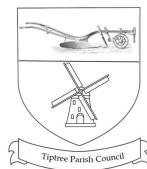


## Lone Worker Policy

Author	Amended	Adopted	Summary of amendments
Claire Newton	October 2023	21 Nov 2023	➤ New Policy
		P&F 052/23 (a)	



## **Introduction**

This lone worker policy is designed to ensure the safety and wellbeing of all employees who work alone within the Parish Council. The policy aims to ensure compliance with the Health and Safety at Work Act 1974 and other relevant legislation. This policy is applicable to all employees and volunteers who work alone in any capacity within the Parish Council.

## **Legal Requirements**

The Health and Safety at Work Act 1974 states that it is the responsibility of the employer to ensure the health, safety, and welfare of all employees. This includes those who work alone. The Parish Council will comply with the requirements of this Act by ensuring that all reasonable steps are taken to protect lone workers from harm.

The Management of Health and Safety at Work Regulations 1999 places a duty on employers to identify significant risks to employees and others affected by an employer's activities and to reduce those risks as far as reasonably practicable.

## **Definition of Lone Worker**

Lone workers are defined as those who, at any time, work, or volunteer in isolation at Council premises or other locations away from buildings without the presence of, or interaction with, colleagues or direct supervision. Thus, in the event of an emergency there is no one to give assistance or summon help. There is no time limit attached to working alone. It may be for the whole work period or only for several minutes.

The purpose of the Lone Working Policy is to raise awareness of the dangers associated with lone working and to provide an adequate safe system of work to address any issues that are raised.

## **Risks**

The primary risks are:

- Workplace – open to all Visitors; Safety.
- Security- Personal.
- Equipment- Manual operation and Safety
- Possible Confrontation – in all situations.
- Illness
- Public spaces when closing and opening gates.

## **Training**

All employees who work alone will be provided with appropriate training to ensure that they are fully aware of the risks involved and how to minimise them. This will include training on the use of communication devices and any other safety equipment that may be required.



## **Responsibilities**

Parish Clerk and Line Managers

The Parish Clerk on behalf of the Council is responsible for:

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

Line Managers

Line Managers are responsible for:

- Ensuring that all staff are aware of the policy.
- 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 are given appropriate information, instruction, and training.
- Ensuring that appropriate support is given to staff involved in any incident.
- Managing the effectiveness of preventative measures through an effective system of reporting, investigating, and recording incidents.

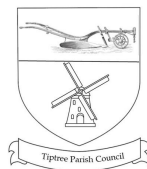
Employees

Employees are responsible for:

- Taking reasonable care of themselves and others affected by their actions.
- Co-operating by following rules 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 might have in respect of working alone.

## **Risk Assessment**

Risk assessment is essential to good risk management. Assessments will be carried out for and on behalf of all staff whose working practice makes them vulnerable. This includes staff that are site based but work in isolation as well as any mobile staff whose work takes them out into the community. Recommendations will be made to eliminate or reduce the risk to the lowest level reasonably practicable.



Risk assessments for lone workers should include:

- Is the person fit and suitable to work alone.
- Safe access and exit.
- Risk of violence.
- Are women especially at risk if they work alone.
- Safety of equipment for individual use.
- Channels of communication in an emergency.
- Site security.
- Security arrangements, i.e., alarm systems and response to call trees.
- Level and adequacy of on and off-site supervision

Risk assessment for mobile lone working will additionally include:

- Travelling between sites
- Reporting and recording arrangements.
- Communication and traceability and personal safety/security

### **Guidance**

Lone workers whether employed by Tiptree Parish Council or not should take reasonable care not to put themselves at undue risk by evaluating each situation and taking appropriate steps, for example.

- Confrontation should be avoided whenever possibly including withdrawing from the situation.
- A phone should be carried at all times.
- A Portable First Aid Kit is kept in an appropriate location.
- A call tree will be in place for Lone Workers to call if they feel the need for an additional person on site.
- Lone workers should be aware of safe spaces where they are able to retreat to remove themselves from danger.

### **Incident reporting**

An incident is defined as “an unplanned or uncontrolled event or sequence of events that has the potential to cause injury, ill health or damage.” To maintain an appropriate record of incidents involving lone workers it is essential that all incidents and near misses be reported to the Clerk who will prioritise each incident and identify any immediate action. Staff should ensure that all incidents where they feel threatened or unsafe (even if this was not a tangible event/experience) are reported. This includes incidents of verbal abuse.

All staff are encouraged to report violent incidents to the police and will be supported by the Council throughout the process. Except in the cases of emergency, staff should inform the Clerk of any incident immediately. The Clerk will thereafter take responsibility for contacting the police to report the details of the incident.

### **Review of Policy**

The Parish Council will monitor the effectiveness of this policy on a regular basis and review it annually to ensure that it remains up to date and relevant.