



Long Stratton Town Council

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LONE WORKING POLICY

PURPOSE OF THIS POLICY

Long Stratton Town Council recognises that some staff are required to work by themselves in the community without close or direct supervision, sometimes in isolated work areas or out of office hours.

LEGAL BACKGROUND

Under the Health & Safety Act 1974 and the Management of Health and Safety at Work Regulations 1999 it is the duty of the Town Council to assess risks to lone workers, members and volunteers and take steps to avoid or control risk where necessary. Employees of the council have responsibilities to take reasonable care of themselves and other people affected by their work and to co-operate with their employers in meeting their legal obligations.

LONE WORKING

This policy applies to all situations involving lone working arising in connection with the duties and activities of Long Stratton Town Council staff.

Lone workers include

- Those working at their main place of work where
- Only one person is working on the premises
- People work separately from each other, eg in different locations
- People working outside normal office hours.

Those working away from their fixed base where

- One worker is visiting another agency's premises or meeting venue
- One worker is making a home visit to an individual
- One worker is working from their home.

AIMS OF THE POLICY

The aim of the policy is to:

- Increase staff awareness of safety issues relating to lone working
- Ensure that the risk of lone working is assessed in a systematic and ongoing way, and that safe systems and methods of work are put in place to reduce the risk so far as reasonably practicable.
- Ensure appropriate support and training is available to all staff that equips them to recognise risk and provides practical advice on safety when working alone.



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- Encouraging full reporting and recording of all adverse incidents relating to lone working.
- Reducing the number of incidents and injuries relating to lone working.

RISKS

(i) Potential Risks to Lone Workers

- Open access and unlocked doors – accessible to the public
- Being taken ill whilst at work
- Lack of training regarding Health & Safety procedures
- Hazards in areas of activity
- Working in remote areas, and areas with no signal
- Parking in car parks which are poorly lit and going into buildings which are inadequately lit
- Aggressive and abusive members of the public
- Entering public buildings, when alone
- Safety of equipment use

(ii) Assessing the Risk

Before drawing up and recording the assessment of risk, it must be established:

- Whether the work can be done by a lone worker
- What arrangements will be in place to ensure an individual is not exposed to unnecessary and unacceptable risk?

(iii) Risk Assessments

The following should be taken into consideration to minimise risk:

- Risk assessment on all activities will be undertaken and wherever possible will minimise risk to individuals by encouraging working in pairs. Where work is undertaken by one person then that person must advise someone of the place of activity and the time of the activity. Persons must always carry a mobile phone with battery charged
- Environment. Where the environment is isolated, and access is difficult the person should always advise someone of where they are going and the time they expect to be there and return.
- The Task. Employees working from home should not invite members of the public into their home unless the person is known; and the meeting is pre-arranged.
- History. Where there is potential for difficulty, employees should always arrange for another individual – chairman or councillor – to attend at the same time. This meeting should not be at the clerk's home but in a public building with a telephone.



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RESPONSIBILITY

Councillors and the Clerk are responsible for:

- Ensuring that there are arrangements for identifying, evaluating and managing risks associated with lone working.
- Providing resources for putting the policy into practice
- Ensuring there is arrangement for monitoring incidents linked to lone working and that the effectiveness of this policy is regularly reviewed.

Health and Safety representatives are responsible for:

- Ensuring that all staff are aware of the policy
- Taking all possible steps to ensure that lone workers are at no greater risk than other employees.
- Identify situations where people work alone and decide whether a system can be adopted to avoid workers carrying out tasks on their own.
- Ensuring that risk assessments are carried out and reviewed regularly
- Putting procedures and safe systems of work into practice which are designed to eliminate or reduce the risks associated with working alone
- Ensuring that staff identified as being at risk are given appropriate information, instruction and training, including training at induction, updating and refreshing this training as necessary.
- Managing the effectiveness of preventative measures through an effective system of reporting, investigating and recording incidents
- Ensuring that appropriate support is given to staff involved in any incident
- Providing a mobile phone and other personal safety equipment where this is felt to be desirable.

Employees are responsible for:

- Taking reasonable care of themselves and others affected by their actions.
- Following guidance and procedures designed for safe working.
- Reporting all incidents that may affect the health and safety of themselves or others and asking for guidance as appropriate
- Taking part in training designed to meet the requirements of the policy
- Reporting any dangers or potential dangers they identify or any concerns they may have in respect of working alone.



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SAFETY GUIDELINES

- Familiarise the layout of the building including fire exits and escape routes
- Keep doors locked when in a lone working scenario.
- Do not open the door to strangers unless it is by appointment
- Ensure contractors show identification
- Have contact numbers ready in times of illness, intruders etc
- Ensure personal alarms are accessible at all times
- Park as near as you can to the building
- Ensure a risk assessment is put in place.
- Ensure staff working away from a fixed base keep in regular contact with their whereabouts.
- Ensure a mobile and personal security equipment is kept on employees at all times where appropriate.
- Ensure regular contact is made between employees and Councillors
- Avoid meetings in isolated places
- Never be alone with a minor
- No employee is to place themselves in a vulnerable position, if this occurs, contact the clerk/ chairman immediately.
- If an employee feels uncomfortable in a situation, contact the Clerk, or a member of the Council immediately.
- If an employee is lone working, when leaving the office they must text the Clerk, a member of staff or a Councillor.

REPORTING

If an incident occurs the Clerk/ Chairman and Police where required to be notified immediately and an incident report form filled out. The incident report form must include, the persons involved, the context of the situation, actions and words taken and said, time, date and what steps were taken to resolve the situation.

Adopted at Full Council meeting on 17th April 2023

Rebecca Buck