



HORWICH TOWN COUNCIL LONE WORKER POLICY

Purpose of Lone Worker Policy

The purpose of this policy and procedure is to provide employees and others who may be “lone workers” with the practical steps that should be taken to keep people safe when they are in Horwich Town Council premises or elsewhere.

People who work alone should not be at any greater risk than others.

When is a worker a lone worker?

A lone worker is any person whose work involves either brief or a large portion of their time where there is no close, frequent or regular involvement with other workers or supervision.

Who is a lone worker?

Where only one person is on the premises, it could be a member of staff or a caretaker working early or late, a lone person in an office, other room or any other part of Horwich Community Centre.

Responsibilities

The Town Clerk or delegated staff member has day to day responsibility for ensuring the day to day management for health, safety and welfare within all areas.

All paid staff are responsible for ensuring that safe working conditions are maintained for all employees, Councillors, Centre users, visitors and members of the public. Employees are also responsible for their own health and safety and that of their colleagues and members of the public who may be affected by their work activities.

Can workers legally work alone safely?

There is no reason why people cannot work by themselves. The answer to this question will be based on the outcome of a risk assessment, the environment and conditions that apply.

Risk Assessment

This is no different from the normal work place assessment process i.e identifying hazards and who may be harmed, evaluation of risks and consideration of precautions, recording and implementation of findings which are monitored and updated as and when necessary.

Communication

Mobile phones should always be kept on and fully charged, although they should not be relied on as the only protective measure they provide a degree of support and reassurance to those working alone.

Information and training

Employees and others will be provided with the necessary information, training and supervision to support them in the recognition of hazards and appreciation of the risks associated with working alone and the precautions or safe practices they should be using.

Everyone should remember that their own personal safety should be a priority and they should not get involved in any situation that is escalating or where there are concerns that it might result in violence. If an individual's personal safety is compromised they should:

- Get out of the situation
- Summon help
- Call the police

When people are involved in an incident where they feel threatened or intimidated they should complete an occurrence report and report it to the Town Clerk who will take action and provide support as necessary. Horwich Town Council will support individuals in line with a zero tolerance stand towards violence and aggression.

Reviewed: December 2021.



