



LONE WORKING POLICY

Introduction

The following policy and procedure has been written in order to minimise risks for staff working alone in their fixed base and working away from their fixed base. Under the Health & Safety Act 1974 and the Management of Health and Safety Work Regulations 1999 it is the duty of Sprowston Town Council (STC) to assess risks to lone workers/volunteers and take steps to avoid or control risk where necessary. Employees of the Council 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 Working/Lone Workers

These are people who work by themselves without close or direct supervision:

At a fixed base (office or other):

- a) Only one person working on the premises
- b) Working separately from others
- c) Working outside of normal hours

Away from their fixed base:

- a) Staff member who is required to travel alone to and from a fixed base to another base or to attend meetings etc.

Potential Risks to Lone Workers

- a) Open access and unlocked doors – accessible to the public, contractors etc
- b) Being taken ill whilst at work
- c) Lack of training regarding Health & Safety procedures
- d) Hazards in the workplace
- e) Remote areas
- f) Parking arrangements – poorly lit and isolated areas

Assessing the Risk

Before drawing up and recording the assessment of risk, it must be established:

- a) Whether the work can be done by a lone worker

Review History Issue 1 / 2012

Latest review by Town Council 16 May 2018 / Rev 3

Date of next review 15 May 2019

- b) What arrangements will be in place to ensure an individual is not exposed to unnecessary and unacceptable risk?

When recording an assessment of risk, the following should be taken into consideration:

- a) Environment – location, security, access/egress
- b) Context – nature of the task
- c) History – have there been any accidents/incidents in the past etc

All available information should be taken into account and updated as and when necessary. If there is a reason for doubt about the safety of a lone worker in a given situation then consideration should be given for making other arrangements to complete the task.

Safety Guidelines

For staff working in a fixed base:

- a) Familiarise the layout of the building including fire exits and escape routes
- b) Keep doors locked that allow direct access to the building/office you are working in
- c) Do not open the door to unexpected visitors. In the case of contractors ask for identification. If still unsure check with the contractor's employer/head office
- d) Have contact numbers at hand to be able to contact relevant person(s) immediately – should you feel ill, intruder in the building etc
- e) Park as near as you can to the building
- f) A risk assessment to be put in place to assess potential risks

For staff working away from their fixed base:

- a) Staff should inform relevant person(s) from the Council of their movements including how long they are going to be away from their base and when they will return, along with any relevant information regarding where and at what time, visits will be made and to whom. Telephone numbers should also be stated
- b) Leave details of venues including contact numbers
- c) Take a mobile with you (if applicable)
- d) Avoid meetings in isolated places. If this cannot be avoided then either ask someone to go with you or make sure you always notify the Chair/Staffing Committee member when you arrive and when you leave.

Responsibility

Employees Responsibility and Personal Safety:

- a) To take reasonable care for the health and safety of him/herself and of other persons who may be affected by his/her acts or omissions at work
- b) Always maintain a line of communication on a regular basis with STC office or call the emergency telephone to identify and minimise risk(s)
- c) Always report an accident/incident that occurs to you to the Town Clerk/Chairman/ Staffing Committee member. This will allow for a full investigation to take place to assess any further potential risks and identify any additional safety procedures.

Employers Responsibility:

- a) To take reasonable care for the health and safety of staff by identifying and assessing potential risks to ensure that staff are safe at all times
- b) Always maintain a line of communication on a regular basis with staff to identify and minimise risk(s)
- c) Ensure staff receive all relevant training and information available
- d) Equip staff with a mobile phone (if applicable) to ensure a system of maintaining contact

Employees/Volunteers exempt from working along in certain situations

- a) Young persons under instruction in a fixed base (example work experience, helping with Council tasks etc)
- b) Where certain work with substances hazardous to health

Policy Review

This policy will be reviewed annually by the Council to ensure that it is relevant to working practice.