



**Brixham Town Council**  
**LONE WORKING POLICY**

# Contents

	<b>Page No.</b>	
<b>1. Policy Statement</b>	<b>3</b>	
<b>2. Purpose</b>	<b>3</b>	
<b>3. Scope</b>	<b>3</b>	
<b>4. Context</b>	<b>3</b>	
<b>5. Definition</b>	<b>3</b>	
<b>6. Mandatory Procedures</b>	<b>3</b>	
<b>7. Monitoring and Review</b>	<b>4</b>	
<b>8. Personal Safety</b>	<b>4</b>	
<b>9. Assessment of risk</b>	<b>5</b>	
 <b>Appendices</b>		
<b>Appendix 1</b>	<b>Risk Assessment for Lengthsman</b>	<b>7</b>
<b>Appendix 2</b>	<b>Lone Working Risk Assessment</b>	<b>11</b>
<b>Appendix 3</b>	<b>Point of Work Risk Assessment</b>	<b>13</b>
<b>Appendix 4</b>	<b>Emergency Contacts</b>	<b>14</b>
<b>Appendix 5</b>	<b>Lone Working Incident Reporting Form</b>	<b>15</b>
<b>Appendix 6</b>	<b>Lone Worker Overdue or Not Responding Procedure</b>	<b>16</b>
<b>Appendix 7</b>	<b>Additional Information</b>	<b>17</b>

## **1. Policy Statement**

- 1.1. Where the conditions of service delivery or its associated tasks require staff to work alone, both the individual staff member and managers have a duty to assess and reduce the risks which lone working presents.

## **2. Purpose**

- 2.1. This policy is designed to alert staff to the risks presented by lone working, to identify the responsibilities each person has in this situation, and to describe procedures which will minimise such risks.

## **3. Scope**

- 3.1. This policy applies to all staff who may be working alone, at any time, in any of the situations described in Section 5 below.

## **4. Context**

- 4.1. Within the overall policy relating to safer working practices, support for lone workers is an essential part, and the same principles apply, particularly:
  - a commitment to supporting staff and managers both in establishing and maintaining safe working practices
  - recognising and reducing risk
  - a commitment to the provision of appropriate support for staff
  - a clear understanding of responsibilities
  - the priority placed on the safety of the individual over property
  - a commitment to providing appropriate training for staff
  - Equipment such as mobile phones, personal alarms and torches will be made available as appropriate.

## **5. Definition**

- 5.1. Within this document, 'lone working' refers to situations where staff in the course of their duties may be the only staff member present at a location. They will be physically isolated from colleagues, and without access to immediate assistance.

## **6. Mandatory Procedures**

### **6.1. Planning**

- Staff should be fully briefed in relation to risk as well as the task itself.
- Communication, checking-in and fallback arrangements must be in place.
- The line manager is responsible for agreeing and facilitating these arrangements, which should be tailored to the individual.

### **6.2. Reporting**

- If contact is lost with a Lone Worker, the overdue or not responding procedure outlined in Appendix 6 should be followed.
- Should an incident occur, the reporting and de-briefing should be conducted using the Lone Working Accident Reporting Form (*Appendix 5*)
- The identified person should be debriefed in the first instance; if this is not the staff member's line manager, that manager should be informed as soon as practicable.
- Record of incidents to be maintained by Brixham Town Council and regularly reviewed by the Evaluation Committee.

### **6.3. Support following an incident**

- The support available should be available to all that may have been affected by the incident.

## **7. Monitoring and Review**

- The ongoing implementation of the Lone Working Policy will be monitored through the supervision process.
- Any member of staff with a concern regarding these issues should ensure that it is discussed with their supervisor or with the whole team, as appropriate.
- The policy will be reviewed as part of the regular cycle of reviews, unless changing circumstances require an earlier review.

## **8. Personal Safety**

### **8.1. Personal Safety**

- It is not wise to rely on alarm systems to assist you – there are a few things you can do to avoid trouble in the first place. The employer has a responsibility to ensure the health, safety and welfare of staff, but employees also have a duty to take reasonable care themselves.
- This is not about raising anxiety levels, but about recognising potential dangers and taking positive steps to reduce risk, for yourself and for service users in your care.
- Make yourself aware of the risk assessments relating to your role. Appendix 2 and 3.
- In addition, see Section 6.2

### **8.2. Be aware of the environment**

- Know what measures are in place where you work: check out alarm systems and procedures, exits and entrances, and the location of the first aid supplies.
- Make sure that your mobile phone is in good working order.
- If a potentially violent situation occurs, be aware of what might be used as a weapon against you, and of possible escape routes.
- Try to maintain a comfortable level of heating and lighting in the building.
- Ensure all machinery, equipment and vehicle are maintained and serviced in accordance with manufacturers recommendations.

### **8.3. Be aware of yourself**

- Consider your body language. What messages are you giving?
- Consider your tone of voice and choice of words.
- Be aware of your own triggers – the things that make you angry or upset.

### **8.4. Dealing with Confrontation**

- **Keep Safe – if you can leave**
- Keep your distance and keep options open – do you have to engage with this person?
- Keep calm and avoid escalation
- Depersonalise the situation – it's not about them but what has happened or could happen.

- Know your rights – if you are conducting your business professionally then communicate this.
- Communicate calmly and effectively
- Communicate Outcomes - what you are doing or are going to do about the situation.
  - Closure – whatever happens end the situation and report the incident

## **9. Assessment of Risk**

### **9.1.1. The environment, building and the community**

- It is the responsibility of the line manager to assess the risks presented by the buildings (access, lay-out, furnishings, lighting), community (location and public contact) and to take appropriate action.
- Alarm and tracking systems must be accessible and tested regularly.
- All staff must be familiar with the tracking alarms and have clear instructions on how to respond to them.

### **9.2. Sharing Information**

- Information should be shared regarding issues of confidentiality and data protection.

### **9.3. Planning**

- Ensure there are agreed contacts in case of an emergency (Appendix 4).
- Take into consideration the situation and previous events which have caused problems.





## Appendix 1 Risk Assessment for Town Lengthsman

Hazard	Risk	Risk Level H/M/L	Control	Comments/ future actions
Live Traffic	Lengthsman being hit by vehicle.	H	<p>No work to be conducted on live carriageway.</p> <p>High visibility clothing to be worn always.</p> <p>Only restricted work conducted outside daylight hours.</p> <p>When working within 1.2m of the adjacent carriageway, Lengthsman to face oncoming traffic.</p> <p>When walking between locations continue to wear high visibility clothing and follow The Highway Code</p>	<p>Monitoring.</p> <p>Near-miss reporting</p> <p>Additional risk assessment to be conducted and work undertaken as advised by Supervisor/Town Clerk</p>

<b>Significant Hazard</b>	<b>Risk posed</b>	<b>H/M/L</b>	<b>Precautions to be taken [controls]</b>	<b>Comments/ future actions</b>
Lone working	Inability to summon assistance	M	Lengthsman to carry a mobile phone always. The mobile phone will give access to specialist lone working monitoring system (Crystal Ball).  Lengthsman to advise office staff on return or office staff to phone before leaving.	All Town Council staff to be trained on what to do in the event the emergency button is pressed.
Manual handling	Back injury, injury to feet and other strains and sprains	M	No items heavier than HSE guidelines to handled.  Lengthsman to liaise with other staff for assistance when required	Manual Handling training to be completed
Adverse weather	Incident due to poor visibility/ conditions	M	Provision of suitable PPE.  Staff aware of risks of sunburn.  Lengthsman to cease activity if weather is adverse and it is unsafe to continue.  Increased supervisory monitoring undertaken to check welfare.  Additional breaks may be required.	Flexible working arrangements.  Possible hazardous activities may need to be deferred.



<b>Significant Hazard</b>	<b>Risk posed</b>	<b>H/M/L</b>	<b>Precautions to be taken [controls]</b>	<b>Comments/ future actions</b>
Use of hand or powered tools	Personal injury	M	<p>Lengthsman to regularly maintain tools and equipment</p> <p>Lengthsman to inspect tools before use.</p> <p>Lengthsman not use powered equipment unless competent and with correct Personal Protective Equipment (PPE).</p>	
Waste Management/ Sharps/ broken glass or tins/Metal	Personal injury	L	<p>Lengthsman to use litter picker.</p> <p>Gloves to be worn.</p> <p>Syringes or needles must not be picked up and immediately reported to Torbay Council and TOR2.</p>	
Digging or excavation work (ie Erecting Notice Boards)	Electrocution	H	<p>Checks should be made to ensure no cables or underground apparatus in the vicinity of the works to be carried out. If in any doubt, no works should be carried out.</p>	

<b>Significant Hazard</b>	<b>Risk posed</b>	<b>H/M/L</b>	<b>Precautions to be taken [controls]</b>	<b>Comments/ future actions</b>
Attack by member of the public	Personal Injury	M	Lengthsman to carry a mobile phone always. The mobile phone will give access to specialist lone working system.	All Town Council staff to be trained on what to do in the event the emergency button is pressed.
Use of vehicle on Town Council Duties	Road Traffic Incident	M	Driving License, vehicle maintenance and Business insurance.	Clerk to check driving license and ensure cover for insurance business use
Slipping/Tripping	Personal injury	M	Lengthsman to wear safety footwear.	Clerk to arrange and provide PPE
Falls from height	Personal injury	H	All work to be at ground level. No work at height to be carried out.	

Staff members details			
Name:-	Job title:-		Signature and date:-
Manager's acceptance			
Manager's name:-	Job title:-		Signature and date:-



## Appendix 2

### Lone Working Risk Assessment

Significant Hazard	Risk posed	H/M/L	Precautions to be taken [controls]	Comments/ future actions
Working office/premises alone	Fire: - Burns Smoke inhalation Trapped in building	M	<ul style="list-style-type: none"> <li>• Fire detection system</li> <li>• Fire alarm call points</li> <li>• Fire action: safety notices/ information</li> <li>• Extinguishers</li> <li>• Fire doors kept shut</li> <li>• Training for staff;</li> <li>• Fire exits kept clear</li> <li>• Planned inspections</li> <li>• Hazard reporting and correction</li> <li>• Adequate cleaning/ waste disposal</li> <li>• Electrical safety inc PAT testing</li> </ul>	
Working office/premises alone	Intruder: - Attack Verbal abuse Theft of property Arson	M	<ul style="list-style-type: none"> <li>• Controlled access to building On-site security</li> <li>• Challenging unknown visitors where safe or reporting/ requesting assistance</li> <li>• Access to phone</li> <li>• Keep valuables locked up</li> <li>• Fire precautions</li> <li>• Post incident support</li> </ul>	
Illness/ injury/ accident	No immediate access to medication or assistance	M	<ul style="list-style-type: none"> <li>• Alert team members if able</li> <li>• Access to phone</li> <li>• Take medication as directed or as needed</li> <li>• Planned inspections of workplace</li> <li>• Avoid high risk activities (e.g. working at</li> </ul>	

			height) <ul style="list-style-type: none"> <li>• Reporting faults and repair process</li> <li>• Provision of first aid box</li> <li>• Trained first aider</li> <li>• Electrical safety</li> <li>• Post incident support</li> </ul>	
Working with public or service users	Assault  Verbal abuse  Threats	H	<ul style="list-style-type: none"> <li>• Conflict awareness training</li> <li>• Avoid conflict – use non- threatening body language</li> <li>• Withdraw politely from situations which become inflamed</li> <li>• Staff briefings and sharing information</li> <li>• Awareness of risks</li> </ul>	

<b>Assessor's details</b>				
Name: -	Job title: -		Signature and date: -	
<b>Manager's acceptance</b>				
Manager's name: -	Job title: -		Signature and date: -	



## Appendix 3

### Point of Work Risk Assessment

LOCATION:	DATE: / /			
DESCRIPTION OF TASK:				
<b>STEP 1 - Who could be harmed by the job - Please tick appropriate</b>				
Staff Operatives <input type="checkbox"/>	Staff <input type="checkbox"/>			
Visitors <input type="checkbox"/>	Public <input type="checkbox"/>			
Others <input type="checkbox"/>				
<b>STEP 2 - Identification of hazards / Control measures &amp; risk rating</b>				
Hazard present	Action to be taken to reduce risk	Residual risk		
Slips, trips or falls	<input type="checkbox"/>	H <input type="checkbox"/>	M <input type="checkbox"/>	L <input type="checkbox"/>
Falls from heights	<input type="checkbox"/>	H <input type="checkbox"/>	M <input type="checkbox"/>	L <input type="checkbox"/>
Chemicals	<input type="checkbox"/>	H <input type="checkbox"/>	M <input type="checkbox"/>	L <input type="checkbox"/>
Heat / Fire / Explosions	<input type="checkbox"/>	H <input type="checkbox"/>	M <input type="checkbox"/>	L <input type="checkbox"/>
Asphyxiation	<input type="checkbox"/>	H <input type="checkbox"/>	M <input type="checkbox"/>	L <input type="checkbox"/>
Asbestos	<input type="checkbox"/>	H <input type="checkbox"/>	M <input type="checkbox"/>	L <input type="checkbox"/>
Manual handling	<input type="checkbox"/>	H <input type="checkbox"/>	M <input type="checkbox"/>	L <input type="checkbox"/>
Vehicles	<input type="checkbox"/>	H <input type="checkbox"/>	M <input type="checkbox"/>	L <input type="checkbox"/>
Confined spaces	<input type="checkbox"/>	H <input type="checkbox"/>	M <input type="checkbox"/>	L <input type="checkbox"/>
Dust / Fumes i.e. CO <sup>2</sup>	<input type="checkbox"/>	H <input type="checkbox"/>	M <input type="checkbox"/>	L <input type="checkbox"/>
Noise	<input type="checkbox"/>	H <input type="checkbox"/>	M <input type="checkbox"/>	L <input type="checkbox"/>
Vibration	<input type="checkbox"/>	H <input type="checkbox"/>	M <input type="checkbox"/>	L <input type="checkbox"/>
Electricity	<input type="checkbox"/>	H <input type="checkbox"/>	M <input type="checkbox"/>	L <input type="checkbox"/>
Lone working	<input type="checkbox"/>	H <input type="checkbox"/>	M <input type="checkbox"/>	L <input type="checkbox"/>
Contamination	<input type="checkbox"/>	H <input type="checkbox"/>	M <input type="checkbox"/>	L <input type="checkbox"/>
Poor lighting	<input type="checkbox"/>	H <input type="checkbox"/>	M <input type="checkbox"/>	L <input type="checkbox"/>
Temperature	<input type="checkbox"/>	H <input type="checkbox"/>	M <input type="checkbox"/>	L <input type="checkbox"/>
Adverse weather	<input type="checkbox"/>	H <input type="checkbox"/>	M <input type="checkbox"/>	L <input type="checkbox"/>
Risk to others from your work	<input type="checkbox"/>	H <input type="checkbox"/>	M <input type="checkbox"/>	L <input type="checkbox"/>
<b>STEP 3 - Pre-start checklist</b>				
Have you done this type of job before?	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>			
Do you have the right tools for the job?	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>			
Do you have the right documentation for the job?	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>			
Do you have the right PPE for the job?	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>			
<b>STEP 4 - Additional control methods required</b>				
Hazard	Control measures / Precautions			
		High <input type="checkbox"/>	Med <input type="checkbox"/>	Low <input type="checkbox"/>
		High <input type="checkbox"/>	Med <input type="checkbox"/>	Low <input type="checkbox"/>
		High <input type="checkbox"/>	Med <input type="checkbox"/>	Low <input type="checkbox"/>
		High <input type="checkbox"/>	Med <input type="checkbox"/>	Low <input type="checkbox"/>
		High <input type="checkbox"/>	Med <input type="checkbox"/>	Low <input type="checkbox"/>
Staff Name	Signature	Date	/ /	
<b>STEP 5 - End of job review</b>				
Comments:				
Is there anything that could be done safer next time?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	If you have answered 'YES' tell your Supervisor.	



## Appendix 4

### Emergency Contacts

Name	Job Title	Phone Number
Tracy Hallett	Town Clerk	
Linda McGuirk	Deputy Town Clerk	



## Appendix 5 Lone Working Incident Reporting Form

Lone Working Incident Report			
<b>Name</b>			
<b>Job Title</b>			
<b>Please give details of the incident / cause for concern (add a separate sheet if required)</b>			
<b>Date the incident / cause for concern occurred</b>			
<b>Signed</b>		<b>Date</b>	

Investigation			
<b>Carried Out By</b>			
<b>Job Title</b>			
<b>Please give details of the investigation and findings (add a separate sheet if required)</b>			
<b>Recommended Preventive Actions</b>			
<b>Signed</b>		<b>Date</b>	

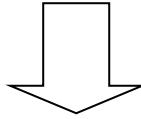
Actions Taken			
	<b>Please Tick as Appropriate</b>		
	Compassionate Leave for Employee		<input type="checkbox"/>
	Counselling for Employee		<input type="checkbox"/>
	Police Informed		<input type="checkbox"/>
	Accident Report Completed		<input type="checkbox"/>
	HSE Notified (RIDDOR)		<input type="checkbox"/>
	Employee Return to Work Interview		<input type="checkbox"/>
<b>Signed by:</b>		<b>Date</b>	



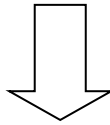
## Appendix 6

### Lone Worker Overdue or Not Responding Procedure

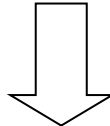
**Lone Worker to inform office personnel of duties, location and timings**



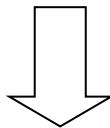
**Office staff to monitor Lone Worker on Crystal Ball**



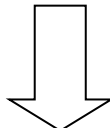
**Lone Worker to contact office if plans change**



**Office staff to phone Lone Worker if overdue**



**No Response – member of staff to go to last known location indicated by Crystal Ball**



**Staff Member found Incapacitated or NOT found – Emergency Service to contacted**





## **Appendix 7 Additional Information**

'Working Alone – Health and Safety guidance on the risks of lone working'  
<http://www.hse.gov.uk/pubns/indg73.pdf>

Suzy Lamplugh Trust:  
<http://www.suzylamplugh.org/>