



Corfe Mullen Town Council

Lone Working Policy

1. Introduction

1.1. Corfe Mullen Town Council (the 'Council') recognises that some of its employees work alone, and where this is the case, seeks to ensure the health and safety of all lone workers.

This document:

- raises awareness of the safety issues relating to lone working
- identifies and assesses potential risks to an individual working alone
- explains the importance of reasonable and practicable precautions to minimise potential risk
- provides appropriate support to lone workers, and
- encourages reporting of all incidents associated with lone working so they can be adequately managed and used to help reduce risks and improve working arrangements for the future

2. Scope and Application

2.1. This policy applies to all Council employees, whether full time, part time or contract workers along with employees of the Charities to which the Council is Sole Trustee. It does not apply to Councillors.

2.2. The Council as the employer will protect its employees from the risks of lone working, as far as is reasonably practicable. Working alone is not in itself against the law, and it is often safe to do so. However, the Council's policy is to consider carefully and deal with any health and safety risks for those who work alone.

3. Definition of Lone Worker

3.1. 'Lone Worker' refers to employees who work by themselves without work colleagues either during or outside normal working hours. Examples include:

- a caretaker and/or keyholder who opens and closes the Village Hall either early in the morning or late at night
- a grounds person tending to green space
- office workers who work alone in the premises
- working from home, and
- youth worker setting up and/or clearing down after Youth Club

3.2. Any worker under the age of 18 years, or anyone working in confined spaces is not permitted to work on their own.

4. Legal duties

4.1. The Council as the employer must ensure they comply with their legal duties towards lone workers. The Clerk and/or Deputy Clerk are responsible for the health and safety of all employees and contractors working for the Council.

5. Responsibilities

5.1. All employees have a responsibility for the health and safety of their work colleagues.

The key responsibilities are as follows:

5.2. Clerk and/or Deputy Clerk

- will try to avoid the need for lone working as far as is reasonably practicable
- ensure the employee is competent to work alone
- ensure all lone working activities are formally risk assessed. This should identify the risk to lone workers; any control measures necessary to minimise those risks; and emergency procedures
- arrangements for lone working must be made clear and explained to employees with details of what can or cannot be done whilst working alone
- lone workers must be informed of the hazards and understand the necessary control measures that need to be put in place and have the opportunity to contribute to the risk assessment
- must raise the alarm if employees cannot be contacted or do not return as anticipated
- must ensure all employees are aware of the lone working policy and provide appropriate levels of training and guidance on lone working

5.3. How to manage lone workers flowchart shown in Appendix 1.

5.4. Checklist for lone workers shown in Appendix 2.

5.5. Lone workers

- take reasonable care of themselves and others who may be affected by their work
- follow any instruction given by the Clerk and/or Deputy Clerk
- raise with the Clerk and/or Deputy Clerk any concerns they have in relation to lone working
- inform the Clerk and/or Deputy Clerk at the earliest opportunity in the event of an accident, incident of violence or aggression whilst working alone

5.6. Employees

- to be aware of colleagues working on their own and alert the Clerk and/or Deputy Clerk to any unexpected changes of routine or unanticipated periods where there is no communication
- buddies should ensure they maintain and share up to date contact details (see paragraph 8.)

6. Risk Assessments

6.1. The Clerk and/or Deputy Clerk must complete a risk assessment prior to every lone working activity and kept updated as appropriate. The risk assessment should be reviewed by the lone worker before undertaking the work and communicated to all relevant employees.

6.2. People who work alone will of course face the same risks in their work as those doing similar roles/tasks. However, they may additionally encounter hazards such as:

- sudden illness
- faulty equipment
- travelling alone
- remote locations
- abuse from members of the public
- animal attacks

7. Ways in which lone working risks can be reduced

7.1. Every lone working environment and situation is different; therefore, it is not possible to implement a 'one size fits all' approach. Where there is regular or anticipated lone working, the Clerk and/or Deputy Clerk will devise and implement a lone working plan to meet the needs and risks of the particular circumstances. The plan should be proportionate to any risks that are identified from the risk assessment. The plan for a grounds person lone working with machinery will be more detailed than an administrator working late in the office. This should be written down and communicated to all relevant employees.

7.2. Below are some example strategies that could be implemented on their own or combined:

- Wearing a lone working device
- agreed times and method of contact
- buddy scheme
- Clerk and/or Deputy Clerk to periodically visit and observe lone workers
- regular contact between the Clerk and/or Deputy Clerk and lone workers by mobile phone/WhatsApp group

7.3. Lone workers should be supplied with a lone working device. The device is mounted on a lanyard to be worn where it is accessible, however, care should be taken by those employees operating machinery. Information on the lone working devices can be found in Appendix 3.

7.4. Office lone workers should lock all doors to avoid entry by unknown persons. Any members of the public, delivery drivers and/or contractors should use the intercom located on the wall by the office front door to communicate with office workers. It is only when the office feels safe to unlock the door, should the door be opened.

7.5. A spare set of office keys are located in the external key safe on the wall by the office front door and intercom. Access to the key safe is for emergency use only with access code provided to the Chair and/or Vice-Chair of the Council on a 'need to know' basis.

8. Buddy scheme

8.1. The following information should be documented and kept by the lone worker, their buddy and the Clerk and/or Deputy Clerk:

- name and contact details of the lone worker
- name and contact details of the buddy
- name and contact details of the Clerk and/or Deputy Clerk
- determine a 'code word' that would indicate that the lone worker required assistance

8.2. All information must be kept securely in line with data protection legislation.

8.3. If contact details change, the lone worker must let their buddy and the Clerk and/or Deputy Clerk know.

8.4. In circumstances where a buddy scheme is appropriate, as a way of reducing the risks identified in the risk assessment, the buddy must have relevant details about the lone worker, that may include;

- where they are going (address or area if there is no address)
- details of the purpose (i.e., preparing the Village Hall, grass cutting, meeting etc)
- contact details of anyone intended to meet
- mode of transport
- when expected to return

8.5. A buddy must know what to do if lone worker does not return or make contact at the anticipated/agreed time.

9. Health and wellbeing

9.1. To ensure the personal safety of lone workers, it is important that employees share any details of any aspects of their health that could lead to increased risk with the Clerk and/or Deputy Clerk. This includes pregnancy. The Clerk and/or Deputy Clerk and employee can then jointly plan to mitigate any potential risks caused by any circumstances. This information will be treated confidentially on a strict 'need to know' basis.

10. Reporting incidents

10.1. Any incidents or perceived risks encountered while lone working should be recorded, reviewed and acted upon. The report should include:

- brief note of what happened, when, and who was involved
- any work-related aggression (verbal or physical) including threatening behaviour, details of the incident and of the perpetrator should be captured, which could then be used if the Police take any formal prosecution action. This might be particularly important for more serious incidents of work-related violence, and
- in either instance, this might also include recording details of any circumstances which might have contributed to the incident, e.g., the context of the interaction, perceptions about the condition of the perpetrator, or any environmental circumstances. This information would then support the Council to review the risk assessment process and understand if any additional measures are required


10.2. If an employee feels unsafe, unwell, or becomes injured, contact the Clerk and/or Deputy Clerk, buddy or colleague to let them know or ask someone to do so on their behalf. Call the emergency services for immediate assistance if appropriate.

10.3. If plans change due to feeling unwell or a domestic emergency when working alone, make the Clerk and/or Deputy Clerk, buddy or colleague aware.

11. Review

- 11.1. This Lone Working Policy was presented to the Full Council, for approval and adoption on 25 June 2024, minute no. TC 24/51.
- 11.2. Future reviews will be carried out bi-annually or when any changes are made to current legislation, whichever is sooner.

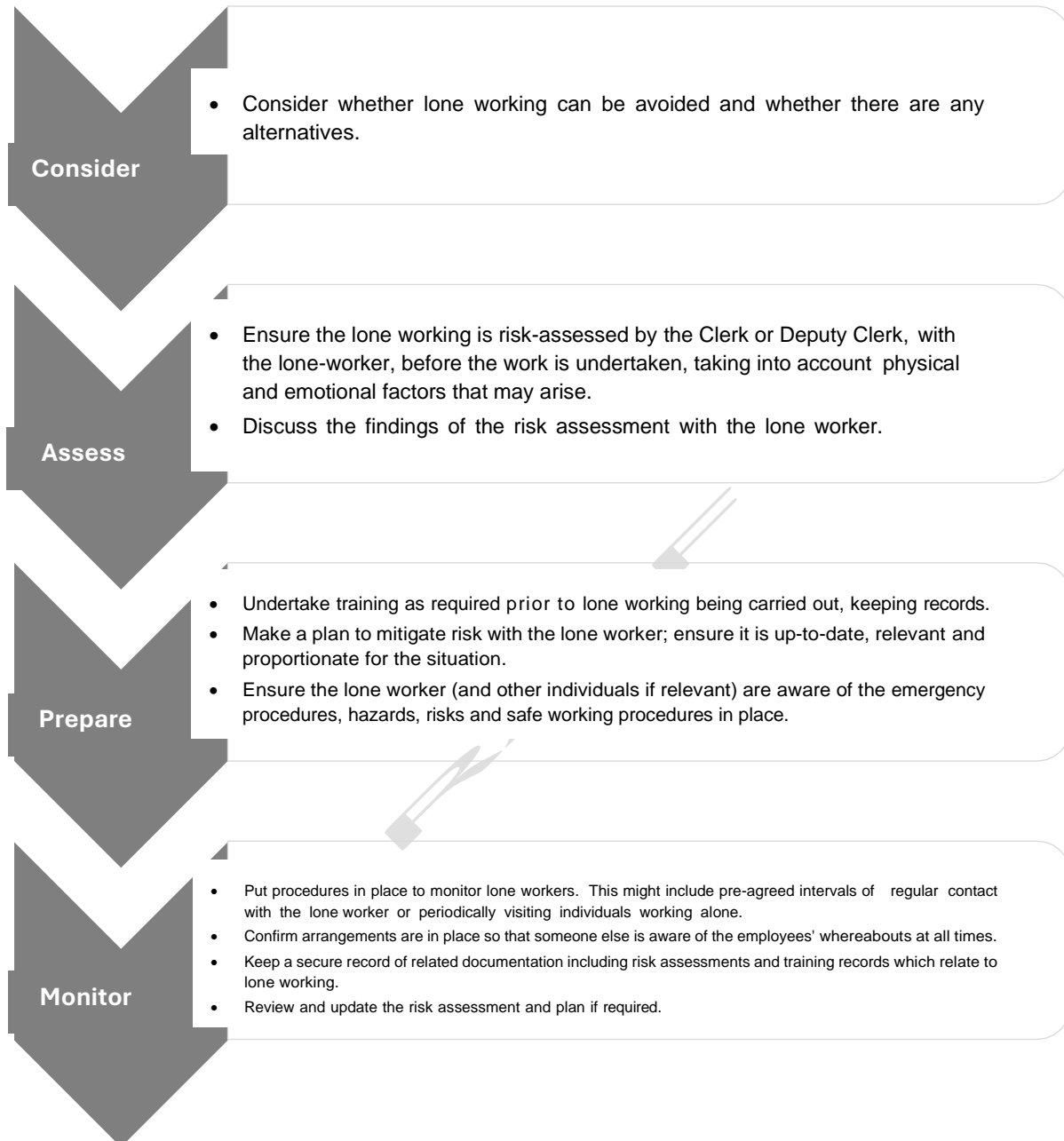
12. References

- 12.1. Working from home –
www.hse.gov.uk/toolbox/workers/home.htm
- 12.2. Lone working -
www.hse.gov.uk/toolbox/workers/lone.htm
- 12.3. Risks of lone working –
www.hse.gov.uk/pubns/indg73.pdf
- 12.4. National Association of Local Councils (NALC)
- 12.5.  brightsafe
- 12.6. Peoplesafe –
www.peoplesafe.co.uk



How to Manage Lone Workers

The Council as the employer should avoid the need for lone working where reasonably practicable. Where lone working is necessary, it is essential to follow the lone working policy in order to reduce the health and safety risks associated with working alone.



Lone Working Checklist

Name of employee.....Job Title.....Date.....

No.		Check box if YES
1.	Has the worker received suitable training to carry out the task or activity?	<input type="checkbox"/>
2.	Is the worker medically fit to undertake the task?	<input type="checkbox"/>
3.	Has the worker sufficient information about the job, equipment or substances?	<input type="checkbox"/>
4.	Does the work involve handling dangerous equipment or substances that require supervision?	<input type="checkbox"/>
5.	If cash is being handled, will they be at risk of violence?	<input type="checkbox"/>
6.	Is there adequate provision for first aid?	<input type="checkbox"/>
7.	Does the worker have the appropriate PPE and are they trained in its use?	<input type="checkbox"/>
8.	Are there facilities to be able to contact the worker at all times?	<input type="checkbox"/>
9.	Has the worker been allocated a lone working device?	<input type="checkbox"/>
10.	Are there suitable arrangements for the worker in the event of an emergency?	<input type="checkbox"/>
11.	Have plans been made to keep in touch with colleagues?	<input type="checkbox"/>
12.	Is there a means for them to contact the Clerk and/or Deputy Clerk?	<input type="checkbox"/>
13.	Are they in possession of emergency contact numbers?	<input type="checkbox"/>
14.	Is the access to, or exit from, the workplace safe and well lit?	<input type="checkbox"/>
15.	Does the workplace present special risks for someone on their own?	<input type="checkbox"/>
16.	Do the arrangements cover out of hours working?	<input type="checkbox"/>
<i>For mobile staff only;</i>		
17.	Do they leave an itinerary with the Clerk and/or Deputy Clerk?	<input type="checkbox"/>
18.	Do they know how to report incidents, including violence or threats of violence?	<input type="checkbox"/>
Comments and further actions required:		

Prepared by:.....Date:.....

Signature:.....

Appendix 3

1. Peoplesafe lone working device is an emergency device worn on a lanyard by lone workers. The device should be worn at all times and accessible whilst working alone.
2. Devices have been allocated to areas of the Council and the Charities to which the Council act as Sole Trustee.
3. Each member of staff to provide emergency contact information and consent to hold information under data protection legislation. It is the responsibility of the employee to ensure contact information held is up to date.
4. The table shown below indicates how the devices are allocated.
5. Each device has emergency contacts and an escalation plan in the event of an emergency shown on the table below.
6. In the event of an emergency and the device is activated, the alarm process is shown below. During the call 'duress words' may be used to notify the Controller of the situation in terms of 'I feel unsafe' (Ice Cream) or 'I am in danger' (Volcano).
7. Alarm Management and Emergency Services process is also shown below.
8. At the end of the call with the Controller will ask the employee for their date of birth to close the call.
9. The Chair of the Council is included in the escalation plan as a contact of last resort.
10. The employee is responsible for providing any changes to contact information. This should be provided to the Administration Assistant who will update the Peoplesafe online portal using the Nexus login.

People Safe Devices

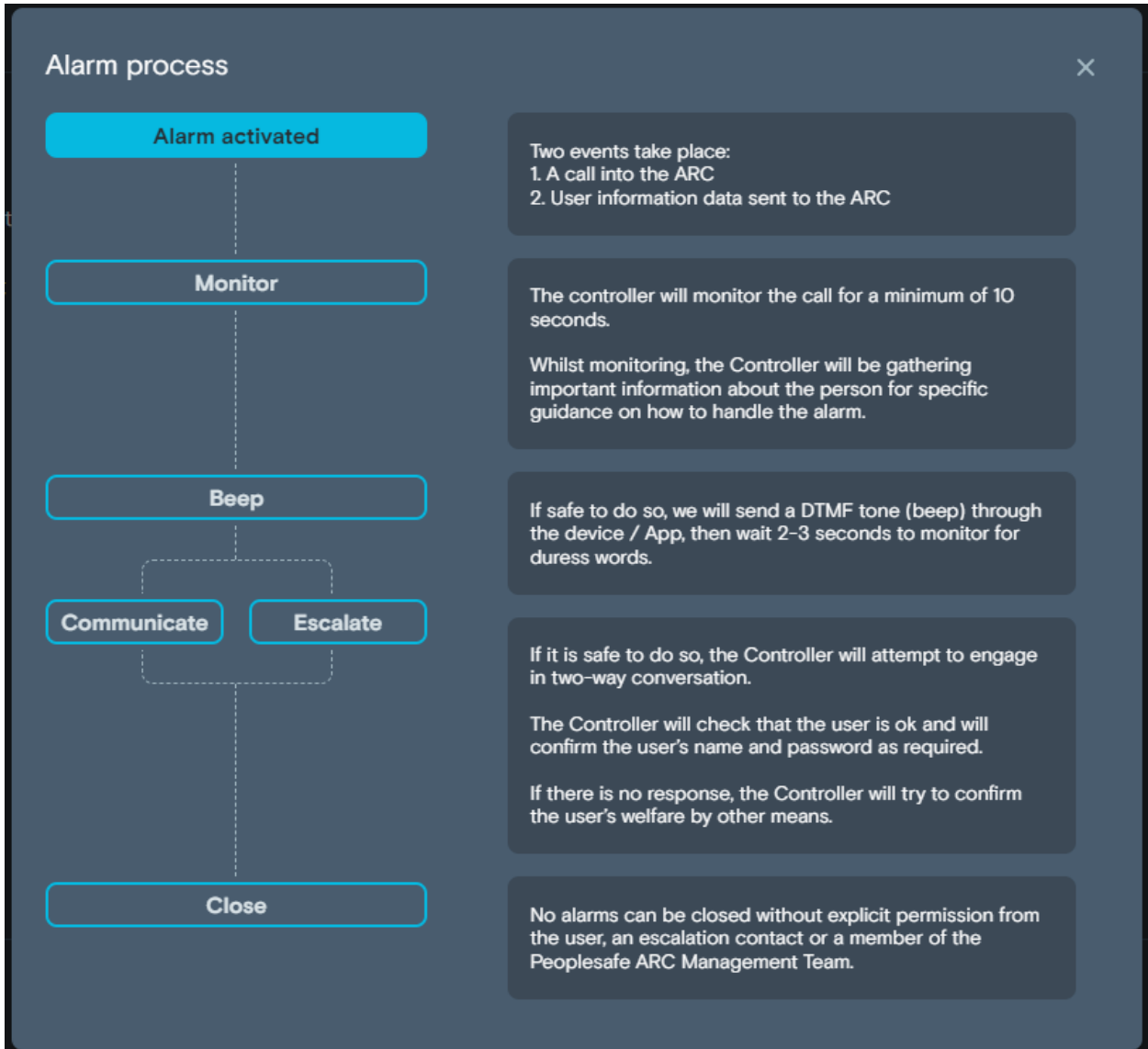
No.	Dept	Profile Setting	Name(s)	Job Role	Emergency Contacts	Escalation Plan
1	Office	Shared	Catherine Horsley	Clerk	Deputy Clerk Chair of the Council	Deputy Clerk Chair of the Council
			Rachel Virrill	Deputy Clerk	Clerk Chair of the Council	Clerk Chair of the Council
			Becky Callender	Administration Assistant	Clerk Deputy Clerk	Clerk Deputy Clerk Chair of the Council
2	Corfe Mullen Youth Trust	Shared	JB	Senior Youth Support Worker	Clerk Deputy Clerk Chair of The Council	Clerk Deputy Clerk Chair of the Council
			LE	Youth Support Worker	Senior Youth Support Worker Deputy Clerk Chair of The Council	Clerk Deputy Clerk Chair of the Council
			MB	Youth Support Worker	Senior Youth Support Worker Deputy Clerk Chair of The Council	Clerk Deputy Clerk Chair of the Council
			GB	Youth Support Worker	Senior Youth Support Worker	Clerk

Version: 2.0

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Minute No: TC 24/51

					Deputy Clerk Chair of The Council	Deputy Clerk Chair of the Council
3	Corfe Mullen Village Hall	Shared	JW	Handyman/Caretaker	Clerk Deputy Clerk Chair of the Council	Clerk Deputy Clerk Chair of the Council
			BC	Keyholder	Clerk Deputy Clerk Chair of the Council	Clerk Deputy Clerk Chair of the Council
4	Grounds Team	Shared	Phil Jessiman	Assistant Grounds Person	Clerk Deputy Clerk Chair of the Council	Clerk Deputy Clerk Chair of the Council
			Paul Shepherd	Assistant Grounds Person	Clerk Deputy Clerk Chair of the Council	Clerk Deputy Clerk Chair of the Council
			Darren Barnes	Assistant Grounds Person	Clerk Deputy Clerk Chair of the Council	Clerk Deputy Clerk Chair of the Council



ARC – Alarm Receiving Centre
 DTMF – Dual-tone multi-frequency

Alarm management



Welfare

The primary objective for a Controller is to ascertain the user's welfare.

Verify

The Controller needs to verify the user's welfare and what type of alarm is being raised.

The Controller does this by:

- monitoring the audio,
- asking the user questions (if safe to do so),
- reviewing the user's profile.

If contact is not made then the Controller will use other means, i.e. calling the user's mobile or sending an SMS.

If this fails, the Controller will follow the escalation plan.

User location

The location of the user is provided automatically from the GPS within the device.

Voice memos will be listened to by Controllers when they do not have sufficient information to provide assistance.

Covert call

If the ARC receives an alarm with no call or the call is disconnected, the Controller can covertly call a device (Not Apps) to assess the situation.

Journal

During an alarm the Peoplesafe systems automatically log information into a journal.

The Controller also adds comprehensive notes to the journal to fully document the events that occurred.

Emergency services



Welfare

If the emergency services are required and the user is in a safe location and feels comfortable to do so, the Controller will suggest that they make the call. Firsthand information provided to the police is always preferred. The Controller will monitor the situation in case the situation changes and can intervene and update the police if needed.

If the police are required and this is a non-emergency situation the ARC can call the police on the user's behalf, but the ARC will not be able to gain a faster response from the emergency services than the user, as we have strict guidance on when we can call the police via URN number.

Situation

If it is unclear what is happening, the Controller will need to obtain more information, as the emergency services will not attend or be able to prioritise the alarm effectively:

- What is happening
- Where this is happening
- Are weapons involved
- How many people are there?

If the above is not available, then the Controller will obtain the information:

- If it is safe to do so, via the device
- If safer, via the user's mobile phone by asking closed ending questions as not to aggravate the aggressors
- Or by calling an escalation contact to see if they are able to assist with more background information.

Serious Threats

If a serious threat is determined, the Controller is able to call the police with a unique reference number (URN).

The Controller has a direct line to the local police and the URN lets the police know that there is a severe situation in progress which they need to respond to immediately.