

# Rushmere St Andrew Parish Council

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## Lone Working Policy

### 1. Introduction

Rushmere St Andrew has a duty to ensure, so far as is reasonably practicable, the health, safety and welfare of its employees and councillors. The Parish Council acknowledges that there may be an increased risk to the health and safety of its employees and councillors when working alone and is committed to making adequate provision for the health and safety of lone workers.

The key requirement of the Parish Council is to carry out a risk assessment to identify risks to lone workers and to ensure that control measures are implemented to minimise the risks wherever practicable. These requirements are applicable to all work situations/activities and in particular where employees and councillors are working alone or outside normal working hours.

Employees and councillors also 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.

### 2. Scope

This policy applies to all situations involving lone working arising in connection with the duties and activities of Rushmere St Andrew Parish Council.

### 3. Definition

The Health & Safety Executive defines lone workers as “those who work by themselves without close or direct supervision”. This covers all Rushmere St Andrew Parish Council’s employees when required to carry out his/ her duties in isolation. It also covers councillors when they carry out duties or activities of the Council in isolation.

### 4. Purpose or Aims of Policy

The purpose/ aim of this policy is to:

- 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;
- Reduce the risks presented by lone working;
- Define responsibilities;
- Increase staff and councillor awareness of safety issues relating to lone working;
- Encourage full reporting and recording of all adverse incidents relating to lone working;
- Ensure that appropriate support is available to staff and councillors who work alone; and
- Comply with relevant legislation.

### 5 Risk Assessment

The HSE defines risk assessment as the process of examining work and the workplace to identify what could cause harm to persons who are the responsibility of the employer or who

could be harmed by the work activities of the organisation. Workers and third parties have a right to be protected from harm caused by a failure to take reasonable control measures.

## **6 Office Working hours**

Staff are allowed to work in the Parish Office from Monday to Friday from 8am – 6pm; if the office is used outside these hours prior approval has to be obtained if this is likely to involve lone working.

## **7. Responsibilities**

### **7.1 The Parish Council and Clerk are responsible for:**

The Clerk on behalf of the Parish 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; and
- ensuring that there are arrangements for monitoring incidents linked to lone working and that the effectiveness of this policy is regularly reviewed.

### **7.2 Councillors and the Clerk 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; and
- providing a mobile phone and other personal safety equipment, if and where this is felt to be desirable.

### **7.3 Employees and Councillors 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 and complete an accident form;
- 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; and
- always maintain good communication to minimise risk.

## **8. Guidance for Risk Assessments of Lone Working**

Risk assessment is essential to good risk management. Assessment 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 or councillors whose work takes them out into the community. Recommendations will be made to eliminate or reduce the risk to the lowest level reasonably practicable. A lone workers checklist (Appendix 1) will be completed. This will be used as a tool to identify if the existing control measures are adequate and if not, what modifications or additional actions can be considered necessary to help reduce the risks associated with lone working. Once the

checklist has been completed a risk assessment will be carried out and documented in a risk assessment form.

Risk assessments for site based lone workers will 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 personal alarms;
- level and adequacy of on/off site supervision.

Risk assessments for mobile lone workers will, additionally, include:

- travelling between sites;
- reporting and recording arrangements;
- communication and traceability and personal safety/security.

Following completion of the Risk Assessment consideration will be given to any appropriate action that is required.

## **9. 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”. In order to maintain an appropriate record of incidents involving lone workers it is essential that all incidents 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.

## **10. Support for Staff**

Employees working for the Council and councillors carrying out council business should know that their safety comes first. Staff and councillors should be aware of how to deal with situations where they feel they are at risk or unsafe. Staff and councillors should also be able to recognise how their own actions could influence or even trigger an aggressive response. The Clerk will ensure that all lone workers’ training needs are assessed and that they receive appropriate training.

## **11. Lone Working for the Clerk**

Where the items above relate directly to the Clerk as a staff member the appropriate controls will be exercised by the Council or, in an emergency, the Chair of the Council.

## **12. Good Practice for Lone Workers**

- During their working hours, all staff leaving the workplace or councillors carrying out council business should leave written details of where they are going and their estimated time of arrival back.
- If, in the course of a trip away from the office, plans change significantly, this should be communicated back to the office/ Clerk.
- If the visit is assessed to have a sufficient risk, arrangements should be made with a colleague or councillor to check that a lone worker has returned to their base on completion of the visit. If possible delay the visit until staff can be accompanied.
- Telephone contact between the lone worker and a colleague/councillor may also be advisable. Staff should avoid being left on their own with a client in their workplace, or leaving a colleague/councillor in this situation.
- Lone workers should have access to adequate first aid facilities and mobile workers

should carry a first aid kit suitable for treating minor injuries – to be reported if used.

- Lone workers should be provided with a mobile phone and other personal safety equipment where this is necessary.
- Staff should never transport a child on their own and should assess any risk before transporting a vulnerable adult alone.
- Before making home visits, the lone worker must have full knowledge of the hazards and risks to which he or she may be exposed to and apply control measures to eliminate or reduce the potential risks.
- Having collected all the relevant information you then need to plan your contact:
  - ❖ Trust your intuition and always think of your personal safety;
  - ❖ What is the best time of the day to visit? Assess the situation. Are you
  - ❖ familiar with the property locations? Consider the weather/visibility/seasons –
  - ❖ will you be driving in the dark?
  - ❖ Where is the most appropriate place to see this person?
  - ❖ Do you need to take a colleague or councillor with you?
  - ❖ If another company is involved, can a joint visit be arranged?
  - ❖ Ensure that someone knows where you are at all times and do not make last
  - ❖ minute/unplanned visits.
  - ❖ Do you have a personal panic alarm (if applicable) or mobile (if applicable) –
  - ❖ check it is charged.
  - ❖ Know where you are travelling to. Check your route to avoid stopping and
  - ❖ asking strangers for directions.
  - ❖ Park near street lighting or lit areas whenever possible.
  - ❖ Reverse into parking spaces to ensure a quick getaway.
  - ❖ Keep all doors locked whilst driving and keep valuables out of sight.
  - ❖ If you do not intend to return to the office after your visit let someone know.

### **13. Exemptions**

Employees and volunteers are exempt from working alone in certain situations:

- Young persons under instruction in a fixed base (example work experience, helping with council tasks etc.)
- Where activities and work with substances/machinery could be hazardous to health.

This policy will be reviewed regularly by Rushmere Parish Council to ensure that it is relevant to working practice.

## **Appendix A – Lone Working Checklist**

Checklist completed by:

Date completed:

Location:

### **Main Issues of Concern**

Do staff work alone?

Do staff work outside normal office hours?

Do staff meet with members of the public in an isolated location?

Is there enough security provision?

Is there safe access to the building?

Do staff activities involve working in confined spaces?

Do staff activities involve handling dangerous substances?

Do staff carry out work in high-risk locations (i.e. areas with high crime rates)?

Do staff carry out work in isolated areas?

### **Control Measures for Consideration**

Do you provide joint working for high-risk activities (i.e. in confined spaces and with dangerous substances)?

Do you carry out regular supervisor or colleague checks during activities?

Do you use entrance security systems (i.e. digital locks or swipe cards)?

Is there security lighting around access points and parking areas?

Have you installed panic buttons links to manned locations?

Do staff have information and training on basic personal safety?

Are staff trained in strategies for preventing and managing violence?

Do staff have access to forms for reporting incidents or near misses and appreciate the need for this procedure?

Do you provide accompanied visits when there are concerns about safety?

Do you share risk information with other agencies?

Are there systems for monitoring staff whereabouts and movements for regularly reporting to base?

Have you issued mobile phones?

Have you issued personal attack alarms?

Are the existing control measures adequate? Yes / No

If "No", what modifications or additional actions are necessary?