

Lone Worker Policy

1. Introduction

Wrockwardine Parish Council ('the Council') will take every practicable step to protect the health, safety and welfare of employees, councillors and volunteers whenever they are required, by the nature of their duties, to work alone and without direct support and supervision.

The Council has one employee, the Clerk & Responsible Finance Officer, who is expected to work alone. Whilst working alone is not in itself unsafe the Council recognises that there may be circumstances where working alone can have increased risks. This policy aims to minimise those risks.

This policy applies to staff, councillors, and volunteers and, for the purpose of this policy, lone working is defined as **"any activity or function performed on behalf of Wrockwardine Parish Council without any close supervision or with any other employee, councillor or volunteer"**.

2. Organisation and Arrangements

The Council is responsible for:

- The lone working arrangements of employees, councillors and volunteers;
- Determining the contents of this policy;
- Ensuring that there are arrangements in place for identifying, evaluating and managing risk associated with lone working;
- Ensuring compliance with the policy and providing resources for putting the policy into practice;
- Ensuring that employees, councillors and volunteers are aware of this policy;
- Ensuring that appropriate support is given to employees, councillors and volunteers involved in any incident.

The Clerk to the Council is responsible for:

- Ensuring that risk assessments are carried out and reviewed regularly;
- Keeping a record of incidents and near misses and the actions taken in response;
- Reporting to Full Council on any incidents and actions taken in response.

All employees, councillors and volunteers engaged in lone working are responsible for:

- Taking reasonable care of themselves and other people who may be affected by their actions;
- Following all rules and regulations laid down by the Council;
- Reporting all incidents that may affect the health and safety of themselves or others;
- Taking part in training designed to meet the requirements of this policy;
- Reporting any dangers they identify or any concerns they might have;

- Recording full details of their lone working time using the “Overdue & Contact List” (Appendix A – confidential document);
- Recognising and assessing potentially high-risk activities before carrying out any work activity and putting in place appropriate arrangements to carry out the identified task safely to mitigate risk associated with working alone;
- In addition, and if appropriate, complete a form detailing visits from aggressive or potentially violent people. Any such forms or reports should be provided to the Chairman for appropriate action to be taken.

3. Lone Worker Guidance Councillors and Volunteers

Any councillor or volunteer working alone must:

- Carry their mobile phone and ensure it is sufficiently charged and switched on;
- At their discretion, carry a personal alarm supplied by the Council;
- Take reasonable care not to put themselves at undue risk. If they feel that they would be at particular risk unless additional precautions are taken, then they should discuss this with the Chairman or Vice-Chairman;
- Plan the visit and let another responsible adult know the time of leaving, where they are going and, an estimated time of return;
- Leave a copy of “Overdue Procedure & Contact List” (Appendix A – confidential document) with the responsible adult;
- Try to avoid confrontation. If a situation becomes heated try to stay calm. If violence is threatened, withdraw if possible and use their mobile phone to summon assistance (999 for the Police). Heated arguments can suddenly escalate to the point at which violence is used and in practice there may be little time to call for help;
- Activate their personal alarm if they are in danger. The activation of the alarm may bring the attacker to their senses and persuade them to break off the attack;
- Please note: Personal alarms are not weapons and should only be used to startle an attacker and alert passers-by. Aggressive use of such alarms may actually inflame a situation. They emit a piercing noise and could damage hearing if held close to someone’s ear;
- Ensure they are properly trained and have the skills and knowledge to do their job safely and without risks to health. If extra training is needed this should be discussed with the Chairman and Vice-Chairman;
- Avoid entering unattended sites or premises where practicable;
- Meet members of the public, by appointment only, at premises designated by the Council, namely Admaston House or Wrockwardine Parish Hall and, in the presence of the Clerk, or in the instance of the Clerk, a councillor or volunteer of choice.

Further guidance is available at HSE Guide INDG73 Working Alone, a copy of which is held with the Clerk.

4. Employees & Any Assigned Safepoint Users

The Council uses Safepoint, a certified BS8484:2016 lone worker safety provider. The Clerk & Responsible Finance officer is automatically enrolled with the scheme and any councillor or volunteer can be included in the scheme where the risk assessment identifies the need and the person requests it.

5. Safepoint Procedure

The procedure is a confidential document, updated with the relevant details of the individual user and issued to any designated Safepoint user by the Clerk.

6. Overdue Procedure (Non Safepoint Users)

Where a councillor or volunteer does not return from off-site at the stated time and no contact can be made by calling their mobile phone, the following procedure should be implemented:

The Councillor

The responsible adult given the details of the councillor's off-site timetable must contact the Police with all relevant details. They should telephone the Clerk to advise them of the situation as soon as possible. The Clerk will contact the Chairman or Vice-Chairman and make them aware of the situation. If the Clerk is unavailable, the responsible adult should contact the Chairman or Vice-Chairman to make them aware of the situation.

The Volunteer

The responsible adult given the details of the volunteer's off-site timetable must contact the Police with all relevant details. They should telephone the Clerk to advise them of the situation as soon as possible. The Clerk will contact the Chairman and Vice-Chairman and make them aware of the situation. If the Clerk is unavailable, the responsible adult should contact the Chairman or Vice-Chairman to make them aware of the situation.

In all cases the Police should be given the details as set out on the "Emergency Procedure & Contact List" together with a photograph if available.

Where an accident or death has occurred the Health & Safety Policy guidelines should be followed.

Where a violent incident has occurred, criminal proceedings, as advised by the Police, should be followed and, where injury has occurred, the Health & Safety Policy guidelines should be followed.

Any incident that evokes the use of the Emergency Procedure should be reported, with full written details, at the next meeting of Full Council and, if necessary, action taken to prevent repeat occurrences.

Appendix A**Overdue Procedure & Contact List**

Name	
Mobile telephone number	
Employee/councillor/volunteer	
Date of Birth	
Details of visit (please state in order of visiting)	

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The Volunteer

The responsible adult given the details of the volunteer's off-site timetable must contact the Police with all relevant details. They should telephone the Clerk to advise them of the situation as soon as possible. The Clerk will contact the Chairman and Vice-Chairman and make them aware of the situation. If the Clerk is unavailable, the responsible adult should contact the Chairman or Vice-Chairman to make them aware of the situation.

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Contacts

Provided to staff & Councillors
