



Lone Worker Policy

Adopted 16th April 2024 Minute ?

1. Policy Statement

Tisbury Parish Council takes very seriously the health, safety and welfare of its employees. It recognises that some employees are required to work by themselves for significant periods of time without close or direct supervision in its office or out and about in the parish. The purpose of this policy is to enable Tisbury Parish Council to meet its obligation to protect these employees so far as is reasonably practicable from the risks of lone working.

2. Scope

This policy applies to all employees including temporary employees. It forms an integral part of Tisbury Parish Council's Health and Safety Policy. The policy applies to all situations involving lone working arising in connection with the duties and activities of our employees.

3. Definition of Lone Worker

Tisbury Parish Council defines lone workers as:

- a. Employees whose working activities involve situations where they are without any kind of close or direct supervision.
- b. Employees whose activities involve a large percentage of their working time operating in situations without the benefit of interaction with other workers.
- c. Lone work is not the chance occurrence of finding oneself on one's own, for example, when somebody arrives first in the office or leaves last, or where an individual has to go unaccompanied to another part of the workplace. Lone work is specifically intended to be unaccompanied work, or work without immediate access to another person for assistance.
- d. For lone work roles, see Appendix 2

4. Policy Aims

This policy aims to:

- a. Increase employees' awareness of safety issues relating to lone working;
- b. Make sure that the risk of working alone 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;
- c. Make sure that appropriate training is available to employees in all areas which equips them to recognise risk and provides practical advice on safety when working alone;
- d. Make sure that appropriate support is available to employees who have to work alone;
- e. Encourage full reporting and recording of all adverse incidents relating to lone working; and
- f. Reduce the number of incidents and injuries to employees related to lone working.

5. Responsibilities

5.1 Lone working environments present a unique health and safety problem. Although there is no specific legal guidance on working alone, under the Health and Safety at Work Act 1974, and the Management of Health and Safety Regulations 1992, Tisbury Parish Council must organise and control the health and safety of lone workers.

5.2 The Parish Clerk is responsible for:

- a. Making sure that there are arrangements for identifying, evaluating and managing risk associated with lone working;
- b. Providing resources for putting the policy into practice;
- c. Making sure that there are arrangements for monitoring incidents linked to lone working;
- d. Making sure that all employees are aware of the policy;
- e. Making sure all employees have an up-to-date list of contact details;
- f. Maintain a list of emergency 'next of kin' contacts for each employee;
- g. Making sure that risk assessments are carried out and reviewed regularly;
- h. Putting procedures and safe systems of work into practice which are designed to eliminate or reduce the risks associated with working alone;
- i. Making sure that employees, groups and individuals identified as being at risk are given appropriate information, instruction and training, including training at induction, updates and refresher training as necessary;
- j. Making sure that appropriate support is given to employees involved in any incident; and
- k. Managing the effectiveness of preventative measures through an effective system of reporting, investigating and recording incidents.

5.3 All employees are responsible for:

- a. Taking reasonable care of themselves and other people who may be affected by their actions;
- b. Co-operating by following rules and procedures designed for safe-working;
- c. Knowing what to do if threatened verbally or physically.
- d. Reporting all incidents that may affect the health and safety of themselves or others and asking for guidance as appropriate;
- e. Taking part in training designed to meet the requirements of the policy;
- f. Reporting any dangers they identify or any concerns they might have in respect of working alone.
- g. Ensuring that a record is made at the Council office of the date, time and location of any incident (see 9 below).
- h. Ensuring that an outside individual will take action if they do not return home when expected, and this person has access to contact details of the employee's Line Manager.
- i. Knowing where the first aid box is located in the building where they are working
- j. When working, ensuring that all external doors are locked to prevent any uninvited visitors / intruders.
- k. Carrying and using all equipment provided for their safety e.g. personal alarms and mobile phones and making sure batteries are charged.
- l. Ensuring that their vehicle has sufficient petrol/fuel, oil and water especially when entering an unknown area; ensuring weather and road conditions are safe for travel and to avoid travel in severe weather conditions (storms, severe ice and snow).

- m. Ensure that they know where they are going (taking maps) before embarking on a journey.
- n. When arranging to meet members of the public outside of the Council office, a Member of the Council must be informed.

5.4 Action to be taken if threatened verbally or physically:

- a. If in a position to do so, get out as quickly as possible;
- b. If not near an escape route, withdraw to a room, barricade yourself in, smash a window and scream FIRE (proven to be more successful than HELP);
- c. Do not feel embarrassed about causing a scene, attract attention;
- d. Call 999 on a mobile phone and tell them the address or provide the what3words reference;
- e. If possible, dial 999 on a landline as the call can be traced.

6. Assessing the Risk

6.1 Lone workers should not face any more risks than other employees within the organisation. Setting up safe working arrangements for lone workers is no different to organising the safety of other employees, so all general principles of risk assessment must be followed.

6.2 If a risk assessment shows that it is not possible for the work to be done safely by a lone worker, other arrangements must be put in place.

6.3 Risk assessment should take account of both normal work and foreseeable emergencies such as fire, illness and accidents. The risk assessment process is summarised in Table 1 below, separated into five distinct stages and action points to support effective assessment of the risks involved in lone working. See Table 1 below and Appendix 1.

Table 1

PROCESS		ACTION
1	Identifying lone workers	Establish and identify lone workers for each work area.
2	Identifying associated hazards	Isolate the range of dangers associated with whole work areas of work and/or work processes. Review a generic risk assessment to make sure you have included these issues.
3	Assessing the degree of risk	Review the generic risk assessments and complete individual or local risk assessments if necessary, then prioritise the level of associated risk.
4	Putting control measures in	Assess how effective the existing control measures are and update them if appropriate. Develop local procedures or action plans if necessary.
5	Evaluating and review	Evaluate and record how effective the control measures are. Review when the assessments of controls are no longer required.

6.4 Risk assessments must be carried out in all areas of work where working alone poses an actual or potential risk to employees. The risk

assessment will involve identifying all potential dangers and the risks associated with specific work tasks or activities. It should identify who will be affected and how, and the control measures which are needed to get rid of or reduce the risk to the lowest level reasonably possible. Risk assessment should be carried out by competent people and should be recorded and shared with relevant others. Factors to consider when carrying out the risk assessment include the following:

- a. Does the workplace present a special risk to the lone worker?
- b. Can the risks of the job be adequately controlled by one person?
- c. Is the person medically fit and suitable to work alone?
- d. What training is needed to make sure the employee is competent in safety matters?
- e. Have employees received the training which is necessary to allow them to work alone?
- f. How will the person be supervised?
- g. Is there a risk of violence?
- h. Are people of a particular gender especially at risk if they work alone?
- i. Are new or inexperienced employees especially at risk if they work alone?
- j. Are younger workers especially at risk if they work alone?
- k. What happens if a person becomes ill, has an accident, or if there is an emergency?
- l. Are there systems in place for contacting and tracing those who work alone?

6.5 Details of the risk assessment should be recorded and should include:

- a. the extent and nature of the risks;
- b. factors that contribute to the risk including job content and specific tasks and activities; and
- c. the safe systems of work to be followed to eliminate or reduce the risk. Information from the risk assessment should be passed to employees. Risk assessments should be reviewed and updated each year (or sooner should circumstances change).

7. Managing Risk

7.1 The risk which lone workers face should be reduced to the lowest level that is reasonably practicable. Issues to consider in developing safe systems of work include:

- a. joint working with others for high-risk activities;
- b. improvements to security arrangements in buildings;
- c. security lighting in parking areas;
- d. using checking-in and monitoring systems; and
- e. using personal protective equipment or mobile phones and alarms.

7.2 Arrangements for managing risk should include:

- a. guidance for lone workers on assessing risk;
- b. details of when to stop and get advice; and
- c. the procedures to be followed in the event of an incident or emergency.

All employees must be familiar with these procedures.

8. Employees Training

Tisbury Parish Council will provide training where required to allow lone working. The training will be based on the needs identified through local risk assessment.

9. Reporting & Recording

Employees should report all incidents (including near misses) to their line manager at the earliest opportunity. These should be reported on an incident form and the line manager should investigate all reports. In order to monitor the implementation and effectiveness of this policy and incident reports should be reviewed regularly.

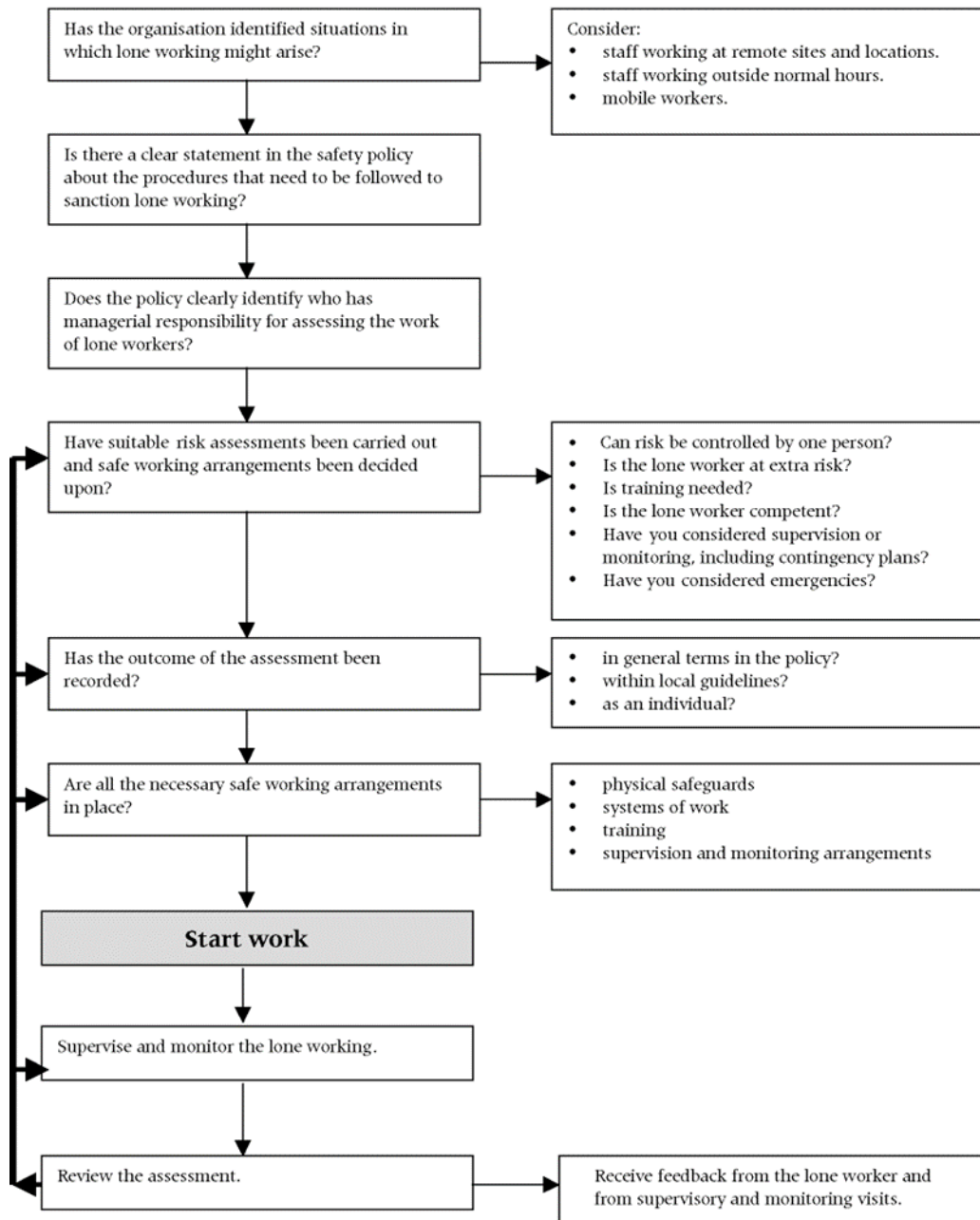
10. Monitoring & Reviewing

10.1 The Staffing Committee will monitor and review this policy to make sure that it is achieving the aims of the policy. The review processes will include:

- a. Collecting and monitoring all reported incidents;
- b. Reviewing this policy annually; and
- c. Reviewing progress in reducing risk and incidents annually and, if necessary, making recommendations for improvement for the forthcoming year.

APPENDIX 1

Summary flowchart for making sure lone workers are safe



APPENDIX 2 LIST OF LONE WORKER OCCUPATIONS

Parish Clerk
Parish Warden
Parish Toilet Cleaner