asap for a refresher.

NB the Cathedral complex is locked after Evensong each evening, and earlier during school holidays, so if you are planning to work late you must ensure that the vergers are aware, or you may find yourself locked in. If this happens, you will need to phone someone on the contacts list below.

Last person out procedures – check that you have:	
Turned off any communal equipment like photocopiers	Again this helps minimise any potential risk of fire hazards and saves on electricity costs. Not to mention being Green!
Turned off lights in communal areas and corridors but NOT on the stairwell.	Again saves on electricity costs. Keeping Green!
Checked the ground floor fire exit door to the garden is locked and bolted	This is a basic building security requirement
Locked the main office door behind you.	This is a basic building security requirement
Emergency Contacts in your mobile	See below

APPENDIX 4: WORKING ALONE IN THE CATHEDRAL

It may be necessary to work alone in the Cathedral and this might be a regular occurrence, for example you are a vergers who is on duty alone, a musician who is undertaking practice or a less frequent occurrence. If this applies to you, PLEASE always ensure that:

Please ensure that:
Your mobile is charged so that you can use it if you need to.
Your mobile is kept with you even when you move around the Cathedral for whatever reason.
Someone knows that you are lone working and this could be your manager, partner, friend or the duty vergers [unless you are the duty vergers!] and you should notify them when you enter or leave the Cathedral.
You know where the fire exits, and other exit routes are, we know that you know this but keep them in mind and remember that the quickest way out might not be the way that you came in.

There may be occasions when you need to sit with someone in private, for example, you are a Day Chaplain providing support to someone in distress. Whilst we appreciate the need for confidentiality, we also want you to feel and be safe so you should just have such meetings in either St Clement's Chapel or St Thomas & Edmund's Chapel because these offer privacy but are also within the sightline of your colleagues if you do require assistance.

APPENDIX 5: WORKING OUT AND ABOUT

You might regularly work out of the office and/or Cathedral either in the grounds or one of the Cathedral's other properties and you might work alone or with members of the public or a client.

Please ensure that:	
Someone knows that you are lone working and where you are.	this could be a colleague and you should tell them when you are likely to be back.
If you are working in another building, with a client or member of the public, give some thought to what exit strategies you could use if you felt uncomfortable or threatened.	This might be as simple as ensuring that your exit from a room is never blocked or having an "excuse" for leaving the meeting or having a codeword to us with a colleague if you want them to join you. If you feel remotely uncomfortable you should take action to remove yourself from the situation or get back up. Trust your instincts!
Your mobile is charged?	Keep your mobile on charge to ensure that you can use it if you need to.
You always keep your mobile with you?	If you move around the Cathedral for whatever reason, please take your mobile with you.
You know where the fire exits, and other exit routes are?	We know that you already know this but keep them in mind and remember that the quickest way out might not be the way that you came in.
Emergency Contacts in your mobile	See below

APPENDIX 7: EMERGENCY CONTACTS

Put these in your phone NOW!

Duty Verger	<i>Shared internally only</i>
Emergency Maintenance Officer	<i>Shared internally only</i>
Head Verger	<i>Shared internally only</i>
Head of Operations	<i>Shared internally only</i>

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This policy does not form part of the Contract of Employment.	