



Christchurch Town Council

Lone Worker Policy

Policy name	Version	Owner	Date Adopted	Review Date
Lone Worker Policy	V1.0	Clerk	November 2019	May 2023

1 Introduction

Christchurch Town Council recognises that some staff are required to work by themselves for periods of time, both within the office environment and outside of office hours.

Christchurch Town Council recognises that it has an obligation under the Health & Safety at Work Act 1974 (HSW Act) and the Management of Health & Safety at Work (MHSW) Regulations 1999, for the health, safety and welfare at work of its Employees to minimise this risk.

2 Policy Purpose:

This policy outlines the measures that are required to manage the risk present when employees of Christchurch Town Council are required to work alone.

3 Scope of Policy:

This policy covers lone working by all staff members of Christchurch Town Council.

4 Who is at Risk?

4.1 All employees who, as part of their contracted duties, are required to work alone and without direct supervision.

4.2 This policy does not set out to identify all the situations where employees may be at risk from working alone but concentrates on describing the arrangements that must be in place to eliminate or manage the associated risks.

4.4 It is important that these individuals are made aware of the outcome of the risk assessment and informed of all necessary control measures.

5 Assessing the risk

5.1 The Town Clerk is responsible for identifying and assessing the risks of lone working both in terms of the likelihood and impact of causing harm to a member of staff.

5.2 Consideration will be given to whether the activity is one that can be safely accomplished by one person or whether the presence of another member of staff would be advisable.

5.3 If a risk cannot be eliminated completely, action must be taken to reduce the risk to the lowest level practicably achievable.

6 Specific Guidance

6.1 The Town Clerk should take account of the following factors when evaluating the risk:

- a) the degree of isolation
- b) the type of work activity
- c) the level of supervision and support
- d) contact or proximity with members of the public

6.2 Any person who is recruited for a job likely to involve lone working should be reasonably physically fit and must declare if they have any medical disability that may put them at risk whilst working alone, e.g. hearing impairment, diabetes.

6.3 A first aid kit should always be readily available in order to render first aid for minor injuries should they be sustained.

6.4 All lone workers should have access to a mobile telephone or hand-held radio which must be switched on so that they may be contacted or to summon help should the need arise. For all high-risk activities, e.g. where activity is remote from other people, it is imperative that the employee gives clear guidance to another team member as to their location(s) during the day.

6.5 Panic alarms will be offered to lone working staff if they would like one and the Town Council shall decide whether to provide one, but it is not compulsory to carry one. These can be used to summon assistance in the event of an attack and will disorientate potential attackers.

6.6 Lone workers must contact a nominated person in the office before they finish work for the day if they intend to go directly home. If planning to work out of standard hours this must be agreed in advance with the Town Clerk.

7 Duties of Christchurch Town Council

7.1 In order to fulfil its statutory responsibilities, the Council places specific duties on all managers to ensure:

- a) All lone working activities are formally identified, and appropriate risk assessments undertaken, which identify the risk to lone workers and the control measures necessary to minimise those risks, as far as reasonably practicable.
- b) Arrangements for lone working are communicated effectively and the details of what can or cannot be done while working alone is explicit.
- c) The lone worker is made aware of the hazards and understands all the necessary control measures that need to be put in place.
- d) Reasonable enquiries are made to ensure that the lone worker is medically fit to undertake work alone.
- e) Adequate supervision, instruction and training are in place and that the lone worker is competent. The extent of the supervision is a management decision, which should be established through a risk assessment process.
- f) Monitoring of lone working practices is in place to ensure that control measures identified in the lone working risk assessment are being adhered to.

8. Duties of an Employee

8.1 All employees have a responsibility to take care of their own safety and to co-operate with Council procedures.