



# Lone Working

## Policy 38

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## 1.0 Introduction

- 1.1 Employers have a legal obligation to look after the health, safety and welfare of their employees. Employees may be required to work by themselves because of the nature of their jobs. Lone working is not in itself unsafe but may present a risk to the employee. Typical risk factors include having an accident, being exposed to violence, drunken or threatening behaviour, indecent exposure or coming across attempted criminal activity, such as trespassing, a burglary or theft.
- 1.2 The purpose of this policy is to ensure that there are adequate systems in place to ensure the health, safety and welfare of lone workers in order to reduce the risks of lone working as far as is reasonably possible and practicable.
- 1.3 For the purposes of this policy, lone working is defined as anyone who works in isolation from colleagues without close or direct supervision. Employees include:
  - Parish Clerk
  - Assistant Clerk
  - Admin Assistant
  - Operations Officer
  - Lead Grounds Person
  - Part Time Grounds Person
  - Village Orderly

Examples of lone working include:

- Alone in the Queen's Hall or Cuckfield Village Hall
- Allotment inspections
- Alone at Horsefield Green
- Alone at the Cemetery
- End of hire attendance at the halls
- Travel (driving or walking)

## 2.0 Organisation and Arrangements

- 2.1 Cuckfield Parish Council is responsible for:
  - The lone working arrangements of employees
  - Determining the contents of this policy
  - Ensuring that there are arrangements for identifying, evaluating and managing risk associated with lone working
  - Ensuring compliance with the policy and providing resources for putting the policy into practice
  - Making sure that employees are aware of this policy
  - Making sure that support is given to employees involved in any incident.

2.2 The Operations Officer is responsible for:

- Making sure that risk assessments are carried out
- Reporting any incidents to the Council

2.3 All employees are responsible for:

- Taking reasonable care of themselves and other people who may be affected by their actions
- Following rules and regulations laid down by the Council
- Reporting incidents that may affect the health and safety of themselves or others
- Receiving training designed to meet the requirements of this policy
- Reporting dangers or concerns they may have
- Recognising potentially high risk activities and putting in place arrangements to mitigate risk associated with working alone
- Working unsupervised and requesting help when necessary

### **3.0 Lone Worker Guidance**

3.1 Trust your intuition and always think of your personal safety.

3.2 If working in a lone working capacity, employees need to be aware that they are alone and take any precautions that they believe to be sensible in that situation.

3.3 Do not put yourself at undue risk. Try to avoid confrontation. If a situation develops try to remain calm. If violence is threatened try to withdraw from the situation or call for help.

3.4 At no time must employees attempt to protect property from damage or theft. If damage or theft is taking place, then employees have a responsibility only to themselves and to ensure, as is reasonably practicable, the safety of the public.

### **4.0 When alone at the Queen's Hall**

4.1 Ensure that the office door is locked when the office is occupied and staff are working alone in the building.

4.2 Install and use a video doorbell to enable staff to have conversations with unexpected visitors prior to considering admitting them to the office.

4.3 If you have any reason to suspect that visitors are potentially aggressive or abusive, do not admit them. Ask that they call back when other staff members are present.

4.4 Only admit visitors during office opening hours unless by prior appointment. There is no requirement for staff to open the office door to visitors out of official opening hours, and any complaints made by members of the public about this action will not be upheld.

4.5 Keep all internal doors locked where possible, to prevent people moving about the hall unless they are there by prior arrangement.

## **5.0 When alone at Cuckfield Village Hall**

- 5.1 If you feel at risk or vulnerable, lock the doors behind you so that strangers cannot come in while you are in the premises, phone for help and wait for assistance to arrive.

## **6.0 Alone on Site (Horsefield Green, Cemetery, Allotments, End of Hire Attendance)**

- 6.1 Carry a mobile phone with you.
- 6.2 Plan visits, make every effort to identify any potential hazards and risks you may be exposed to and apply control measures to eliminate or reduce these potential risks. Consider if you need to be accompanied.
- 6.3 Let a colleague know when you will be attending a site alone and provide an estimated time of return.

It is not good practice to make unplanned visits when passing or on your way home.

## **7.0 Reporting**

- 7.1 Employees must ensure all incidents where they feel threatened or unsafe (even if not a tangible event/experience) are reported. This includes incidents of verbal abuse.
- 7.2 Report the incident through an Incident Report Log.

## Cuckfield Parish Council: Incident Log

Name: \_\_\_\_\_

Date: \_\_\_\_\_

Location: \_\_\_\_\_

Details:

Outcome: