

WEST MOORS TOWN COUNCIL



LONE WORKING POLICY

Adopted by the Council on 28.06.2019

Lone Working Policy

1. Introduction

1.1. West Moors Town Council recognises that staff are required to work alone in the office on several occasions or by themselves in the community without close or direct supervision, sometimes in isolated work areas or out of office hours.

1.2. Under the Health and Safety at Work Act 1974 and the Management of Health and Safety at Work Regulations 1999 West Moors Town Council has a legal obligation to look after the health, safety and welfare of their employees and contractors. However, employees have responsibility to take reasonable care of themselves and other people affected by their work.

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 West Moors Town Council staff.

2.2. Lone workers include:

- Those working at their main place of work where:

Only one person is working on the premises, or
Staff work outside normal office hours

- Those working away from their fixed base where:

One worker is visiting another premises or meeting venue, or
One worker is making a home visit to an individual, or
One worker is working from their own home.

3. Aims of the Policy

The aim of the policy is to:

1. Increase employee awareness of safety issues relating to lone working.
2. 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 is reasonably practicable.
3. Ensure that appropriate training is available so that employees are able to recognise risk and to take action to mitigate the issues
4. Provide practical advice on safety when working alone.
5. Require full reporting and recording of any incidents relating to lone working.
6. Reduce the number of incidents and injuries to staff related to lone working.

4. Responsibilities

4.1. West Moors Town Council is responsible for:

1. Ensuring that there are arrangements for identifying, evaluating and managing risks associated with lone working.
2. Ensuring that emergency alarms are available and working in office areas.

3. Ensuring staff have the ability to call any emergency service at any time should they consider it necessary.
4. Providing resources for putting the policy into practice.
5. Ensuring that there are arrangements for monitoring incidents linked to lone working and that they regularly review the effectiveness of the policy.
6. Ensuring that all employees are aware of this policy
7. Ensuring that risk assessments are carried out and reviewed regularly, putting procedures and safe systems into practice which are designed to eliminate or reduce risks associated with working alone.
8. Managing the effectiveness of preventative measures through an effective system of reporting, investigating and recording incidents.
9. Ensuring that appropriate support is given to staff involved in any incident.

4.2. Employees are responsible for:

1. Taking reasonable care of themselves and others affected by their actions.
2. Following guidance and procedures designed for safe working.
3. Reporting all incidents that may affect the health and safety of themselves or others and asking for guidance as appropriate.
4. Taking part in any training designed to meet the requirements of the policy.
5. Reporting any dangers or potential dangers they identify or any concerns they might have in respect of working alone.
6. Ensuring that they carry emergency alarm equipment at all times when out of the office.

5. Guidance for Risk Assessment of Lone Working

- ☐ is the person fit and suitable to work alone;
- ☐ is there safe access and exit to any site or premises;
- ☐ is there any risk of violence;
- ☐ are people especially at risk if they work alone;
- ☐ safety of equipment for individual use;
- ☐ channels of communication in an emergency;
- ☐ security arrangements, i.e. alarm systems and response to personal alarms;
- ☐ level and adequacy of on/off site supervision.
- ☐ site security;

6. Good Practice for Lone Workers

1. During work hours, all staff leaving the workplace (or home) should leave the details of where they are going and their estimated time of arrival back with another party.
2. If, during the trip away, any plans change significantly this should be communicated back to the other party.
3. When meeting with contractors, arrangements must be made to meet in a public place and not in their home.

4. If a visit is being made to a member of the public in their home a Councillor must be informed of the visit and the approximate times.
6. Lone workers should have a mobile phone and other personal safety equipment (eg security whistle or panic alarm) where this is considered necessary.
7. All incidents must be reported to the Council in writing. Employees / Members should ensure that all incidents, where they feel threatened or unsafe, are reported. This includes incidents of verbal abuse. If emergency assistance is required whilst out and about all employees should dial 999.
8. A member of staff is at liberty to refuse to meet with a Council Member, contractor, or member of the public alone, if they feel threatened or feel it would be inappropriate.

7. Review

This internal procedure will be reviewed as and when there is an organisational or legislation change.