

## **Lone Worker Policy**

### **Introduction**

Lone workers can be anyone who works by themselves without close or direct supervision, e.g. home workers, persons working in an office on their own, people working outside normal hours on their own, staff who have to travel on their own to other locations for work away from their office base. There are 3 members of staff currently employed by Brickhill Parish Council and this policy applies to all of them.

### **People and Their Duties and Responsibilities**

The parish council has responsibility for:

- Taking a legal “duty of care” to all of their employees and volunteers to provide them with a safe system of work
- Regularly reviewing, documenting, updating, and communicating working practices and procedures to all paid staff and volunteers
- Putting in place working practices and procedures identified in risk assessments to reduce risk
- Ensuring that all staff and volunteers are trained and understand what is required of them
- Knowing where employees and volunteers are during working hours
- Ensuring that employees and volunteers follow agreed practices and procedures
- Raising lone working issues with the personnel committee
- Learning any lessons and putting revised plans into action where necessary
- Ensuring that anyone working alone is medically fit to do so

### **All lone workers are responsible for:**

- Taking a legal “duty of care” for their colleagues
- Carrying and using all equipment provided for their safety e.g. personal alarms and mobile phones and making sure batteries are working
- Understanding the risks that affect them and not taking unnecessary risks
- Raising any issues or concerns with the Organiser
- Keeping in contact with a designated person whilst working alone
- Informing the designated person of any changes to their movements or if their vehicle breaks down
- Ensuring that they know where they are going – taking maps with them before embarking on a journey
- Knowing what to do if threatened verbally or physically (see below)

- Reporting to the designated person immediately if they experience anything unpleasant, no matter how trivial
- Ensuring that a record is made of the date, time and location of any incident
- Ensuring that an outside individual will take action if they do not return home when expected (where a phone call cannot be made to the office, e.g. attending a meeting out of normal working hours)
- When working after hours in the parish council office, ensuring that all external doors are locked to prevent uninvited visitors/intruders.

### **Waveney Green litter picker**

This employee works fixed days and hours per week. It is proposed that at the end of each shift the employee will contact office staff to inform them their work is completed, this can be done by phone/text/email or by visiting the office.

### **Assistant Clerk**

Works 2 days per week on Monday and Tuesday. If out on appointments or site visits on those two days, then the line manager (the Clerk) to be informed upon departure of the likely timescale and expected time of return to office. If appointments are scheduled for alternative days or evenings then a txt/email should be sent to the Clerk prior to departure of the likely timescale and a further txt/e-mail after appointment completed. If appointments/visits arranged for weekend then a member of family will be aware of this and no requirement to report back to office afterwards.

### **Clerk**

On days when the Assistant Clerk is in the office the Clerk will make necessary arrangements with the Assistant Clerk when leaving the office and returning. On Wednesday, Thursday and Friday, the Clerk will inform their line manager or a family member either by email/txt if they are leaving the office or attending appointments. Similarly upon return to the office email/txt their line manager/family member.

### **Action to be taken if you are threatened verbally or physically**

- If you are in a position to do so, get out as quickly as possible
- If you are not near an escape route, withdraw to a room, barricade yourself in, smash a window, scream FIRE (it is proven to be more successful than HELP).
- Do not feel embarrassed about causing a scene, do all you can to attract attention
- Call 999 on your mobile phone and remember to tell them your address
- If possible, dial 999 again on terrestrial phone as the call will be traced automatically.