

LONE WORKING PROCEDURES

Reviewed July 2022

Wem Town Council recognises and accepts its responsibility as an employer for providing a safe and healthy workplace and working environment for all its employees and others who may be affected by its work activities and undertakings.

Wem Town Council takes a serious view of any incident of assault, be it physical or verbal, against its employees and as such has produced guidelines for preventing and responding to violence and aggression at work which applies to all employees.

- This policy describes the requirements for the control and management of potential risks. The first principle must always be for employees not to expose themselves to any unnecessary risk.
- Wem Town Council recognises that some staff are required to work by themselves without close or direct supervision.
- Under the Health and Safety at Work Act etc 1974 and the Management of Health and Safety at Work Regulations 1999 Wem Town Council has a duty to assess risks for workers when they work by themselves and advise them of the measures they must take to minimise risks to their health or safety. Employees also have a duty under the Act to take reasonable care of themselves and other people affected by their work.

'Lone working' includes:

Those working at their main place of work where:

- Only one member of staff is working on the premises/office
- Staff leaving their main place of work to attend an appointment
- Staff working outside normal office hours (09:00 a.m. to 5:00 p.m.)

Those working away from their fixed base where:

For example:

- One worker is visiting another premises or meeting venue
- One worker is making a visit to a resident or holding a site meeting with a member of the public or representative from an organisation/ business
- One worker is working from their own home.
- One worker is carrying out inspections/ maintenance to a council asset.

This policy applies to all situations involving lone working arising in connection with the duties, activities and undertakings of Wem Town Council and their staff and volunteers working on the behalf of the Town Council.

The policy is to ensure that

- 1) Wem Town Council complies with their duties under H&S law and ensures safe working practices are in place to enable staff to carry out their duties safely.
- 2) That any lone working activity is risk assessed in a systematic and consistent way and reviewed on a regular basis. The findings of an assessment will be used to develop a safe system of work or methods of work that, so far as is reasonably practicable, reduce the risk level to an acceptable standard.

- 3) Staff are made aware of safety issues relating to lone working.
- 4) That appropriate management support and training is available to all staff that equips them to recognise risk and provides practical advice on safety when working alone.
- 5) Staff report and record all adverse incidents relating to lone working by staff.
- 6) That incidents and injuries and near misses to staff in relation to lone working are effectively scrutinised and monitored and that any learning is reflected in revised procedures and best practice guidance.

Responsibilities

Wem Town Council is responsible for

Preparing and implementing arrangements to identify, evaluate and manage risks associated with lone working activities and ensure they are reviewed regularly.

Providing resources for the effective implementation of the policy and ensure it is part of everyday practice and reinforces a safe working culture;

Ensuring that arrangements are in place to monitor lone working related incidents or near misses and determine the effectiveness of this policy;

Providing all necessary personal safety equipment, required by staff to ensure safe working and adherence to lone working policy and subsequent procedures.

Ensuring that risk assessments are carried out and reviewed regularly;

Ensuring that staff, volunteers, groups and individuals identified as being at risk are given appropriate information, instruction and training, including training at induction, updating and refreshing this training as necessary;

The Town Clerk is responsible for

Ensuring that all staff are aware of the operational procedures relating to this document;

Ensuring that lone workers are at no greater risk than other employees and volunteers whilst undertaking their work duties.

Identifying situations where staff are working alone and deciding whether systems in place promote safe working or need to be adapted to promote safe working for staff;

Ensuring procedures and safe systems of work are designed to eliminate or reduce the risks associated with working alone;

Managing the effectiveness of preventative measures through an effective system of reporting, investigating and recording of incidents and near misses;

Ensuring that appropriate support is given to staff involved in any incident/near misses through debriefing, professional support (i.e. counselling) or any short-term adjustments to duties.

Employees and volunteers are responsible for:

Being familiar with the content of this document and following guidance and procedures designed for safe working;

- Assisting with the assessment of risk;

- Taking reasonable care of themselves and others affected by their actions;
 - Using the equipment provided to assist with safe working.
 - Reporting, promptly all incidents or potential dangers that may affect the health and safety of themselves or others and asking for guidance as appropriate.
 - Undertaking training designed to meet the requirements of the policy;
 - Reporting any faults with equipment in a timely way so that repairs/adjustments to IT systems or replacement can take place
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Good Practice for Lone Workers

Paper or electronic diaries are kept up to date and details of movements/appointments entered together with approximate timescales.

Reporting-in procedures are used when staff are working away from the Town Council office. This can be by a telephone call, e-mail or both.

Staff should carry their mobile phone (if provided) and ensure it is charged and in credit.

Staff may sometimes be required to work outside normal working hours. This work must be planned and cannot just occur.

Wherever possible if there is a risk identified, two members of Staff should attend site meetings. If a colleague is not available, staff should attempt to attend with a councillor.

When away from the office and alone, if plans change significantly, this should be communicated back to the office/colleague or Line Manager.

Wem Town Council Lone Worker Procedures

Groundsman Call In procedures

Groundsman will be required to

- Email the Town Clerk or telephone the office before 9.15 each morning stating where main work locations will be that morning.
- Email the Town Clerk or telephone the office between 12.30 and 13.00 each day providing details for main work locations in the afternoon.

If no staff are to be in the office then you should be informed of this in advance and you will be required to contact the Mayor or Deputy Mayor with your location

If due to unforeseen circumstances your work location plans change considerably you will be required to contact the Town Clerk to inform her of the changes as soon as practicably possible.

Office Staff Lone Working Procedures

Lone working in the Town Council office will predominantly affect the Town Clerk and Project Assistant, although during periods of annual leave other staff will find themselves working alone in the office. The Town Clerk already provides weekly details of her diary to the Mayor and Deputy Mayor however it is recognised that this can change at short notice.

Staff lone working from the Town Council office will be required to

- Seek permission prior to arranging face to face meetings with visitors other than Councillors, on days when they will be lone working in the office.
- Any office based staff lone working must email the Mayor or Town Clerk before 9.15 each morning stating how long they plan to be in the office that day and whether they plan to leave the office for any reason (post office etc.).
- Staff working alone must keep the back door locked.
- Access to the office when lone working must only be through staff entrance doors and not via the back door.

Other staff procedures

Litterpicking

Recreation Ground Litterpicker – family member always aware of when member of staff has left the house and expected time of return. Litterpicker has been issued with emergency out of office contact details as detailed below.

Volunteer litterpicker – Volunteer to sign in book at Town Hall when collecting equipment, map provided of areas permitted for litter picking. Book must be signed when equipment is returned.

Unless attending a pre arranged training course or event. If a staff member is to be away from the Town Council office on Council business for 4 hours then they must call into the office either by means of a telephone call or email within 4 hours of their start time.

Emergency out of hours contacts will be issued to all staff.