

Lone Working Policy

Uffington Museum Trust

Policy Statement

Where the conditions of service delivery require volunteers to work alone, both the individual volunteer member and the Trustees of Uffington Museum Trust (UMT) have a duty to assess and reduce the risks which lone working presents. Tom Brown's School Museum (TBSM) is open to the public 2pm to 5pm weekends and Bank Holidays from Easter to the end of October and at other times by prior appointment with the Curator. Volunteers open and close the museum and greet the public and are rostered on their own, although more than one person can perform these tasks.

Purpose

This policy is designed to alert volunteers to the risks presented by lone working, to identify the responsibilities each person has in this situation, and to describe procedures which will minimise such risks. An effective policy can help to promote a strong safety culture amongst volunteers, keeping them safe.

Scope

This policy applies to all volunteers who may be working alone, at any time, in any of the situations described in the definition below. It may include Parish Councillors, Trustees of Uffington Museum Trust and volunteers. Similar principles will apply if more than one person is present.

Context

Lone workers face the same risks as anyone else, as well as those directly related to their work. Within the UMT's overall policies and in particular those relating to safer working practices, support for lone workers is an essential part, and the same principles apply, particularly:

- a commitment to supporting volunteers and trustees both in establishing and maintaining safe working practices
- recognising and reducing risk
- a commitment to the provision of appropriate support for volunteers and a clear understanding of responsibilities
- the priority placed on the safety of the individual over property and a commitment to providing appropriate training

Definitions

A lone worker is a person who performs an activity that is carried out in isolation from other workers without close or direct supervision. Such persons may be exposed to risk because there is no-one to assist them and so a risk assessment may be required.

Mandatory Procedures

- The first priority is to plan for a reduction of risk. Volunteers must ensure where possible that they have a charged and operative mobile phone with network access
- Volunteers should make arrangements for a family/friend to know their whereabouts and to agree an approximate time for return tailored to the needs and nature of the individual. The contact details of the Curator can be shared with family/friends if access to the museum building is required and if contact cannot be made with the volunteer
- Volunteers should take all reasonable precautions to ensure their own safety, as they would in any other circumstances
- Volunteers should be familiar with their role and responsibilities in the event of an emergency situation e.g. fire
- In drawing up and recording an assessment of risk the following issues should be considered, as appropriate to the circumstances:
 - the environment – location, security, access
 - the context – nature of the task, any special circumstances
 - the individuals concerned – indicators of potential or actual risk history – any previous incidents in similar situations or any other special circumstances

Known Risks and Procedures

- If a Lone Worker feels uneasy with a visitor being present, they should politely request that they leave. However, a request of this nature may provoke a negative reaction. All possible efforts should be made to ensure that the situation is managed should hostility become evident
- If a Lone Worker is confronted by an aggressive visitor they should not put themselves at risk. If necessary they should vacate the premises and report the incident at the earliest opportunity to the curator, a neighbouring property or family/friend
- Children under eighteen and vulnerable adults must be accompanied by an adult. If an unaccompanied individual in this category requires access for research or educational needs they should be asked to contact the Curator to arrange a planned visit

Monitoring and Review

- The ongoing implementation of the Lone Working Policy will be monitored through the volunteer training process
- Any volunteer with a concern regarding these issues should ensure that it is discussed with the Curator, as appropriate
- The policy will be reviewed as part of the regular cycle of reviews, unless changing circumstances require an earlier review

Approved: 18 January 2021