

PURTON PARISH COUNCIL	LONE WORKING POLICY
APPROVED BY COUNCIL:/...../..... <i>This policy will be reviewed once every 5 years unless there is a significant change in legislation or staffing requirements</i>	
Signed by Clerk:	Dated:

1. Policy Statement

Where the conditions of service delivery or its associated tasks require staff to work alone, both the individual staff member and Purton Parish Council have a duty to assess and reduce the risks which lone working presents.

2. Purpose

This policy is designed to alert staff to the risks presented by lone working, to identify the responsibilities each person has in this situation, and to describe procedures which will minimise such risks.

3. Scope

This policy applies to staff who may be working alone, at any time. Some staff work outside office hours and/or alone due to flexible working patterns. Within this document, ‘lone working’ refers to situations where staff in the course of their duties work alone or are physically isolated from colleagues and without access to immediate assistance.

4. Security of Buildings

Purton Parish Council, The Clerk and staff must ensure that:

- All appropriate steps are taken to control access to the buildings and that emergency exits are accessible
- Alarm systems are tested regularly – both fire and intruder
- Staff when working alone are familiar with exits and alarms
- There is access to a telephone and first aid kit
- If there is any indication that the building has been broken into, they call for assistance before entering. See separate intruder alarm policy
- External doors are locked to avoid unauthorised visitors
- Staff are familiar with the no-smoking rules and procedures
- Whenever possible that they park in a well-lit section of the Charity carparks
- Known medical conditions must be reported to the Clerk
- Be aware that some tasks may be too difficult or dangerous to be carried out by an unaccompanied member of staff
- Ensure sign in and sign out procedures are followed when using contractors who are lone working

5. Personal Safety

Staff must not assume that having a mobile phone and a back-up plan is a sufficient safeguard in itself. The first priority is to plan for a reduction of risk. Staff should take all reasonable precautions to ensure their own safety, as they would in any other circumstances.

If a member of staff does not report in as expected an agreed plan should be put into operation, initially to check on the situation and then to respond as appropriate using emergency contact information if necessary.

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6. Measures in place to reduce risks

Where staff work alone for extended periods and/or on a regular basis, the Clerk must make provision for regular contact, both to monitor the situation and to counter the effects of working in isolation. Risks have been assessed and are documented in the relevant risk assessment for each work activity, e.g. caretaker, cleaner, office, grounds general duties.

Responsibilities of Caretaker and Cleaner

Both work outside of office hours, including early mornings and weekends. Working in the Village Hall and Village Centre during times when the halls are closed:

- Ensure charged mobile phone is kept on them during work times
- Caretaker and cleaner to phone each other in the mornings before the office opens to check that they are both ok
- If covering holidays and working both buildings ensure that they sign out daily by informing the Clerk/office staff that they have finished for the day
- No duties that are high risk or involve two people should be undertaken outside of office hours
- Do not use the back steps of the village hall or other areas where there is a confined space or staff are not easily seen out of office hours
- Ensure all pre-safety checks are carried out especially on equipment
- Ensure that if working out of office hours on weekends that a family member or friend is informed of the time they are expected to return home/finish. The PPC emergency contact numbers should be given to those friends or family members who are monitoring staff movements on the weekends and should there be an issue, e.g. staff do not return home at the expected time, emergency contacts should be informed and will take appropriate action.

Responsibilities of Groundstaff

Both work during office hours:

- Ensure a charged PPC mobile phone is kept with them at all times
- Do not carry out activities that are high risk or require two persons
- Phone into the office during the workday and inform the Clerk/office staff that you have finished for the day if lone working
- Carry the first aid kit on your belt and in the van
- Ensure all pre-safety checks are carried out especially on equipment
- If working independently at different locations groundstaff to phone each other to ensure there are no issues
- A panic alarm will be provided for groundstaff who are lone working and may come into contact with unpredictable members of the public.

Responsibilities of Office Staff

Generally work during office hours but stay late in the village hall for Council/Charity meetings. Occasional out of hours call outs predominately for the Clerk:

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- Village hall doors are locked. Access by visitors is only through intercom acceptance only, but they should not let visitors into the office if you feel uncomfortable
- Panic alarms are provided under desks which are serviced annually
- If showing someone around one of the halls, take a mobile phone and if necessary allow the visitor to view the halls by themselves if you do not feel comfortable to accompany them. Only show them around if there is someone else in the office
- A panic alarm will be provided for all staff who are in a vulnerable position of having to meet public/contractors with no other members of staff available
- If you get called out outside of office hours refer to the intruder alarm policy, or if it is to do with an active booking and you do not feel comfortable to attend alone call for back up

7. Supervision and Training of Lone Workers

Lone workers must be suitably experienced, receive relevant training and instruction about the risks they are exposed to and the precautions that are needed. The Council will aim to ensure that adequate supervision is available. The extent of this is a management decision and will depend on the level of risk, type of risk and duration of exposure. Procedures should be in place for the regular contact between lone workers and his/her supervisor.

8. Incident Reporting

An incident can be defined as an unplanned or uncontrolled event or sequence of events that has the potential to cause injury, ill health or damage. All incidents must be reported to the Clerk as soon as they occur. Employees should ensure that all incidents where they feel threatened or unsafe (even if this is not a tangible event/experience) are reported. This includes incidents of verbal abuse. It is a good idea to remind employees that they should dial 999 if they need emergency assistance whilst out and about.

9. Emergency Contacts

Deborah Lawrence, Parish Clerk tel 07812 346936
 Ray Thomas, Chair of Council tel 07825 233018
 PFS Security Systems Ltd (for intruder situations) day time number is 01793 642792
 PFS Security Systems Ltd (for intruder situations) out of hours number 08448791181

10. Communication

This policy will be issued to all staff members. Staff will be expected to follow the measures they are individually responsible for carrying out. The Clerk should be informed of any concerns staff have.

Review Date	Review Detail