HELLESDON PARISH COUNCIL

Lone Working Policy

1. Introduction

1.1. Hellesdon Parish Council recognises that staff are sometime required to work 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 Hellesdon Parish Council has a legal obligation to look after the health, safety and welfare of their employees and contractors. However, employees have responsibilities 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 Hellesdon Parish Council staff.

2.2. Lone workers include:

- Those working at their main place of work where only one person is working on the premises
- People working separately from each other, eg in different locations.
- People working outside normal office hours
- Those working away from their fixed base where a worker is visiting another premises or meeting venue, or where a worker is making a home visit to an individual;
- One worker is working from their own home.

3. Aims of the Policy

The aim of the policy is to:

- Increase employee 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 is reasonably practicable.
- Ensure that appropriate training is available so that employees are able to recognise risk and to provide practical advice of safety when working alone.

- Encourage full reporting and recording of any incidents relating to lone working
- Reduce the number of incidents and injuries to staff related to lone working

4. Responsibilities

4.1. Hellesdon 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
- Ensuring that there are arrangements for monitoring incidents linked to lone working and that they regularly review the effectiveness of the policy.
- Ensuring that all employees are aware of this policy.
- 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.
- Managing the effectiveness of preventative measures through an effective system of reporting, investigating and recording incidents.
- Ensuring that appropriate support and equipment is given to staff involved in any incident.

4.2. 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 any 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.

5. Guidance for Risk Assessment of Lone Working

- Is the person fit and suitable to work alone?
- Are there adequate channels of communication?
- Does the workplace or task present a special risk to the lone worker?
- Is there a risk of violence?
- Travelling to site or meetings - what procedures are in place? Is the equipment safe for individual use?

6. Good Practice for Lone Workers

6.1. 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 the Parish Council office.

6.2. If, during the trip away, any plans change significantly this should be communicated back to the office.

6.3. When meeting with contractors arrangements must be made to meet in a public place and not in their home.

6.4. If a visit is being made to a member of the public in their home the office must be informed of the visit and the approximate times.

6.5. Lone workers should have access to adequate first aid facilities and mobile workers should carry a first aid kit suitable for treating minor injuries with them. This kit should be available in the Parish Council van at all times.

6.6. Lone workers should have a mobile phone and other personal safety equipment where this is necessary.

6.7. All incidents must be reported to the Council. 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.

6.8. A Member of Staff is at liberty to refuse to meet with a Council Member, Contractor, Member of the Public alone, if they feel threatened or feel it would be inappropriate.

6.9. The Parish Council office should always be manned by at least two members. If the number of staff falls below this the office should be closed to visitors.

6.10. Whilst undertaking late evening caretaking the member of staff should use the Parish Council staff What's App group to advise when they start work and when they finish.