



St Columba's

United Reformed Church, Oxford

Lone Working Risk Assessment and Management Plan version 0.1

August 2009

Review date: Annually with general Health and Safety Review.

To: all in attendance, plus all members of Finance and Property in the first instance. (Advice about further circulation would be appreciated.)

Attached: A poster about working alone in the building.

On 06.08.09, lone worker training was conducted at the church. The trainer was Ingrid Morrissey from Social and Community Services at Oxfordshire County Council. In attendance were Betty Baxter, Sheila Baker, Lettice Bowen, Carla Grosch-Miller, Donald Schofield, Ian Kennedy, Adrian Moore, David Townsend, and Trevor Barton. The training session also served as a risk assessment of issues surrounding lone workers at our church building. What follows is all actionable items from that training in the form of a normal risk assessment. Please let me know if there are any issues you feel should be added to this, and whether you would like to attend a possible follow up training session on conflict management, which the church could pay for.

*You are a lone worker employed by St Columba's if you are paid or volunteer staff for the church, working by yourself without close or direct supervision, on the premises alone, working from home alone, working outside normal working hours alone, or working anywhere separately from colleagues (with or without people around). Therefore you must be trained in relevant health and safety issues, and should ensure you understand what your responsibilities are. The church's responsibility is to ensure that all **foreseeable** risks are mitigated through control measures such as policy and education.*

The trainer has passed the church an HSE publication 'Working Alone in Safety'. It can be downloaded from <http://www.hse.gov.uk/pubns/indg73.pdf> You can get a hardcopy on request from Trevor. It may be useful for you to read it (and I shall do the same).

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Hazard	Risk	Control Measure or Actions	Status
Paid or voluntary staff working alone in the building waking up rough sleepers	Harrassment or violence.	Inform all staff to keep a mobile on their person through a poster in the lobby. Change vestry office phone to a cordless phone for those without mobiles. Inform all staff to get someone to assist them in the task (through a poster in the lobby).	Lobby poster done (hard copies to be circulated to church members). Vestry office phone to be changed.
Paid or voluntary staff answering the door to rogue traders	Forced entry / violence/ theft.	Educate all staff to not answer the door to any traders or delivery staff; this is the Facilities Manager's job.	Lobby poster done.
Paid or voluntary staff using a ladder alone.	Flower rota volunteers or others falling from heights alone, or if not alone, simply falling (as in the case of flowers, the job requires both hands when up the ladder).	Inform all staff about safe ladder use through education – posters up where ladders are stored.	Put up the safe ladder use posters.
[Redacted Content]			
		cordless phone.	
Paid or voluntary staff working alone (general).	Building was not locked properly the night before – unexpected intruders found on arrival. Intruders coming in when you are here on	All staff should be educated to use great caution if a door is discovered to be unlocked when you arrive, and keep yourself	Poster done. Staff in question are aware of these issues.

	your own.	locked in when you are here, and everyone should know emergency phone numbers through a lobby poster.	
Paid or voluntary staff working with people who have mental health issues, are drug and drink users.	Body language/ communication signs are different. Diffusing situations can require different approaches. Harrassment / violence.	IK, TB, CG-M, LB to consider training in conflict management.	TBA.
Paid or voluntary staff turning up to the building and equipment has been left on.	Personal injury.	See the Fire Policy.	Under the Fire Policy, all staff should have a Fire Marshal present who knows potential risks and control measures.
Paid or voluntary staff working in the building when it is too cold.	Injury through environmental causes.	The building should be kept at a workable temperature.	This is an action for Finance and Property committee.
Staff putting out tables and chairs.	Injury through strain or from the equipment.	Restrict height of chair stacks, and advise that two people put out tables together – educate building users on these points through a poster in the hall.	Poster to go up.
Staff accessing items stored at high level (for example in the kitchen).	Injury through toppling items.	A step ladder is to be used.	Facs Mgr to ensure step ladder is always available in a lobby cupboard near the kitchen for this purpose.
Staff facing a fire alone.	Injury through lack of education about fire safety.	All lone workers in the building must receive fire, health and safety building inductions.	This is already in place under the Fire Policy.
Staff coming to the building during poor health, or poor health arising.	Health situation exacerbated through having no point of contact for emergency help.	See the advice about keeping a mobile phone with you / using the vestry office phone.	Poster done. Vestry office phone to be changed.
Staff needing to exit or enter the building, and Alfred Street is not safe for some reason.	Staff unable to exit, since the only final exit doors are on Alfred Street.	Get the hall fire exit door changed so that it is lockable/ unlockable from the outside. This provides an	Costs being gathered to present to Finance and Property.

		entrance/ exit on Blue Boar Street, which is safer / calmer.	
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Please note that personal injury issues or health issues which can be remedied through self-administered first aid are covered by the availability of a First Aid point in the building, which is a control measure resulting from the general Health and Safety Risk Assessment.

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