



Making holidays accessible

Lone Working Policy

Aims

To protect trustees, officers, contractors and volunteers from the risk associated with working alone whether they are at Lyneal Wharf or on the Trust's boats. To ensure that trustees, officers, contractors and volunteers understand that the Lyneal Trust as an organisation, does not expect trustees, officers, contractors and volunteers to expose themselves to unnecessary risks in the course of their role and duties and that the Trust will support trustees, officers, contractors and volunteers if they leave a situation in which they feel at risk

Definition

For the purpose of this Policy, lone working will be defined as carrying out duties on behalf of the Trust alone at Lyneal Wharf or on the Trust's boats

General Rules

The Trust must have details of your mobile number, your home contact number and a person to be contacted in case of emergencies.

You must let at least one person know your movements and when you will contact them again.

Working alone at Lyneal Wharf or on the Trust's boats

Having one person working alone is undesirable. However, as it is not practical to always ensure that two people are present then the emphasis of this policy is to reduce risk. When there is more than one person at Lyneal Wharf or on the Trust's boats, there is still need for vigilance.

Before entering the Wharf, Cottage, Chalets or Boats

Ensure that the premises/boats look as you would expect them to do – no signs of damage or occupancy and no signs of doors or windows forced or unlocked when you expect them to be locked

If you have concerns do not enter but contact a Trustee or ask a second person to enter the building with you. **Do not enter alone.**

On entering the Wharf, Cottage, Chalets or Boats

Ensure that the building/boat and contents are as you would expect them – If you have any concerns leave the premises and contact a Trustee.

Whilst carrying out duties alone at the Wharf, Cottage, Chalets or Boats

Make sure your mobile phone is on your person.

Be vigilant unless you know or have checked the identity of any visitor.

If anybody appears at the Wharf, cottage, chalets or boats that you do not know, remain calm and non-threatening – ask who they are and who/what they are looking for. **Always trust your instincts – if you do not feel comfortable about talking to a person, then ask them to return at a time when you will not be alone.**

Do not take risks whilst carrying out duties. If you discover a task requires assistance, contact a Trustee or volunteer for help or leave the task to another time. If using equipment, make sure you have assessed the risk.

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If an incident/accident takes place

If an incident occurs where there is a breach of your personal safety or suffer an accident, you should write down what happened including the date, time, location and description of the incident/accident. This should be given to a Trustee as soon as possible. This should be done no matter how minor the incident/accident as the policies may need to be reviewed.

Remember never put yourself at risk – trust your instincts!