

Lone Worker Policy (Revised 4th April 2024)

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 2 members of staff currently employed by Brickhill Parish Council and this policy applies to both 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
- Understanding the risks that affect them and not taking unnecessary risks
- Raising any issues or concerns with the person designated as contact
- 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 hours per week but various locations. It is proposed that the litter picker informs the designated contact (the Clerk) when the shift starts and where the work is to be carried out. It is proposed that at the end of each shift the employee will contact the Clerk to inform her their work is completed, this can be done by phone/text/email or by visiting the office.

Clerk

Working from home: A family member is aware of the details.

Working in the Office in St Marks:

As the Clerk works alone in an upstairs office at St Marks, she will notify staff in the Church office of her arrival and when she is expected to leave.

Should she need to work when the Centre is closed, she will message the Parish Council Chairman of the start time and when she is planning to leave. She will message again upon leaving.

Meetings outside the office.

The Clerk will ensure the Church office staff or the Parish Council Chairman is aware of the details of these – where, who she is meeting and the duration.

If visiting the Allotments, the Clerk will notify the staff in the Church office as to when she is attending and when she expects to leave. She will confirm she has left the allotments once that has occurred. Should the visit be outside Centre hours, she will make contact with the Chairman.

Where meeting strangers (potential tenants) on the allotment – a parish councillor will be asked to accompany her.

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.