



TODMORDEN TOWN COUNCIL

# Lone Working Policy

## Guidance for Staff

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Next review

### Guidance For Lone Working Operations

#### Introduction

Todmorden Town Council, as an employer, is responsible for the health, safety, and welfare at work of its employees and of those affected by the work. It is the employer's duty to organise and manage lone workers. However, employees have responsibility for taking reasonable care of themselves and of other people affected by their work and for co-operating with the employer in the discharge of their legal obligations.

The following policy and procedure have been written to minimise risks for staff working alone in their fixed base and working away from their fixed base. Under the Health & Safety Act 1974 and the Management of Health and Safety at Work Regulations 1999 it is the duty of Todmorden Town Council to assess risks to lone workers and take steps to avoid or control risk where necessary. Employees of the Council have responsibilities to take reasonable care of themselves and other people affected by their work and to co-operate with their employers in meeting their legal obligations.

The Council has entrusted this day-to-day responsibility to the Parish Council Clerk. Areas of concern are to be taken to the HR Committee for consideration.

#### Lone Working

Lone working is a common work situation in Local Government and while many hazards at work are relatively straightforward to identify and control, other aspects of workplace health such as the risks posed to 'Lone Workers' are less easy to define.

The broad duties of Health and Safety at Work Act 1974 include considering lone working in the assessment of the risks associated with service activities as part of the Council's responsibility for the health, safety, and welfare of their staff.

The Council must therefore have a systematic approach to assess the risks that a lone worker may face and take such action where possible to remove or reduce the risk to an acceptable level.

Employees also have a duty of care for their own safety, the safety of fellow workers, and of any person affected by the Parish Council's work activities.

### **Definition of a Lone worker**

Lone workers are employees who, at any time, work by themselves in the office or at other locations owned/managed by the Council. This could include working at and/or opening and closing sites and public facilities, working late in the office, visiting Council-owned properties and outside contractors and employees who work alone outside normal working hours.

These are people who work by themselves without close or direct supervision: At a fixed base (office or other):

- Only one person working on the premises
- Working separately from others
- Working outside of normal hours, away from their fixed base
- Staff member who is required to travel alone, to and from, a fixed base to another base or to attend meetings etc

### **Requirements of Lone Workers**

It is important that lone workers are considered for known medical conditions which may make them unsuitable for working alone. Any employee who could be considered as a lone worker has a duty to advise the HR Committee of any medical conditions which may affect them working alone.

Where a medical condition is known, an assessment will be conducted through an appropriate external adviser. The Council will take into consideration routine work and foreseeable emergencies that may impose additional and/or specific risks.

### **Potential Risks to Lone Workers**

- Open access and unlocked doors – accessible to the public, contractors etc
- Being taken ill whilst at work
- Lack of training regarding Health & Safety procedures
- Hazards in the workplace
- Remote areas
- Parking arrangements – poorly lit and isolated areas

### **Risk Assessments**

A risk assessment should be carried out for and by all employees who are going to be working alone.

Before drawing up and recording the assessment of risk, it must be established:

- a) Whether the work can be done by a lone worker

- b) What arrangements will be in place to ensure an individual is not exposed to unnecessary and unacceptable risk?

When recording an assessment of risk, the following should be taking into consideration:

- a) Environment – location, security, access/egress
- b) Context – nature of the task
- c) History – have there been any accidents/incidents in the past etc

All available information should be considered and updated as and when necessary. If there is reason for doubt about the safety of a lone worker in each situation then consideration should be given for making other arrangements to complete the task.

## **Safety Guidelines**

For staff working in a fixed base:

- Familiarise the layout of the building including fire exits and escape routes
- Do not open the door to unexpected visitors. In the case of contractors ask for identification. If still unsure check with the contractor's employer/head office.
- Use the camera door bell to confirm who is at the door to confirm who is at the door before opening it.
- When a member of staff is working on their own in the office all doors which give access to the office MUST remain closed.
- Have contact numbers at hand to be able to contact relevant person(s) immediately – should you feel ill, intruder in the building etc. If you feel threatened in any way you must contact the police immediately.
- It is the responsibility of the lone worker to make sure that they are satisfied that there is no risk before allowing a visitor to enter the secured area.
- Where possible, when locking premises, any internal areas to be checked should be done when there is more than one person in the building.
- A risk assessment to be put in place to assess potential risks
- The supplied mobile phone given to you by the Council should always be charged.

For staff working away from their fixed base:

- Staff should inform relevant person(s) of their movements including how long they are going to be away from their base and when they will return, along with any relevant information regarding where and at what time, visits will be made and to whom. Telephone numbers should also be stated
- Leave details of venues including contact numbers
- Take work mobile with you (if applicable) and ensure it is charged.
- Avoid meetings in isolated places. If this cannot be avoided, then either ask someone to go with you or make sure you always notify the HR Committee when you arrive and when you leave

## **Responsibility**

Employees Responsibility & Personal Safety:

- To take reasonable care for the health and safety of him/herself and of other persons who may be affected by his/her acts of omissions at work.
- Always maintain a line of communication on a regular basis with the HR Committee to identify and minimise risk(s)

- Always inform someone as to when you are leaving the fixed base to perform Council tasks including when you are not returning to your fixed base after relevant task completed.
- Always report an accident/incident that occurs to you to the HR Committee. This will allow for a full investigation to take place to assess any further potential risks and identify any additional safety procedures

### **Employers Responsibility**

To take reasonable care for the health & safety of staff by identifying and assessing potential risks to ensure that staff are always safe Always maintain a line of communication on a regular basis with staff to identify and minimise risk(s)

- Ensure a signing in and out system is put in place
- Ensure staff receive all relevant training and information available
- Equip staff with a mobile phone (if applicable) to ensure a system of maintaining contact