

STALBRIDGE TOWN COUNCIL

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LONE WORKING POLICY

1. POLICY STATEMENT

Where the conditions of service delivery or its associated tasks require staff to work alone, both the individual staff member and their Line Manager have a duty to assess and reduce the risks which lone working presents.

2. PURPOSE

This policy is designed to alert personnel to the risks presented by lone working, to identify the responsibilities each person has in this situation, and to describe procedures which will minimise such risks. It is not intended to raise anxiety unnecessarily, but to give a framework for managing potentially risky situations.

3. SCOPE

3.1. This policy applies to all Staff Volunteers or Members who may be working alone, at any time, in any of the situations described in the definition below.

4. CONTEXT

Some staff work outside office hours and/or alone due to flexible working patterns and/or to undertake their job role. The principles for supporting lone workers include:

- 4.1. a commitment to supporting staff and managers both in establishing and maintaining safe working practices
- 4.2. recognising and reducing risk
- 4.3. a commitment to the provision of appropriate support for staff
- 4.4. a clear understanding of responsibilities
- 4.5. the priority placed on the safety of the individual over property
- 4.6. a commitment to providing appropriate training for staff
- 4.7. Equipment such as mobile phones will be made available as appropriate.

5. DEFINITION

Within this document, 'lone working' refers to situations where staff in the course of their duties work alone or are physically isolated from colleagues and without access to immediate assistance.

6. MANDATORY BUILDING PROCEDURES

6.1. SECURITY OF BUILDING

Line Managers and their employees must ensure that:-

- 6.1.1. All appropriate steps are taken to control access to the building and that emergency exits are accessible
- 6.1.2. Alarm systems are tested regularly – both fire and intruder
- 6.1.3. When working alone they are familiar with exits and alarms.
- 6.1.4. There is access to a telephone and first aid kit

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6.1.5. If there is any indication that the building has been broken into, they call for assistance before entering.

6.1.6. External doors are locked to avoid unwanted visitors if working alone

7. PERSONAL SAFETY

7.1. Staff should avoid working alone if not necessary and where possible the final two people should leave together

7.2. Staff must not assume that having a mobile phone and a back-up plan is a sufficient safeguard in itself. The first priority is to plan for a reduction of risk.

7.3. Staff should take all reasonable precautions to ensure their own safety, as they would in any other circumstances.

8. ASSESSMENT OF RISK

8.1. In drawing up and recording an assessment of risk the following issues should be considered, as appropriate to the circumstances:

8.1.1. The environment – location, security, access.

8.1.2. The context – nature of the task, any special circumstances.

8.1.3. The individuals concerned – indicators of potential or actual risk.

8.1.4. History – any previous incidents in similar situations.

8.1.5. Any other special circumstances.

8.2. All available information should be taken into account and checked or updated as necessary. Where there is any reasonable doubt about the safety of a lone worker in a given situation lone working should not take place.

9. MONITORING AND REVIEW

Any member of staff with a concern regarding lone working issues should ensure that it is discussed with their manager or with the whole team, as appropriate.