



LONE WORKING POLICY

Adopted: 17th September 2025
Minute No:
Review date: September 2026

BEMBRIDGE PARISH COUNCIL - LONE WORKING POLICY

1. ABOUT THIS POLICY

- 1.1 This policy covers situations whereby employees may be required to work alone during the course of their employment. This may include working alone on the premises or at your normal place of work or at any other location.
- 1.2 This policy does not form part of any employee's contract of employment, and we may amend it at any time.

2. OVERVIEW

- 2.1 All employees have responsibilities to take reasonable care of themselves and other people affected by their work activities and to co-operate with us in meeting our legal obligations.
- 2.2 Lone workers are those who work by themselves, including those who work without close or direct supervision.
- 2.3 We have a duty to assess risks to lone workers and take steps to avoid or control risks where necessary.
- 2.4 We will involve employees when considering potential risks and measures to control them; taking steps to ensure risks are removed where possible, or putting in place control measures, instruction, training and supervision; reviewing risk assessments periodically or when there has been a significant change in working practice.
- 2.5 We will consult employees on health and safety matters including lone working and violence at work.
- 2.6 We will complete a Lone Worker Checklist and/or Risk Assessment to record the risk and mitigation steps for lone workers.

3. LONE WORKING PROCEDURE

- 3.1 All employees who carry out work outside of the normal place of work, including visits to residents; service users or other premises must let the office, or a colleague, know the address they will be working, expected timescale and name of any person they may be visiting or meeting with.
- 3.2 All employees are required to carry their mobile telephones when working alone.
- 3.3 All employees should trust their instincts. If you feel uneasy about anything don't tell yourself, it's fine; take action to improve your safety or arrange for a colleague to attend with you or make an excuse to leave and do not enter the property/location.

- 3.4 During normal office hours let the office know your whereabouts and if necessary, telephone before and after visits or assignments where you may be working alone.
- 3.5 On the occasions you are required to work outside of normal office hours, advise your supervisor or the Clerk of your whereabouts and telephone or message before and after visits or assignments where you may be working alone.
- 3.6 All employees are responsible for ensuring that they report into the office or advise a colleague of their whereabouts and any delays or changes to their itinerary.

4. FIRST AID AND FIRST AID KITS

- 4.1 Employees who work alone would benefit from having first aid training, in case of injury to the person being visited or to assist themselves or others if there is an accident.
- 4.2 Employees who work alone on a regular basis should have an appropriate first aid kit in their vehicles.
- 4.3 There will be times when Personal protective equipment (PPE) is required to reduce risk to employees. This can be to prevent the spread of infection or to protect the employee from chemicals used for cleaning or maintenance purposes. If an employee does have to use PPE, then it is also important that they are trained in how to put it on, remove it and dispose of it safely.

5. EMERGENCY CALL PROCEDURE

- 5.1 In the event that an employee starts to feel threatened or thinks they may require back up, they should leave the situation and try to get back to their vehicle (if it is nearby) if possible. They should telephone the office or a colleague and use the emergency code by stating that they **“Wish to cancel their appointment with the Fire Officer”**.
- 5.2 In the event that an employee feels threatened or is physically assaulted they should telephone the police immediately before calling the office or a colleague.
- 5.3 **“Fire Officer”** is the emergency code word to be used by all staff whether in the office or working out and about to indicate they need assistance.

6. REPORTING

- 6.1 In the event of abusive or unacceptable behaviour from any resident, service user, members of the public or visitors to the office, employees are required to report the details to the Clerk or Chair of the Council without delay.
- 6.2 The Clerk or Chair of the Council will record the details and, if necessary, take action necessary to prevent future reoccurrence.

- 6.3 We will not accept any abusive behaviour from any person, and we reserve the right to refuse to work with, communicate or interact with anyone who demonstrates such unacceptable behaviour. Where appropriate and necessary the Violence and Aggression Policy may be invoked.

<u>Lone Working General Risk Assessment</u>	
This risk assessment covers general activities which are of low risk, being undertaken at the convenience and discretion of the individual. It does not cover work with any hazardous machinery and/or substances, or the lifting/handling of loads that could cause injury, which should be subject to a specific risk assessment	
Staff covered by this assessment	All employees and officers.
Location of lone working	Anywhere that an employee or officer has to attend to carry out his or her duties.
Likely reasons for lone working	Attending meetings, carrying out maintenance, general working, courses, or site visits.
Periods when lone working will occur	During normal working hours (Usually between 09.00 and 17.00)
1. Individuals Health – Low risk	
Medical fitness. Is the employee subject to any medical condition that may place them at increased risk when working alone?	The employee must ensure that any medical conditions which might be relevant to their working alone are fully discussed with their line manager and, if necessary, their own GP. Individuals must not work alone if any such condition is assessed as placing them at increased risk. Any person who requires assistance to get out of the building in an emergency must not work alone.
Supervision. What arrangements are in place to maintain contact with the employee?	The employee must comply with arrangements for reporting and logging working time and whereabouts and maintaining contact with colleagues. Ensure the Parish Council Office has details of next of kin and family contact numbers in case of an emergency.

Training & competency. Has necessary information, instruction and training been given to the employee, and is the employee competent to carry out the work alone?	Any member of staff who is working alone must be fully competent to carry out the work safely and be fully conversant with emergency procedures.
2. Location & premises – Low risk	
Building security. Is the building secure?	Access to the building is restricted to authorised personnel outside normal hours. In the event that the employee has concerns about security or suspects there is an intruder in the building they must contact a colleague and/or emergency services. Do not confront the intruder. Go outside if the intruder is in the building or lock the door if there is somewhere safe away from the intruder and await the arrival of a Police Officer or colleague.
Access: Is there a safe means of access/egress for the employee?	Entrances in the vicinity of the building are well lit. The employee should plan how to get to car/public transport after leaving, taking account of potential personal safety issues. Employee should consider use of a personal attack alarm.
Emergencies: Does the employee have access to emergency warning devices to raise the alarm in event of emergency e.g. fire alarm, motion sensors	The employee must know site specific arrangements on how to respond in event of fire or another emergency.
First aid: Are there arrangements in place to deal with a situation where the employee becomes ill or has an accident?	First aiders may not be present. First aid boxes are available, and contents checked regularly. In the event of an employee feeling unwell they should, if possible, return home or contact the office or a colleague for assistance.
Welfare facilities: Is there adequate heating, lighting, access to drinking water and toilets?	The employee should be aware that heating/cooling in the area may be much reduced unless the business need for after-hours working has been established. There should be access to drinking water and toilets.

3. Process/work activity – Low risk

Use of computers and general office equipment	The employee should ensure their workstation complies and is set up in accordance with the standards for display screen equipment (DSE) and has undergone a DSE assessment. Employee should take regular breaks from DSE work.
Slip/trips/falls	Regular inspection of site to ensure that any trip hazards (torn carpets, uneven flooring, trailing cables, etc.) are immediately removed. Individuals with temporarily impaired mobility must not work alone.
Electrical equipment	Ensure all equipment is electrically tested in accordance with recognised procedures. Electrical cables and plugs visually inspected for damage. Do not use any equipment with a damaged cable. Make sure any damaged equipment is reported immediately to your supervisor or the Clerk. Do not interfere with plugs or power supply.
Work with hazardous substances and or machinery	Not permitted/specific risk assessment and procedures to be in place
Single-handed lifting or handling of any load that is of such a weight as to cause injury	Not permitted/specific risk assessment and procedures to be in place
Handling cash	Not permitted for amounts over £500

Assessment Ref: Lone Worker Assessment Date:	Location / Dept Job Title:	Name of employee:	
Employee Lone Worker Risk Assessment			

Individual Lone Working Risk Assessment

No.		Y/N	Control Measure
1	Has the worker received suitable training to carry out the task/activity involving lone working?		
2	Is the worker medically fit to undertake the task(s)?		
3	Does the worker know how to access sufficient information about the role or the task they are being asked to undertake?		
4	Is the employee aware that they should not be handling dangerous equipment or substances when lone working?		
5	If cash is being handled, has the risk of violence been removed?		
6	Are there facilities to be able to contact the worker when necessary?		
7	Are there suitable arrangements for the worker in the event of an emergency?		
8	Have plans been made to keep in touch with colleagues?		
9	Is there a means for them to contact the office or a colleague including an alternative?		
10	Are they in possession of emergency contact numbers?		
11	Is the access to, or exit from, the workplace safe and well lit?		

