

# **BERWICK ST JOHN PARISH COUNCIL**

## **LONE WORKERS PROCEDURE**

### **Introduction**

Lone workers can be anyone who works by themselves without close or direct supervision, e.g. home workers, persons working in an office on their own, people working outside normal hours on their own, workers who have to travel on their own to other locations for work away from their office base.

### **Definition of Lone Working**

“Any paid member of staff or volunteer who carries out their work in a location away from the office base and in isolation from colleagues, or who is travelling between work locations on Council business, or is working from home. This may be on a regular or occasional basis.”

### **People and Their Duties and Responsibilities**

The Council has responsibility for:

- Taking a legal “duty of care” to all of their employees and volunteers to provide them with a safe system of work
- Regularly reviewing, documenting, updating, and communicating working practices and procedures to all paid staff and volunteers
- Putting in place working practices and procedures identified in risk assessments to reduce risk
- Ensuring that all staff and volunteers are trained and understand what is required of them
- Knowing when employees and volunteers are out of the office on council business
- Ensuring that employees and volunteers follow agreed practices and procedures
- Raising lone working issues with the Council
- Learning any lessons and putting revised plans into action where necessary

### **All lone workers are responsible for:**

- Taking a legal “duty of care” for their colleagues if applicable.
- Carrying and using all equipment provided for their safety e.g. personal alarms and mobile phones and making sure batteries are working
- Following all working practices and procedures that have been put in place by the Council
- Understanding the risks that affect them and not taking unnecessary risks
- Raising any issues or concerns with the Council
- Keeping in contact with a designated Cllr whilst working alone
- Informing the designated Cllr of any changes to their movements or if their vehicle breaks down
  - Ensuring that their vehicle has sufficient petrol/fuel, oil and water especially when entering an unknown area; ensuring that weather and road conditions are safe for travel. Do not travel if high risk of road accident likely, e.g. storm conditions, severe ice and snow on roads. Use AA and other road traffic advisers on the internet to seek road safety conditions before travel in severe weather conditions.
  - Ensuring that they know where they are going – taking maps with them before embarking on a journey
  - Knowing what to do if threatened verbally or physically (see below)
  - Reporting to the designated Cllr immediately if they experience anything unpleasant, no matter how trivial

- Ensuring that a record is made at the Council office of the date, time and location of any incident
- Ensuring that an outside individual will take action if they do not return home when expected (where a phone call cannot be made to the office, e.g. attending a meeting out of normal working hours)
- Knowing where the first aid box is located in the office.
- When working, ensuring that all external doors are locked to prevent uninvited visitors/intruders.

When meeting members of the public, workers must never arrange to meet them;

- Alone
- At their home
- Without informing a member of the Council

### **Action to be taken if you are threatened verbally or physically**

- If you are in a position to do so, get out as quickly as possible
- If you are not near an escape route, withdraw to a room, barricade yourself in, smash a window, scream FIRE (it is proven to be more successful than HELP).
- Do not feel embarrassed about causing a scene, do all you can to attract attention
- Call 999 on your mobile phone and remember to tell them your address
- If possible, dial 999 again on terrestrial phone as the call will be traced automatically.