



**Council Offices:** Ogilvie Hall, Wignall Street, Lawford, Essex CO11 2JG

## **LONE WORKING POLICY**

Under the Health and Safety at Work Act 1974, and the Management of Health and Safety at Work Regulations 1999 Lawford Parish Council has a duty of care to advise and assess risk for workers when they work by themselves. However, employees 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 workers are people who work on their own with little or no 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. This can take place in a variety of situations.

A risk assessment is required under the Management of Health and Safety at Work Regulations 1999, which examines how the job is done and identifies work hazards, assesses the risks involved and ensures that adequate measures are put in place to avoid the person carrying out the work being harmed.

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.

### **1. The following considerations should be given to lone working Office Staff;**

- a)** Telephone contact with Hall Caretaker/Chair of Personnel Committee easily available (Phone numbers loaded to office mobile /speed dial on office phone?)
- b)** Attack Alarm accessible in the office
- c)** Portable First Aid Kit on Wall
- d)** A second escape route through the window if required (portable ladder available in the office)
- e)** When no other part of the building is occupied, **ensure the front entrance is kept locked**
- f)** When working in the evening, ensure the door is kept locked until other members of Council arrives
- g)** At least one other person to be present when locking up after an evening meeting

- h) Ensure the caretaker is aware the Clerk is on site if outside normal working hours

## **2. Scope of the policy**

**2.1** This policy applies to all situations involving lone working arising in connection with the duties and activities of Lawford Parish Council staff

**2.2** Lone workers include:

- a) Those working at their main place of work where:
  - i. Only one person is working on the premises
  - ii. People work separately from each other, e.g. in different locations
  - iii. People working outside normal office hour

Those working away from their fixed base where:

- a) One worker is visiting another Party's premises or meeting venue
- b) One worker is making a home visit to an individual

## **3. Aims of the Policy**

The aim of the policy is to:

- a) Increase staff awareness of safety issues relating to lone working
- b) Ensure that the risk of lone working is assessed in a systematic and on-going way, and that safe systems and methods of work are put in place to reduce the risk so far as is reasonably practicable
- c) Ensure that appropriate support and training is available to all staff that equips them to recognise risk and provides practical advice on safety when working alone
- d) Encourage full reporting and recording of all adverse incidents relating to lone working
- e) Reduce the number of incidents and injuries to staff related to lone working

## **4. Responsibilities**

**4.1** Councillors and the Clerk are responsible for:

- a) Ensuring that there are arrangements for identifying, evaluating and managing risk associated with lone working
- b) Providing resources for putting the policy into practice; and
- c) Ensuring that there are arrangements for monitoring incidents linked to lone working and that the effectiveness of this policy is regularly reviewed

**4.2** Councillors and the Clerk are responsible for:

- a) Ensuring that staff are aware of the policy
- b) Taking all possible steps to ensure that lone workers are at no greater risk than other employees
- c) Ensuring that risk assessments are carried out and reviewed regularly
- d) Putting procedures and safe systems of work into practice which are designed to eliminate or reduce the risks associated with working alone

- e) 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
- f) Managing the effectiveness of preventative measures through an effective system of reporting, investigating and recording incidents
- g) Ensuring that appropriate support is given to staff involved in any incident
- h) Providing a mobile phone and other personal safety equipment, where this is felt to be desirable

**4.3 Employees are responsible for:**

- a) Taking reasonable care of themselves and others affected by their actions
- b) Following guidance and procedures designed for safe working
- c) Reporting all incidents that may affect the health and safety of themselves or others and asking for guidance as appropriate and complete an accident form
- d) Taking part in training designed to meet the requirements of the policy
- e) Reporting any dangers or potential dangers they identify or any concerns they might have in respect of working alone
- f) Always maintain good communication to minimise risk

**5. Guidance for Risk Assessments of Lone Working**

- a) Is the person fit and suitable to work alone?
- b) Are there adequate channels of communication in an emergency?
- c) Does the workplace or task present a special risk to the lone worker? Is there a risk of violence?
- d) Are women especially at risk if they work alone?
- e) Is any known risk attached to a client(s)?
- f) Has an alternative to a home visit been considered?
- g) Has safe travelling between appointments been arranged? Parking Arrangements?
- h) Have reporting and recording arrangements been made where appropriate?
- i) Can the whereabouts of the lone worker be traced- remote areas?
- j) Being ill at work – contact numbers to hand

**6. Good practice for lone workers**

- 6.1 During their working hours, if the Clerk leaves the office they should leave written details of where they are going and their estimated time of return to the office
- 6.2 If, in the course of a trip away from the office, plans change significantly, this should be communicated in the first instance to Chair or Vice Chair of the Personnel Committee
- 6.3 If the visit is assessed to have a sufficient risk, arrangements should be made with the Chair or Vice Chair of the Personnel Committee to check the Clerk has returned to their office, or home, on completion of the visit. If possible delay the visit until another person can attend with the Clerk
- 6.4 Telephone contact between the Clerk/lone worker and a colleague/Councillor, may also be advisable. Staff should avoid being left on their own with an unknown member of the public in their workplace

6.5 Lone workers should be provided with a mobile phone and other personal safety equipment where this is necessary.

6.6 Lone workers should have access to adequate first aid facilities and mobile workers should carry a first aid kit suitable for treating minor injuries - report if used

6.7 Staff should **never** transport a child on their own and should assess any risk before transporting a vulnerable adult alone.

6.8 Before making home visits. The lone worker must have full knowledge of the hazards, and risks to which he or she may be exposed and apply control measures to eliminate or reduce the potential risks.

6.9 Having collected all the relevant information you then need to plan your contact:

- a) Always think of your personal safety
  - i. Do you need to take a colleague with you?
  - ii. If another agency is involved can you undertake a joint visit?
  - iii. Ensure that someone knows where you are at all times; do not make last minute/unplanned visits.
  - iv. Do you have your personal attack alarm (if applicable) or mobile; check it is charged?
  - v. Know where you are travelling to; check your route to avoid stopping and asking strangers for directions.
  - vi. Park near street lighting or lit areas whenever possible.
  - vii. Reverse into parking spaces to ensure a quick getaway.
  - viii. Keep all doors locked whilst driving and keep valuables out of sight.
  - ix. If you do not intend to return to the office at the end of the day. Let someone know.

Adopted at meeting of **19/03/2018** minute ref: **118/1718 c) iii)**

For review May 2019