

Lone working policy

1 Introduction

Buckden Parish Council *takes the health, safety and welfare of all of our people extremely seriously. We recognise at times some employees and volunteers are required to work by themselves for significant periods of time without close or direct supervision in the community or in isolated work areas. This policy will enable us to protect our people so far as is reasonably practicable from the risks of lone working.*

- 1.1 We are committed to ensuring the safety of our people who are exposed to risks arising from lone working activities both within and away from a recognised workplace or base.
- 1.2 There are a number of specific factors that need to be given consideration to effectively support lone workers, including:
 - remoteness or isolation of the workplaces;
 - level of security risk in that location
 - availability of working communication channels;
 - the possibility of interference, such as violence or criminal activity from other persons;
 - contact with animals which could result in attacks or allergic reaction;
 - contact with challenging/volatile members of the public;
 - the need for de-escalation and intervention techniques;
 - the potential nature of injury or damage to health and anticipated 'worst case' scenario;
 - the impact of adverse weather conditions;
 - the confidence and experience of the individual to dynamically recognise potential lone working risks and ability to implement strategies to respond
 - implications for those people who have mobility or sensory impairments or health conditions which may affect their ability to work alone.
- 1.3 This policy should be read in conjunction with the **Health and Safety Policy**, which provides direction for our people in relation to risk assessment and safe working practices.

Definitions

- 1.4 **Lone Working** is defined as:

'any situation or location in which someone works without a colleague nearby; or when someone is working out of sight or earshot of another colleague.' (NHS Protect)
- 1.5 **Lone workers** are defined as:

'Those who work by themselves without close or direct supervision.' (Health and Safety Executive).

2 Policy statement

- 2.1 Buckden Parish Council recognises our duty of care to ensure the health and safety of all staff, so far as is reasonably practicable. Associated regulations require that risk assessments of activities (including lone working) are completed and that we introduce proactive measures to control identified risks.

Purpose and aims

2.2 This policy sets out our commitment to:

- meeting our responsibilities for the health and safety of all lone workers;
- completing systematic assessment of risks from lone working and safe systems of work are in place, to reduce risks so far as reasonably practicable;
- increasing awareness of the relating to lone working, and ensure our people are familiar with our commitments;
- providing appropriate training, that allows staff to recognise risk and provides practical advice on safety when working alone;
- ensuring appropriate support is available to people who lone work;
- effective reporting and management of all incidents relating to lone working;
- comply with external legislation and regulation; and
- secure the health and safety of staff.

Scope

2.3 This policy applies to all those associated with the work of the Council. It forms an integral part of Health and Safety Policy and complements specific management procedures and local guidance and processes aimed at supporting lone workers.

2.4 The policy applies to all situations involving lone working arising in connection with the duties and activities of the council

Standards

2.5 This policy confirms we have four primary lone working standards:

- **Identifying Lone Working:** Managers must identify all roles which may require the need for lone working within their area of responsibility.
- **Identifying Lone Workers:** Lone workers are likely to be found in a wide range of situations. Managers must identify all people who will be required to lone work and ensure their activities are subject to risk assessment.
- **Lone Working Risk Assessment:** All working arrangements must be properly risk assessed, including lone working. If the risk assessment shows that it is not possible for the work to be done safely by a lone worker, other arrangements must be made. Risk assessments should take account of both normal work and foreseeable emergencies such as adverse weather, fire, illness and accidents. *See lone working risk assessment procedure*
- **Training:** Where lone working cannot be avoided, managers must ensure that our people are given appropriate lone working and personal safety instruction and/or training prior to carrying out any Parish Council duties. This should be proportionate based on the outcomes of relevant risk assessment and include refresher training where necessary.

3 Responsibilities

3.1 The Council is accountable for the governance of health and safety within Buckden Parish Council. They set and approve the overall safety policy for the organisation, including the protection of lone workers.

- 3.2 The Council is the policy owner and is responsible for ensuring compliance with this policy, as well as the health and safety management systems that support its implementation.
- 3.3 The Parish Clerk is the policy lead and is responsible for:
- ensuring that safety management systems includes policies and procedures for the safety of lone workers which are fit for purpose;
 - advising the Council on systems, processes and procedures to improve personal safety of lone workers;
 - advising the Council on appropriate and proportionate physical security, technology and support systems that improves personal safety of lone workers. Ensuring that this is appropriate, proportionate and meets the needs of the organisation and lone worker; and
 - ensuring the provision of competent health and safety advice in assisting managers identifying hazards, assessment and management of risks. Advising on the proper security provisions needed to mitigate the risks and protect lone workers.
- 3.4 All Managers are responsible for:
- ensuring that all of our people are aware of the policy;
 - making sure that risk assessments are carried out and reviewed regularly;
 - putting procedures and where necessary safe systems of work into practice which are designed to eliminate or reduce the risks associated with lone working;
 - making sure that any of our people identified as being at risk are given appropriate information, instruction and training, including training at induction, as well as updates and refresher training as necessary;
 - ensuring that learning from any post incident investigations is shared across the organisation to identify any shortcoming, ensuring that appropriate measures are recommended to negate or mitigate future failings;
 - making sure that appropriate support is given to any of our people involved in any incident; and
 - managing the effectiveness of preventative measures through an effective system of reporting, investigating and recording incidents.
- 3.5 Everyone is responsible for:
- taking reasonable care of themselves and others affected by their actions;
 - following the policy and procedures which have been designed for safe lone working;
 - utilising continual dynamic risk assessment during periods of lone working;
 - ensuring good communication with colleagues and line managers;
 - reporting all accidents, incidents and near misses, via the incident reporting management system, that may affect the health and safety of themselves or others, and seeking support as appropriate;
 - taking part in training designed to meet the requirements of the policy; and
 - reporting any dangers they identify or any concerns they might have in respect of lone working to their line manager.

4 Laws and regulations

4.1 *Health and Safety at Work, etc. Act 1974*

Sections 2 and 3 of the Act place a duty on employers for the Health and Safety of all their employees and others that might be affected by their work activities.

4.2 *Management of Health and Safety at Work Regulations 1999*

These Regulations require employers to assess risks to employees and non employees and make arrangements for effective planning, organisation, control, monitoring and review of health and safety risks. Where appropriate, employers must assess the risks of violence to employees and, if necessary, put in place control measures to protect them.

4.3 *Health and Safety (Consultation with Employees) Regulations 1996 (b)*

Employers must inform and consult with employees in good time on matters relating to their health and safety.

4.4 *Corporate Manslaughter and Corporate Homicide Act 2007*

This legislation creates a new offence under which an organisation (rather than any individual) can be prosecuted and face an unlimited fine, particularly if an organisation is in gross breach of health and safety standards and the duty of care owed to the deceased.

5 Monitoring and compliance

- 5.1 Compliance with this policy will be monitored through internal audits, management checks and data analysis of the incident management system.

6 Training and support

- 6.1 The primary induction training includes lone working and personal safety training.
- 6.2 Additional service specific training will be determined by risk assessment and provided accordingly.
- 6.3 Managers and those in positions of responsibility will offer support to lone workers through regular communication and discussion of any lone working concerns. If an incident occurs line managers will carry out a debrief and engage support of the Staffing Advisory Group as necessary.

7 Review and maintenance

- 7.1 This policy was approved in xxx . It is next due for review by xxx

8 Appendices

- 8.1 Appendix 1: related documents
- 8.2 Appendix 2: document provenance



Appendix 1: related documents

Document title	Relationship to this policy
Health and safety policy	Related policies
Incident reporting procedure	Related procedure
Lone working risk assessment procedure	Related procedure to support effective implementation of this policy
Managing violence and aggression procedure	Related procedure

Appendix 2: document version control

Version Control Record

Version	Date	Author	Reason for update
V1	2 Nov 2020	CAG: Cllr CU and The Clerk	A new document