



STRATFORD-UPON-AVON TOWN COUNCIL

Lone Working Policy and Procedures

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Purpose of this policy and procedure

The Council recognises that some of our staff 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 that they can be adequately managed and used to help reduce risks and improve working arrangements for the future

The Health and Safety at Work Act 1974 dictates that employers have a duty of care to ensure the safety and welfare of their employees (so far as is reasonably practicable).

Stratford-upon-Avon Town Council has a duty to assess the risks to lone workers and take steps to avoid or control risk where necessary

Lone workers are people who work alone for some or all of the time without direct or close supervision or support.

The scope of this policy

It applies to all staff, whether full time, part time or temporary workers. It does not apply to Councillors. Every lone working environment and situation is different, and therefore it is not possible to implement a 'one size fits all' approach. Where there is regular or anticipated lone working, the Council will devise and implement a lone working plan that meets the needs and risks of their particular circumstances.

Policy

We will protect staff 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.

Definition

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

- A caretaker who opens and closes a hall either early in the morning or late at night;
- A groundsman tending to green space;
- Office workers who work alone in the premises;
- Homeworkers.

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

Risk assessment

Although it is not against the law to work alone, you are required to carry out a risk assessment to identify the hazards of the work, assess the risks involved, and put measures into place to avoid or control the risks. It is important to talk to employees; this will help to ensure that all the relevant hazards have been identified and appropriate controls chosen. It may not be necessary for people to work alone and this should be considered before carrying out the task.

Control measures may include instruction training or supervision of protective equipment. You should take steps to check that control measures are used and review the risk assessment from time to time to ensure it is still adequate.

When risk assessment shows that it is not possible for the work to be done safely by a lone worker, arrangements for providing help or back up should be put in place.

Safe working arrangements

Some of the issues which need special attention when planning safe working arrangements are as follows:

- 1. Can the risks of the job be adequately controlled by one person?**

Lone workers should not be at more risk than other employees. This may require extra risk control measures. Precautions should take into account normal work and foreseeable emergencies, e.g. fire, equipment failure illness and accidents. You should identify situations where people work alone and ask questions such as:

- Does the workplace present a special risk to the lone worker?
- Is there a safe way in and out for one person?
- Can all the plant, substances, tools and materials be safely handled by one person?
- Is there risk of violence?
- Are those with a disability at risk if they work alone?
- Are young persons at risk if they work alone?

2. Is the person medically fit to and suitable to work alone?

Check that lone workers do not have medical conditions which make them unsuitable for working alone. Seek medical advice as necessary. Consider both routine work and foreseeable emergencies which may impose additional and mental burdens on the individual.

3. What training is required to ensure competency in safety matters?

Training is particularly important where there is limited supervision to control, guide and help in situations of uncertainty. Training may be useful to avoid panic reactions in unusual situations. Limits should be set as to what can and cannot be done while working alone.

4. How will the person be supervised?

Supervision can help to ensure that employees understand the risks associated with their work and that the necessary safety precautions are carried out. Supervision of health and safety can often be carried out when checking the progress and quality of the work. It may take the form of periodic site visits combined with discussions in which health and safety matters can be raised. The level of supervision required is a decision which should be based on the findings of the risk assessment. The higher the risk, the greater the level of supervision. It should not be left to the individual to decide whether or not they require supervision.

Procedures will need to be put in place to monitor lone workers to see that they remain safe.

These may include:

- Line Managers periodically visiting and observing people working alone;
- Regular contact between lone worker and other member of staff using either, mobile, text, WhatsApp or email;
- Other devices designed to raise the alarm in the event of an emergency and which are operated manually or automatically;

- Checks that a lone worker has returned to their base or home on completion of a task.
- 6. What happens if a person becomes ill, has an accident, or there is an emergency?**

Lone workers should be capable of responding correctly to emergencies. Emergency procedures should be established and employees trained in them. Lone workers should have access to adequate first aid facilities (generally first aid kit). In some situations lone workers might offer a code word to a colleague if they consider themselves in danger. If a distress call is made the normal response would be for the receiver of the call to dial 999, give the details of the call, the situation (i.e. home visit) and the location of the member of staff.

All staff should be made aware of this procedure and take account and adhere to the control measures overleaf.

**Town Clerk
May 2025**

Date of policy: April 2025

Approving Committee: Personnel Committee

Date of Committee meeting: May 2025

Policy Review: Every four years or sooner if there are changes in legislation or other relevant matters.

LONE WORKING CHECKLIST AND RISK ASSESSMENT			
Workplace locations: Town Hall Cemetery Hatton Rock facility			There will be different procedures for lone working in the three main locations.
Location of lone working:			
Reason for lone working:			
Period of lone working:			
Person working alone:			
Name of line manager:			
			CONTROL MEASURE
Medical fitness: Is the employee subject to any medical condition that may place them at increased risk when working alone?			The employee must ensure that any medical conditions which might be relevant to their working alone are fully discussed with their line manager. Individuals must not work alone if any such condition is as assessed as placing them at increased risk.
Supervision: What arrangements are in place to maintain contact with the employee? (LW)			The LW must comply with log in/log out arrangements. Before a LW leaves the main location, they must ensure that a colleague knows where they are going to work and for how long. If it is for a period of more than 1 hour arrangements must be made for contact to be made between the two parties to establish the wellbeing of the LW .
Training and competency: Has the employee been given the necessary training, information, instruction and training and is the employee competent to carry out the work alone?			Any person authorised to be in the building outside normal working hours must be fully competent to carry out the work safely and be fully conversant with emergency procedures.