



Policy

Swillington Village Council will take every practical step to protect the health, safety and welfare of its employees and Councillors whenever they are required by the nature of their duties to work alone and without direct support and supervision.

The Council's employees are expected to work alone and for all staff lone working is normal. Whilst working alone is not in itself unsafe there may be circumstances where working alone can increase risks. The Council recognises that there may be increased risks to staff who are required to work alone. The implementation of this policy should help to reduce these risks.

The policy applies to employees and Councillors and for the purposes of this policy lone working is defined as any activity or function performed on behalf of Swillington Village Council without any close supervision or without any other employees or Councillors.

Organisation & Arrangements

Swillington Village 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
- Undertaking a lone working risk assessment
- Ensuring compliance with this policy and providing resources for putting the policy into practice
- Making sure that employees and councillors are aware of this policy
- Making sure that appropriate support is given to employees and councillors involved in any incident

The Clerk to the Council is responsible for:

- Making sure that risk assessments are carried out and reviewed regularly
- Reporting annually to the Full Council on any incidents and actions taken in response

All employees and Councillors engaged in lone working are responsible for:

- Taking reasonable care of themselves and other people who may be affected by their actions
- Follow all rules and regulations laid down by the Council
- Report all incidents that may affect the health and safety of themselves or others

- Taking part in training designed to meet the requirements of this policy
- Report any dangers they identify or any concerns they might have
- Record full details of their lone working time
- Recognise and assess potentially high-risk activities before carrying out any work activity and put in place appropriate arrangements to carry out the identified task safely to mitigate risk associated with working alone
- In addition, and if appropriate, complete a form detailing visits from aggressive or potentially violent people. Any such forms or reports should be provided to the Chair for appropriate action to be taken by the Council.

Lone Worker Guidance

- Lone workers must carry a mobile telephone.
- Lone workers must carry a personal alarm supplied by the Council.
- Employees and councillors must take reasonable care not to put themselves at undue risk. If they feel that they would be at particular risk unless additional precautions are taken then they should discuss this with the Council.
- Employees should inform their line manager of lone working outside of your own home – your start time, location and estimated end time.
- Try to avoid confrontation. If a situation does become heated, try to stay calm. If violence is threatened, leave.
- If an employee or Councillor suspects that a violent attack is imminent it may be possible to use your mobile phone to call the police on 999. Heated arguments can suddenly escalate to the point at which violence is used and in practice there may be little time to call for help.
- Employees who find themselves in a violent situation may activate their personal alarms. It may be that activation of an alarm is enough to halt any attack.
 - o Note: personal alarms are not weapons and should be used only to startle an attacker and alert passers-by. Aggressive use of such alarms may inflame a situation.
 - o Personal alarms are not toys; they can emit a piercing noise and could damage hearing if held close to someone's ear. Ensure they are kept out of reach of children when stored at home.
- Ensure you undertake your annual safety refresher training which includes training on lone working, which will give you the skills and knowledge to do your job safely and without risks to health. If you feel that you need extra training then discuss this with the Council.
- Try to avoid entering unattended sites or premises where possible.
- The Clerk will have a Councillor of their choice present when meeting with members of the public in the Council office or in a public space that does not have a visible presence of others.

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APPENDIX 1 – LONE WORKING RISK ASSESSMENT

Risk area	Description of risk	Who may be affected	Likelihood	Impact	Existing controls	Further action	Residual risk
Meetings with third parties	Clerk meets contractors, residents and other third parties in offices or public locations. Risk of harassment, aggression or unsafe situations.	Clerk	Low	High	<ul style="list-style-type: none"> ● Councillor present for high-risk meetings (in less public places and with new people). ● Ability to end meetings if uncomfortable. 	<ul style="list-style-type: none"> ● Implement a check-in / check-out procedure for Clerk meetings with third parties. 	Low
Lone working at the Village Hall	Clerk alone in the building. Risks include medical emergencies, accidents, or unauthorised visitors.	Clerk, Cleaner	Low	High	<ul style="list-style-type: none"> ● Access to phone. ● Building is a known location & estimated return time given to next of kin. ● Cleaning equipment provided, and health & safety processes in place. ● COSHH & manual handling training provided. ● Cleaner secures building while working & has a check-in / check-out procedure. 	<ul style="list-style-type: none"> ● Implement a check-in / check-out procedure. ● Emergency contact list for all staff to be circulated to staffing committee and Village Hall Committee. ● Annual refresher COSHH, manual handling & health & safety training provided to Cleaner. 	Low

Lone working around the village	Cleaner alone in the building. Risks include slips, trips, manual handling injuries, or encountering intruders.	Clerk, Litter Picker	Medium	High	<ul style="list-style-type: none"> • High-visibility clothing, suitable PPE, and first aid kit supplied. • Check-in / check-out procedure implemented. • Mobile phone carried. • Personal safety training & guidance provided. 	<ul style="list-style-type: none"> • Ensure check-in / check-out procedure is followed. • Annual refresher training. 	Low / Medium
Emergency situations	Illness, injury, or threatening behaviour when no-one is immediately available to assist.	All lone workers	Medium	High	<ul style="list-style-type: none"> • Staff carry phones. • Personal alarm? 	<ul style="list-style-type: none"> • Maintain up-to-date emergency contacts. • Ensure welfare checks undertaken on staff who do not check out from lone working at the expected time. 	Low / Medium

Overall Risk Level: Medium

Priority Actions:

- Ensure check-in / check-out system is enforced for all lone working situations outside of the employee's home and that a welfare check is undertaken when necessary.
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