



Lone Worker Policy and Procedure

Policy and Finance Committee Approved: Feb 2024

Reviewed: Feb 24

Due for next Review: February 2027

1. Purpose of this policy and procedure

1.1 Fleet Town Council recognises that some staff work alone, and where this is the case, seeks to ensure the health and safety of all lone workers. This document:

- Raises awareness of the safety issues relating to lone working.
- Identifies and assesses potential risks to an individual working alone.
- Explains the importance of reasonable and practicable precautions to minimise potential risk.
- Provides appropriate support to lone workers and;
- Encourages reporting of all incidents associated with lone working so that they can be adequately managed and used to help reduce risks and improve working arrangements for the future.

2. The scope of this policy

2.1 It applies to all staff, whether full time, part time or temporary workers. It does not apply to Councillors.

3. Policy

3.1 The Council will protect staff from the risks of lone working, as far as is reasonably practicable. Working alone is not in itself against the law and it is often safe to do so. However, the Councils policy is to consider carefully and deal with any health and safety risks for employees who work alone.

4. Definition

4.1 'Lone Worker' refers to people who work by themselves without work colleagues either during or outside normal working hours. Examples include:

- A caretaker who opens and closes a hall either early in the morning or late at night.
- A groundsman tending to green space.
- Office workers who work alone in the premises.
- Homeworkers.

4.2 Any worker under the age of 18 years, or anyone working in confined spaces is not permitted to work on their own.

5. Responsibilities

5.1 All staff have a responsibility for the health and safety of work colleagues. The key responsibilities are as follows:

Managers

- Will try to avoid the need for lone working as far as is reasonably practicable.
- Ensure that the worker is competent to work alone.
- Ensure that all lone working activities must be formally risk assessed. This should identify the risk to lone workers; any control measures necessary to minimise those risks; and emergency procedures.
- Arrangements for lone working must be made clear to staff and the details of what can or cannot be done while working alone explained.
- Lone workers must be informed of the hazards and understand the necessary control measures that need to be put in place and have the opportunity to contribute to the risk assessment.
- Must raise the alarm if staff cannot be contacted or do not return as anticipated.
- Must ensure that all staff are aware of this lone working policy and procedure and provide appropriate levels of training and guidance on lone working.

Lone workers

- Take reasonable care of themselves and others who may be affected by their work.
- To follow any instruction given by management or the Council.
- Raise with their line manager any concerns they have in relation to lone working.
- Not to work alone where there is inadequate information to undertake a risk assessment.
- Inform their line manager at the earliest opportunity in the event of an accident, incident of violence or aggression whilst at working alone.

Staff

- To be aware of colleagues working on their own and alert to unexpected changes of routine, unanticipated periods where there is no communication.
- Contact details should be maintained and kept up to date for both employee and their emergency contact.

6. Risk Assessments

6.1 Managers must complete (or ensure the completion of) a Lone Working Risk Assessment prior to every lone working activity and updated as appropriate.

The risk assessment should be reviewed by the lone worker before undertaking the work and communicated to all relevant staff or councillors.

6.2 People who work alone will of course face the same risks in their work as those doing similar roles/tasks. However, they may additionally encounter hazards such as:

- Sudden illness.
- Faulty equipment.
- Travelling alone.
- Remote locations.
- Abuse from members of the public.
- Animal attacks.

7. Ways in which lone working risks can be reduced.

7.1 Every lone working environment and situation is different, and therefore it is not possible to implement a 'one size fits all' approach. Where there is regular or anticipated lone working, the Council will devise and implement a lone working plan that meets the needs and risks of their particular circumstances. The plan should be proportionate to any risks that are identified from the risk assessment. This should be written down and communicated to all relevant staff and where appropriate. For example, the plan for a groundsman lone working with machinery will be more detailed than an administrator working late in the office. councillors.

7.2 Below are some example strategies that could be implemented (on their own or combined):

- Signing in and out system.
- Electronics (or hard copy) diaries to be kept up to date with meeting/visit/lone working details.
- Agreed working times and method of contact.
- Buddy scheme.

Buddy scheme

In circumstances where a buddy system is appropriate as a way of reducing the risk identified in the risk assessment, the buddy must have relevant details about the employees lone working, that may include.

- Where they are going (address or area if there is no address).
- Details of the purpose (i.e. preparing the hall, grass cutting, meeting).
- Contact details of anyone being met (any additional contact details for the location you are visiting).
- The mode of transport.
- When the employee is expected to return.

A buddy should be a work colleague during normal opening hours. The lone worker must let the nominated colleague know the details above.

Outside normal hours, the employee must let either a colleague, the Executive Officer or a family member or friend know the above details.

A buddy/colleague must know what to do if the employee does not return or make contact at the anticipated/agreed time.

8. Health and wellbeing

8.1 In order to ensure personal safety, it is important details are shared of any aspects of health that could lead to increased risk with either the line manager, Executive Officer or specific councillors. This includes pregnancy. Jointly a plan to mitigate any potential risks caused by circumstances will be discussed. This information will be treated on a strict 'need to know' basis with confidentiality of the utmost importance.

9. Reporting incidents

- 9.1 Any incidents or perceived risks encountered while lone working should be recorded, reviewed, and acted upon. The report should include:
- A brief note of what happened, when, and who was involved.
 - For any work-related aggression (verbal or physical) including threatening behaviour, all of the details of the incident and if the perpetrator should be captured, which could then be used if the police take any formal prosecution action. This might be particularly important for more serious incidents of work-related violence and,
 - In either instance this might also include recording details of any circumstances that might have contributed to the incident e.g. the context of the interaction, perceptions about the condition of the perpetrator or any environmental circumstances. This information would then support us to review our risk assessment process and see if any additional measures are needed.
- 9.2 If an employee feels unsafe, unwell, or becomes injured they should call the emergency services if immediate assistance is required. If possible, call a manager, buddy or councillor or colleague to let them know (or ask someone to do so on your behalf).
- 9.3 Call a manager if your plans change because of feeling unwell or if there is a domestic emergency when working alone.
- 9.4 This is a non-contractual procedure which will be reviewed from time to time.