



# Frodsham Town Council

## Lone Working Policy & Procedure

### 1 Introduction

- 1.1. Frodsham Town Council (FTC) recognises that there are occasions when an employee has to work alone - either in the office or in the community, and is keenly aware that these occasions can entail risks to the personal safety of the employee.
- 1.2. This document defines the Policy & Procedure intended to minimise the risks associated with lone working.

### 2 Policy Statement

- 2.1. Where service delivery or its associated tasks require an employee to work alone, both the employee and the Council will assess the risks involved and endeavour to minimise them.
- 2.2. This Policy supplements statutory provisions of the Health & Safety at Work Act 1974 and of the Management of Health and Safety at Work Regulations 1999.

### 3 Objective

- 3.1. The Policy aims to provide employees with guidance on managing potential risks. It is NOT intended to raise unnecessary anxiety

### 4 Scope

- 4.1. This policy applies to all employees who may be working alone at any time.
  - a Staff working alone in the office may become the target of:
    - Criminal activity
    - Violence from a user who is emotional (angry) or under the influence of drugs/alcohol.
  - b Staff working in the community

### 5 Definition

- 5.1. *Lone Working* refers to situations where an employee, in the course of his/her duties, works alone in the office or in the community, is isolated from colleagues and is without access to immediate assistance.

### 6 Procedures

- 6.1. *Security of Buildings*
  - a FTC is responsible for ensuring that:
    - All reasonable steps are taken to control access to the building,
    - Emergency exits are easily accessible,
    - Alarm systems are tested regularly,
    - Key codes for access are changed if a breach of security is suspected, and
    - Telephone and first aid equipment are accessible.
  - b The employees must:
    - Not enter a building alone If there is an indication that it has been broken into,
    - Ensure they are familiar with the exits and alarms.
- 6.2. *Personal safety*
  - a FTC will:
    - Make provision for regular contact, both to monitor the situation and to counter the effects of working in isolation,
    - Ensure that effective arrangements for contacts and response are tailored to the needs individual employees.
    - Issue, on request, a mobile telephone to employee(s) working in the community.
  - b Employees should take all reasonable precautions to ensure their own safety and follow the guidance:
    - Do not assume that having a mobile phone is a sufficient safeguard,
    - Inform your line manager (or other nominated person) when & where you will be working alone,
    - Assess the risks involved in conjunction with the Chair of the Policy & Process Committee (or other nominated person),

- If you use potentially hazardous material/equipment, inform your line manager (or other nominated person) before the start and at the end of its use,
  - Check that your mobile telephone is charged, in working order and with sufficient credit remaining with the relevant provider,
  - Check that electrical and other mechanical equipment is safe to use. Ensure that faults are reported and dealt with, and
  - Be aware of what might be used as a weapon against you in a potentially violent situation and of possible escape routes.
- c If a member of staff does not report in as expected, an agreed plan (to check on the situation and to respond as appropriate) should be put into operation.

## **7 Assessment of Risk**

7.1. The following factors should be taken into account in assessing potential risks:

- a The environment (location, security, access),
- b The context (nature of the task, any special circumstances),
- c Indicators of potential or actual risk, and
- d History (previous incidents in similar situations)

## **8 Planning**

8.1. FTC will ensure that agreed contacts in case of an emergency and a system for reporting back are in place.

## **9 Reporting & Recording**

9.1. Employees must report every incident of violence or abuse when it occurs or as soon as possible thereafter.

9.2. A record of all reported incidents will be maintained. The following details will be recorded:

- a Date of incident,
- b Site of incident,
- c Individuals involved,
- d Cause of incident,
- e Any injury suffered by the victim,
- f Any resulting absence, and
- g Proposed action to prevent recurrence of similar incidents.

## **10 Post-Incident Support**

10.1. Employees should not feel that they have to cope alone after an incident. They will have the opportunity to debrief with the Chair of P&PC, their line manager or a colleague or Councillor.

10.2. FTC will:

- a Arrange for the employee to receive medical assistance in case of physical injury,
- b Arrange for the employee to receive professional advice/counselling (including support from the Occupational Health service) when it is considered to be of potential benefit,
- c If appropriate, support the employee in reporting the incident to the Police and any follow-up action that ensues from such reporting, and.
- d Support the employee to deal with any media enquiries.

## **11 Monitoring and Review**

11.1. Implementation of this Policy will be monitored through the supervision process.

11.2. Employees will be encouraged to discuss any concern they have about lone working with the Chair of P&PC.

11.3. The Policy will be reviewed as part of the cycle of reviews, unless circumstances warrant an earlier review.

## **12 Sharing of Information & Data Protection**

12.1. Information will be shared with due regard to issues of confidentiality and data protection.

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