

TOTTON & ELING TOWN COUNCIL
Lone Worker Policy
June 2023

Introduction

Lone workers spend some or all of their working hours alone for a variety of reasons: they may work in an isolated location, be at a client's or customer's premises, work from home or may simply be working outside normal office hours. In any case, the Council recognises that working alone may involve an increased risk to the health and safety of its employees. As a consequence, the Council has a policy that helps to ensure that it succeeds in its responsibility to manage the risks faced by its employees.

- Under the terms of the Health and Safety at Work Act 1974 the Council has a duty to ensure the health and safety of its employees as far as is reasonably practical.
- The Management of Health and Safety at Work Regulations 1999 place a duty on the Council to assess the degree of risk in the workplace.

Aims of the Policy

- To ensure the safety of lone workers when exercising their duties in the absence of any colleagues or supervisors; and
- To ensure that the Council complies with all of its legal obligations.

Risk Assessments

The Council will carry out risk assessments on all types of work that are (or are likely to be) undertaken alone with particular regard when doing so to the following factors:

- Risk of Violence (particularly when handling money or dealing with the public);
- Equipment (must be suitable and safe for use by one person);
- Location;
- Materials (all materials used by suitable for use by one person); and
- Proximity to Help.

Procedures

All lone workers should adhere to the following guidelines when working alone:

- Avoid unnecessary out of hours working where possible.
- Notify your Line Manager if you are intending to work outside normal hours.
- Familiarise yourself with your location, fire safety procedures and escape routes in the event of an emergency.
- Where possible ensure that you have keys to all entrances and exits and keep them locked at all times.
- Do not allow unexpected visitors in unless they carry sufficient identification.
- Familiarise yourself with the alarm system at your location.
- Ensure that you leave your contact details with your Line Manager.
- Make sure that people at home are aware of your movements.
- In the event that you feel unwell seek help immediately and if necessary call 999.
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Control Measures

- All Lone workers will be provided with Access to a land line or mobile phone by the Council which, if applicable, they must ensure they keep charged, switched on and on their person while working.
- All Lone workers will be provided with personal alarms.
- In the event of an emergency the main points of contact will be as follows: police or ambulance your Line Manager, the emergency pager.
- All lone workers must comply fully with this policy and with any complementary instructions received from the Council. Failure to do so may constitute a disciplinary offence.

This policy has been approved & authorised by:

Name: Susan Cutler
Position: Town Clerk
Date: 21st June 2023
Signature: