



LONE WORKING POLICY

The Lone Working Policy was reviewed and approved by the Council at its meeting held on 28 September 2023. Document to be reviewed biennially.

	Date	Minute Reference
Adopted	25/02/2021	
Reviewed & amended	28/09/2023	23/178
Reviewed & amended	22/01/2026	25/325
Next Review	January 2028	

LONE WORKING POLICY

1. Introduction

1.1. Nazeing Parish Council recognises that staff maybe required to work by themselves in the community without close or direct supervision and in isolated areas.

1.2. Under the Health and Safety at Work Act 1974 and the Management of Health and Safety at Work Regulations 1999, Nazeing Parish Council has a legal obligation to look after the health, safety and welfare of their employees and contractors. However, employees have responsibilities to take reasonable care of themselves and other people affected by their work.

2. Scope of the Policy

2.1. This policy applies to all situations involving lone working arising in connection with the duties and activities of Nazeing Parish Council staff.

2.2. Lone workers include:

- Those working at their main place of work where:
- Only one person is working on the premises
- People work separately from each other, e.g. in different locations.
- People working outside normal office hours
- A groundsman tending to green space(s)
- Those working away from their fixed base where: One worker is visiting another premises or meeting venue; One worker is making a home visit to an individual; One worker is working from their own home.

3. Aims of the Policy

3.1 The aim of the policy is to:

- Increase employee awareness of safety issues relating to lone working.
- Ensure that the risk of lone working is assessed in a systematic and ongoing way, and that safe systems and methods of work are put in place to reduce the risk so far as is reasonably practicable.
- Ensure that appropriate training is available so that employees are able to recognise risk and to provide practical advice of safety when working alone.
- Encourage full reporting and recording of any incidents relating to lone working.
- Reduce the number of incidents and injuries to staff related to lone working.

4. Responsibilities

4.1. Nazeing Parish Council is responsible for:

- Ensuring that there are arrangements for identifying, evaluating and managing risk associated with lone working.
- Providing resources for putting the policy into practice.
- Ensuring that there are arrangements for monitoring incidents linked to lone working and that they regularly review the effectiveness of the policy.
- Ensuring that all employees are aware of this policy.
- Ensuring that risk assessments are carried out and reviewed regularly, putting procedures and safe systems into practice which are designed to eliminate or reduce risks associated with working alone.
- Must raise the alarm if staff cannot be contacted or do not return as anticipated.
- Managing the effectiveness of preventative measures through an effective system of reporting, investigating and recording incidents.
- Ensuring that appropriate support and equipment is given to staff involved in any incident.

4.2. Employees are responsible for:

- Taking reasonable care of themselves and others affected by their actions.
- Co-operating by following guidance and procedures designed for safe working.

- Reporting all incidents that may affect the health and safety of themselves or others and asking for guidance as appropriate.
- Taking part in any training designed to meet the requirements of the policy.
- Reporting any dangers or potential dangers they identify or any concerns they might have in respect of working alone.
- Asking for guidance as appropriate.
- To be aware of colleagues working on their own and alert to unexpected changes of routine, unanticipated periods where there is no communication.

5. Guidance for Risk Assessment of Lone Working

- Is the person fit and suitable to work alone?
- Are there adequate channels of communication?
- Does the workplace or task present a special risk to the lone worker?
- Is there a risk of violence?
- Travelling to site or meetings - what procedures are in place? Is the equipment safe for individual use? Are there adequate insurance caveats in place?
- Managers must complete (or ensure the completion of) a Lone Working Risk Assessment prior to every new lone working activity and updated as appropriate. The risk assessment should be reviewed by the lone worker before undertaking the new work activity and communicated to all relevant staff or councillors.
- To make appointments with general public when the Clerk/Assistant Clerk are both in the office or when a Councillor can be present if either the Clerk/Assistant Clerk are unavailable.

6. Good Practice for Lone Workers

6.1. During work hours, all staff leaving the workplace (or home) should leave the details of where they are going and their estimated time of arrival back with another party (member of staff in the first instance then either Chairman or Vice Chairman).

6.2. If, during the trip away, any plans change significantly this should be communicated back to the other party (member of staff or Chairman or Vice Chairman).

6.3. A WhatsApp group has been set up to assist with lone working and contains detailed information. Members of group are members of staff and two Councillors. When the last member of staff leaves the Parish office, a message is sent on the group to advise members that they have left the office / finished updating the noticeboards. Agree a 'code word' that would indicate that the lone worker needs assistance, contact details of anyone you intend to meet (any additional contact details for the location you are visiting), your mode of transport, when you are expected to return.

6.4. When meeting with contractors' arrangements must be made to meet in a public place and not in their home. With details to be provided of where you are going (address or area if there is no address), to colleagues in the office or on the whats app group chat.

6.5. If a visit is being made to a member of the public in their home, another party (member of staff or Chairman or Vice Chairman) must be informed of the visit and the approximate times.

6.6. Lone workers should have access to adequate first aid facilities and mobile workers should carry a first aid kit suitable for treating minor injuries with them.

6.7. Lone workers should have a mobile phone and other personal safety equipment where this is necessary.

6.8. All incidents must be reported to the Council. Employees / Members should ensure that all incidents, where they feel threatened or unsafe, are reported. This includes incidents of verbal abuse. If emergency assistance is required whilst out and about, all employees should dial 999.

6.9. A Member of Staff is at liberty to refuse to meet with a Council Member, Contractor, Member of the Public alone, if they feel threatened or feel it would be inappropriate.

6.10. Whilst the Clerk / Assistant Clerk to the Councils main place of work is the Parish office, Members of the Public may attend the premises by prior arrangement with the Parish Clerk / Assistant Clerk, which will be during the Parish Clerk's / Assistant Clerk's contractual hours of work and at a time that is appropriate to both parties. Members of the council are also reminded that they should make prior arrangements when wishing to engage with the Clerk / Assistant Clerk during working hours.

6.11 Employees working for the Parish Council should know that their safety comes first. Staff should be aware of how to deal with situations where they feel they are at risk, or unsafe. Staff should also be able to recognise how their own actions could influence or even trigger an aggressive response. The Clerk will ensure that they and any other lone workers training needs are assessed and that they receive appropriate training.