

Lone Working Policy & Procedure

1 Introduction

- 1.1. The Parish Council recognises that there are occasions when an employee has to work alone - either in the office or in the community, and is keenly aware that these occasions can entail risks to the personal safety of the employee.
- 1.2. This document defines the Policy & Procedure intended to minimise the risks associated with lone working.

2 Policy Statement

- 2.1. Where service delivery or its associated tasks require an employee to work alone, both the employee and the Council will assess the risks involved and endeavour to minimise them.
- 2.2. This Policy supplements statutory provisions of the Health & Safety at Work Act 1974 and of the Management of Health and Safety at Work Regulations 1999.

3 Objective

- 3.1. The Policy aims to provide employees with guidance on managing potential risks. It is NOT intended to raise unnecessary anxiety

4 Scope

- 4.1. This policy applies to all employees who may be working alone at any time.
 - a Staff working alone in the office may become the target of:
 - Criminal activity
 - Violence from a user who is emotional (angry) or under the influence of drugs/alcohol.
 - b Staff working in the community

5 Definition

- 5.1. *Lone Working* refers to situations where an employee, in the course of his/her duties, works alone in the office or in the community, is isolated from colleagues and is without access to immediate assistance.

6 Procedures

6.1. *Security of Buildings*

- a Great Boughton Parish Council is responsible for ensuring that:
 - All reasonable steps are taken to control access to the building,
 - Emergency exits are easily accessible,
 - Alarm systems are tested regularly,
 - Keys for access are changed if a breach of security is suspected, and
 - Telephone and first aid equipment are accessible.
- b The employees must:
 - Not enter a building alone if there is an indication that it has been broken into,
 - Ensure they are familiar with the exits and alarms.

6.2. *Personal safety*

- a Great Boughton Parish Council will:
 - Make provision for regular contact, both to monitor the situation and to counter the effects of working in isolation,
 - Ensure that effective arrangements for contacts and response are tailored to the needs individual employees,
 - Issue a mobile telephone to employee(s) working in the community.
- b Employees should take all reasonable precautions to ensure their own safety and follow the guidance:
 - Do not assume that having a mobile phone is a sufficient safeguard,
 - Inform your line manager (or other nominated person) when & where you will be working alone,
 - Assess the risks involved in conjunction
 - If you use potentially hazardous material/equipment, inform your line manager (or other nominated person) before the start and at the end of its use,
 - Check that the mobile telephone is charged, in working order and with sufficient credit remaining with the relevant provider,

- Check that electrical and other mechanical equipment is safe to use. Ensure that faults are reported and dealt with, and
 - Be aware of what might be used as a weapon against you in a potentially violent situation and of possible escape routes.
- c If a member of staff does not report in as expected, an agreed plan (to check on the situation and to respond as appropriate) should be put into operation.

7 Assessment of Risk

7.1. The following factors should be taken into account in assessing potential risks:

- a The environment (location, security, access),
- b The context (nature of the task, any special circumstances),
- c Indicators of potential or actual risk, and
- d History (previous incidents in similar situations)

8 Planning

8.1. Great Boughton Parish Council will ensure that agreed contacts in case of an emergency and a system for reporting back are in place.

9 Reporting & Recording

9.1. Employees must report every incident of violence or abuse when it occurs or as soon as possible thereafter.

9.2. A record of all reported incidents will be maintained. The following details will be recorded:

- a Date of incident,
- b Site of incident,
- c Individuals involved,
- d Cause of incident,
- e Any injury suffered by the victim,
- f Any resulting absence, and
- g Proposed action to prevent recurrence of similar incidents.

10 Post-Incident Support

10.1. Employees should not feel that they have to cope alone after an incident. They will have the opportunity to debrief with the Chair of Great Boughton Parish Council, their line manager or a colleague or Councillor.

10.2. Great Boughton Parish Council will:

- a Arrange for the employee to receive medical assistance in case of physical injury,
- b Arrange for the employee to receive professional advice/counselling (including support from the Occupational Health service) when it is considered to be of potential benefit,
- c If appropriate, support the employee in reporting the incident to the Police and any follow-up action that ensues from such reporting, and.
- d Support the employee to deal with any media enquiries.

11 Monitoring and Review

11.1. Implementation of this Policy will be monitored through the supervision process.

11.2. Employees will be encouraged to discuss any concern they have about lone working with the Chair.

11.3. The Policy will be reviewed as part of the cycle of reviews, unless circumstances warrant an earlier review.

12 Sharing of Information & Data Protection

12.1. Information will be shared with due regard to issues of confidentiality and data protection.

Adopted by Great Boughton Parish Council:

Signed.....Chair

Date.....