



Bollington

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Lone Working Policy

This Lone Working Policy was adopted by the Council at its meeting held on 4th April 2023.

This version of the Lone Working Policy supersedes any previous versions.

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Table 1 Document Version Control

Version	Date	Initials	Comment
00.01_2023	09/01/2023	HW	Updated former version and reviewed by staff
01.00_2023	04/04/2023	HW	Reviewed by Personnel, Policy & Governance Committee 15/03/23. Adopted by Full Council 04/04/23.

Date of next review – Quarter 2 2024

1. Introduction

The following policy and procedure have been written in order to minimise risks for staff working alone in their fixed base and working away from their fixed base. Under the Health & Safety Act 1974 and the Management of Health and Safety at Work Regulations 1999 it is the duty of Bollington Town Council to assess risks to lone workers/volunteers and take steps to avoid or control risk where necessary. Employees of the Council have responsibilities to take reasonable care of themselves and other people affected by their work and to co-operate with their employers in meeting their legal obligations.

2. Lone Working/Lone Workers

These are people who work by themselves without close or direct supervision:

At a fixed base (office or other):

- a) Only one person working on the premises
- b) Working separately from others
- c) Working outside of normal hours

Away from their fixed base:

- a) Staff member who is required to travel alone to and from a fixed base to another base or to attend meetings etc

Potential Risks to Lone Workers:

- a) Open access and unlocked doors – accessible to the public, contractors etc
- b) Being taken ill whilst at work
- c) Lack of training regarding Health & Safety procedures
- d) Hazards in the workplace
- e) Remote areas
- f) Parking arrangements – poorly lit and isolated areas

3. Assessing the Risk

Before drawing up and recording the assessment of risk, it must be established:

- a) Whether the work can be done by a lone worker,
- b) What arrangements will be in place to ensure an individual is not exposed to unnecessary and unacceptable risk.

When recording an assessment of risk, the following should be taken into consideration:

- a) Environment – location, security, access/egress,
- b) Context – nature of the task,

- c) History – have there been any accidents/incidents in the past.

All available information should be taken into account and updated as and when necessary. If there is reason for doubt about the safety of a lone worker in a given situation, then consideration should be given for making other arrangements to complete the task.

4. Safety Guidelines

For staff working in a fixed base:

- a) Familiarise the layout of the building including fire exits and escape routes
- b) Keep doors locked that allow direct access to the building/office you are working in
- c) Do not open the door to unexpected visitors. In the case of contractors ask for identification. If still unsure check with the contractor's employer/head office
- d) Have contact numbers at hand to be able to contact relevant person(s) immediately – should you feel ill, intruder in the building etc
- e) Park as near as you can to the building
- f) A risk assessment to be put in place to assess potential risks

For staff working away from their fixed base:

- a) Staff should inform relevant person(s) from the Council of their movements including how long they are going to be away from their base and when they will return, along with any relevant information regarding where and at what time, visits will be made and to whom.
- b) Leave details of venues
- c) Take a personal mobile with you
- d) Avoid meetings in isolated places. If this cannot be avoided then either ask someone to go with you or make sure you always notify the Town Clerk/Office Staff when you arrive and when you leave

5. Responsibility

5.1. Employees Responsibility & Personal Safety:

- a) To take reasonable care for the health and safety of him/herself and of other persons who may be affected by his/her acts of omissions at work
- b) Always maintain a line of communication on a regular basis with the Town Clerk/Office Staff to identify and minimise risk(s)
- c) Always advise the Town Clerk when you arrive and leave
- d) Always report an accident/incident that occurs to you to the Town Clerk. This will allow for a full investigation to take place to assess any further potential risks and identify any additional safety procedures

5.2. Employers Responsibility:

- a) To take reasonable care for the health & safety of staff by identifying and assessing potential risks to ensure that staff are safe at all times
- b) Always maintain a line of communication on a regular basis with staff to identify and minimise risk(s)
- c) Ensure a signing in and out system is put in place
- d) Ensure staff receive all relevant training and information available
- e) Ensure staff have access to first aid kits suitable for treating minor injuries.
- f) Provide lone workers with personal safety equipment where this is necessary.

6. Employees/Volunteers exempt from working alone in certain situations

- a) Young persons under instruction in a fixed base (example work experience, helping with Council tasks etc)
- b) Where activities and work with substances / machinery could be hazardous to health.

7. Policy Review

This policy will be reviewed annually by the Council to ensure that it is relevant to working practice.

Appendix – Lone Working Risk Assessment

Table 2 Workplace hazards

Hazard	Risk – L M H	Control measures
Slips, trips and falls	L	Ensure that any such hazards, e.g. torn carpets, trailing cables etc. receive prompt remedial attention. Do not work alone outside normal hours if your mobility is temporarily impaired (e.g. leg injury)
Fire	M	Fire sensors/alarms routinely tested Ensure staff familiar with emergency exit routes
Electric shock	L	Electrical items are PAT tested

Table 3 Equipment hazards

Hazard	Risk – L M H	Control measures
Working with any potentially hazardous items of equipment or materials	M	Ensure that any work which involves hazardous items or materials is done during normal building occupancy.
Manual handling of loads	M	Do not attempt to lift or move any load single handed which risks injury. Re- schedule work to time when assistance is available. Alternatively, use lifting/moving aids where this can safely facilitate single person operation.

Table 4 Violence hazards

Hazard	Risk – L M H	Control measures
Intruder in building	L	Access to building restricted (inner door locked) with all visitors checking in at reception
Safe routes home after work	M	Plan out how you will get to your car/public transport/home after leaving your workplace, taking account of potential personal safety issues e.g. well lit routes etc

Table 5 Individual hazards

Hazard	Risk – L M H	Control measures
Personal medical conditions etc.	M	Ensure that any medical conditions which might be relevant to your working alone are fully discussed with your line manager and, if necessary, Occupational Health and your own GP. Do not work alone if any such condition is assessed as putting you at increased risk.

Table 6 Work pattern hazards

Hazard	Risk – L M H	Control measures
Avoidance of lone and out of hours working	M	Consider how your work pattern integrates with those of other workers, in terms of both time and geography, with a view to avoiding lone working as far as is practicable.

Hazard	Risk – L M H	Control measures
Log in/out procedures	L	When lone working is unavoidable, check-in/check-out using the agreed procedure.