



# North Hykeham Town Council

## Lone Working Policy

### 1. Purpose

The purpose of this policy is to describe the measures that the Council considers necessary to manage the risk when employees are required to work alone.

### 2. Definition:

A Lone Worker is a person who whilst at work has neither visual nor audible communication with someone who can provide assistance in the event of accident, illness or another event.

### 3. Policy

The Council will, as far as is reasonably practicable, ensure that:

- Employees required to work alone are protected from risks to their health, safety and welfare
- Any risks are identified in discussion with the Line Manager and any actions required to mitigate high risks are taken before lone working is undertaken
- Employees take responsibility for their own safety and understand that they must remove themselves immediately from any situation where they are at risk of violence or danger. Such actions and concerns must be reported immediately to the line manager

### 4. Legal Responsibilities

Section 2(1) of the Health and Safety at Work Act 1974 places a duty on every employer to ensure, so far as is reasonably practicable, the health, safety and welfare of employees. In addition, the Management of Health & Safety at Work Regulations 1999 places a duty on the employer to consider all reasonably foreseeable hazards and to take the appropriate action to reduce the possible risk of injury to the lowest level that is practicable to achieve.

### 5. Who is at risk?

All employees who, as part of their contracted duties, are required to work alone and without direct supervision.

This policy does not set out to identify all the situations where employees may be at risk from working alone, but concentrated on describing the arrangements that must be in place to eliminate or manage the associated risks. Lone working itself is not necessarily high risk but the activity that is performed may well be. It is important that these individuals are made aware of the outcome of the risk assessment and informed of all necessary control measures.

Any person who is recruited for a job likely to involve lone working should be reasonably physically fit and must declare if they have any medical disability that may put them at risk whilst working alone, e.g., hearing impairment, diabetes. A first aid kit should be readily available at all times in order to render first aid for minor injuries should they be sustained.

## **6. Duties of the Line Manager**

- Ensure all lone working activities are formally identified and appropriate risk assessments undertaken, which identify the risk to lone workers and the control measures necessary to minimise those risks, as far as reasonably practicable
- Ensure arrangements for lone working are communicated effectively and the details of what can or cannot be done while working alone is explicit.
- Ensure the lone worker is made aware of the hazards and understands all the necessary control measures that need to be put in place.
- Reasonable enquiries are made to ensure that the lone worker is medically fit to undertake work alone
- Adequate supervision, instruction and training are in place and that the lone worker is competent.

## **7. Employee Duties**

- All employees have a responsibility to take care of their own safety and to co-operate with Council procedures. Employees should not knowingly place themselves in situations which expose them to additional risk by working alone.
- All employees are provided with a mobile phone to ensure that they are able, wherever possible, to request assistance in the case of an emergency.
- Lone workers have a responsibility to inform their line manager if they have any concerns over the effectiveness and efficiency of the agreed arrangements and also if there are any reasons why they would not be able to work alone or to continue to work alone safely.

## **8. Risk assessment**

The Risk Assessments will address:

- Can the risk of the job be adequately controlled by one person?
- Is there a safe way in and out for one person?
- Is there a risk of violence?
- Is the person medically fit and suitable to work alone?
- What training is required to ensure competency in safety matters?
- How will the person be supervised?
- Contact between the lone worker and supervisor using either phone or email
- What happens if a person becomes ill, has an accident or there is an emergency?

Lone workers should have access to adequate first-aid facilities. Occasionally, risk assessments may indicate that lone workers need training in first aid.