



## General arrangements and procedures

### Lone Working

All staff, tutors and volunteers should follow HSE guidelines for lone working, available at: [hse.gov.uk/lone-working/index.htm](https://hse.gov.uk/lone-working/index.htm).

Staff, tutors and volunteers are not required to enter into or continue working in any situation where they feel at risk. If a staff member or volunteer feels at risk, or that they have been at risk, in a particular situation they must report it to their line manager or supervisor.

To reduce the risks from lone working, Hive will:

- avoid, as far as is reasonably practicable, the need for lone working
- arrange working patterns and volunteer assistance to minimise lone working
- hold up-to-date contact details and emergency contact information for all staff, tutors and volunteers
- assess the risks of lone working that can't be avoided, through risk assessing all activities
- reduce the risks of lone working so far as is reasonably practicable
- ensure that appropriate lone working guidance is available to all individuals required to work alone
- provide any necessary personal protection equipment for lone working (eg. a personal protection alarm)
- provide appropriate training in lone working where necessary, through inductions for staff, tutors and volunteers.

Any lone working risk assessments, guidelines, notices and safety information will be reviewed at least annually.

All staff, tutors and volunteers must:

- follow appropriate processes for lone working laid down for their safety
- make proper use of equipment provided for their safety
- cooperate with Hive on all health and safety matters
- inform Hive if they identify lone working not being appropriately managed
- take care to ensure that their activities do not put others at risk.

### Lone working: Hive premises

Having one person working alone in Hive premises is undesirable. However, as it is not practical to always ensure that two people are present, the emphasis of this policy is to reduce risk.

Hive will ensure that the times when people work alone are kept to a minimum, particularly outside of usual office hours.

Where it is unavoidable, staff members, tutors or volunteers who are working alone should follow these guidelines:



### **Entering the building**

Do not enter the building alone if you suspect that a break in has occurred, eg. if there are open or broken doors or windows, or the intruder alarm is sounding. Similarly, if on entering the building alone anything seems disturbed, out of place or worrying, leave immediately. If a crime is suspected to be taking place or have taken place, contact the police. In all cases, contact the Manager.

### **Working in the building**

If working in the building outside of office hours, ensure that another member of staff (preferably your line manager or supervisor) is informed. Make sure that somebody (whether related to Hive, or somebody in your household, family or friendship circle) knows when you are expecting to be home and can raise the alert if you do not return within a reasonable time.

Ensure that you keep your mobile phone to hand when you move around the building, and that it is sufficiently charged should there be an emergency.

External doors should be kept securely closed, and only opened to callers if they are judged not to present an undue risk (eg. they are known to you, or you have verified their identity). Otherwise, ask the caller make an appointment to come back when other people are present, to call the office during working hours or to send an email. Do not indicate to callers that you are alone in the building. Always trust your instincts: if you do not feel comfortable about letting a person in the building then ask them to return at another time.

Be aware that Kirkgate Community Centre (upstairs in the building) operate different opening hours, and although signage aims to prevent users travelling between floors, it is not possible to physically separate the two premises.

If somebody that you do not know does gain access to the premises, remain calm and non-threatening. Ask who they are and who they are looking for, explain that the person they are looking for is not present and escort them from the premises. It is not necessary to give a reason to deny access to the premises. If somebody is asked to leave and does, no further action is required. If they become abusive then you can call the police non-emergency number (101). If they become (or you think that they will become) threatening or violent, call 999.

For staff or tutors running classes, courses or meetings out of hours, wait for at least a couple of students or other attendees to arrive before letting them into the building, rather than being alone with just one other person.

If you answer the phone, do not indicate to the caller that you are alone in the building.

If the fire alarm sounds, follow the usual fire alarm procedures outlined in the fire safety policy. You will have been notified of any scheduled fire drills.

Avoid making appointments to meet somebody for the first time, or to meet somebody with whom you are not comfortable, at a time when you will be working alone.

### **Leaving the building**

Plan ahead to protect your personal safety, for example by parking as close as possible, or arranging to meet somebody when leaving the building. If in doubt when leaving the building, call a taxi (which Hive will reimburse), or call for other assistance (another staff member or volunteer, or if necessary the police) and stay put until help arrives.



### Lone working: elsewhere

Where possible, arrange appointments or activities at external premises only if you know that there will be more than one other person present. If that is not possible, consider arranging the appointment at Hive when more than one other person can be present.

Staff members attending external meetings or activities on behalf of Hive should be mindful of their safety, walking with others to a car park or public transport location where possible, or calling a taxi if they perceive they are at risk (which Hive will reimburse).

If you arrive at an external premises and are not comfortable with the situation, leave immediately and report this to your line manager or supervisor.

### Travelling alone

Staff members, tutors or volunteers travelling in the course of their duties should use the PLAN mnemonic to reduce risks:

#### Prepare for your journey:

- Know exactly where you are going and how you are going to get there
- Ensure that you have informed your line manager or supervisor, or another staff member, where and when you are going
- Assess any risks there may be in doing the journey you are about to undertake
- Ensure that you keep your personal belongings (eg. keys, phone, wallet, purse, travelcard) in pockets or a bag which sits close to your body with the fastening innermost

#### Look confident:

- Stand tall and look as if you know what you are doing and where you are going
- Be alert to what is going on around you
- Avoid wearing headphones that block out external sounds
- Carry a personal alarm if you feel it necessary
- Ensure you have a working phone with you

#### Avoid risk:

- Plan routes to be as public as possible – avoid secluded or isolated routes
- Do not take short cuts unless they are as safe as the longer route
- Do not change plans at the last minute

#### Never assume:

- Never think “it won’t happen to me”
- Do not ignore your instincts

If transporting cash, see the appendix 3 of the Financial Policy and Procedures for additional precautions.



### Responding to an incident

If an incident takes place where there is a breach, or risk of breach, of your personal safety, you should complete an incident report, no matter how minor it seems.

Make sure that you include the date, time, location and description of the incident, and the names and contact details of any witnesses if known.

This report should be given to your line manager or supervisor.

Hive is committed to ensuring that any incident is investigated, and any learnings are followed up on and responded to, including updating policies and procedures if necessary.