



# Filey Town Council Lone Working Policy & Procedure

## Introduction to the Policy

The Town Council has a legal duty to ensure the health, safety and welfare of staff while they are at work, as set in our Health & Safety policy. We must assess the risks to lone workers and take steps to avoid or control risk where necessary. Whilst the safety of workers is paramount to the organisation, staff have a responsibility to take reasonable care of themselves and others in lone working situations. The Town Council will make available whatever resources are required to ensure that reasonable safe working practices are adopted and kept updated. This policy relates to frequent lone workers.

## Definition

The Health and Safety Executive defines lone workers as those who work by themselves without close or direct supervision, for example

- Who work separately from others in a building
- Who work outside of normal office hours
- Who work away from their main base without colleagues
- Who work at home other than in low-risk office type work.

## Potential Hazards of Lone Working

In addition to the usual risks others might encounter doing similar tasks, lone workers may also encounter

- Sudden illness or accident when there is no one to call for help or administer first aid
- Violence or the threat of violence
- Lack of safe way in or out of a building so could get locked in
- Fire
- Tasks which may not be safe to do alone.

## Working Alone

If you are concerned that you might be unsafe working alone in any particular way, the concerns should be discussed beforehand with the Town Clerk. A risk assessment can then be conducted if felt appropriate. This will identify hazards and if shown necessary, alternative measures will be put in place such as being accompanied. If whilst working alone you feel unsafe, you should remove yourself from the situation immediately and report the incident to the Town Clerk. Trust your instincts.

## Training

Certain roles which necessitate regular lone working will require relevant training. In this circumstance only experienced workers who have completed training should undertake lone working, so a buddy system should be adopted until training has been completed.

## Violence at Work

All violent incidents and near misses must be reported to the Town Clerk and an Incident Report be completed. A near miss incident of violence is not considered a 'Dangerous Occurrence' and therefore not reportable under RIDDOR.

### **Procedure**

Please consider which of the following procedures fits with your visit and use the guidance suggested. The transportation of youths or external contacts is also considered a Lone Working event.

If meeting with Councillors, you should still consider yourself Lone Working unless you seek prior agreement that one becomes your nominated person that you 'sign off' with when the meeting ends.

If meeting with a regular contact, you are Lone Working and should not 'sign off' with this person as they are external to the organisation.

### **Working off site and/or outside of office hours.**

#### **Before the visit**

- Worker should ensure that their mobile phone, alarm and torch are fully charged and in good working order
- Identify any potential risks with the upcoming visit and record findings
- A nominated person should be agreed for the visits 'sign off'
- The location, contact name and contact number should be passed to nominated person in written/text form
- The likely finish time of the visit should be passed to nominated person
- If there is no specific contact name for the visit, this should be highlighted to the nominated person.

#### **During/After the visit**

- Worker to carry mobile phone, alarm, torch and ID badge at all times
- Worker to carry emergency numbers in mobile phone and hard copy in bag
- Worker to carry mobile phone and alarm on person at all times
- Call or text the nominated person to advise the visit is running late, and suggest a new time
- Call or text again when the visit is finished

#### **If no contact is made at the expected time, nominated person should**

- Ring the workers mobile number
- Ring the workers home address, be cautious not to alarm any family members
- Ring the visits contact number
- Ring the Town Clerk to advise
- Ring North Yorkshire Police on 101, unless evidence to suggest you use 999.
- If there is no answer to one of the above steps, proceed to the next one.

---

#### **If due to return to Town Hall during office hours**

- Add details to the 'Contact' board in the office
- The board prompts for visit location, name and number of person you are meeting and the expected time of return. Please ensure all detail is provided
- If plans change whilst out (going straight home for example) please advise the office.

---

**Adopted May 2021**  
**Next Review May 2023**  
**David Liddle**  
**Town clerk & RFO.**

**Reviewed: - May 2022**

***Employee name***

***I have read and understood the above policy and procedural advice.***

***Signed***

***Dated***