



# Horley Town Council Lone Working Policy (Employees and Councillors)

## Statement of Policy

Horley Town Council will take every practicable step to protect the health, safety and welfare of its employees and Councillors whenever they are required by the nature of their duties to work alone and without direct support and supervision.

The Council's employees are expected to work alone on occasion and for some staff lone working is the norm. Whilst working alone is not in itself unsafe there may be circumstances where working alone can increase risks.

The Council recognises that there may be increased risks to staff who are required to work alone which could include visiting sites it owns or manages together with domestic residences and/or commercial premises. This Policy is to help the Council and staff to reduce these risks.

The Policy applies to all employees and Councillors and for the purposes of this Policy lone working is defined as any activity or function performed on behalf of Horley Town Council without any close supervision or other employees.

## Organisation and Arrangements

Horley Town Council is responsible for: -

- The lone working arrangements of employees
- Determining the contents of this Policy
- Ensuring that there are arrangements for identifying, evaluating and managing risk associated with lone working
- Ensuring compliance with the Policy and providing resources for putting the Policy into practice
- Making sure that employees and Councillors are aware of this Policy
- Making sure that appropriate support is given to employees and Councillors involved in any incident.

The Chief Executive Officer to the Council is responsible for:

- Making sure that risk assessments are carried out and reviewed regularly
- Reporting annually to the Full Council on any incidents and actions taken. Any serious incident will be reported to the Chief Executive Officer immediately and reported at the Council meeting following the incident.

All employees and Councillors engaged in lone working are responsible for:

### **General**

Taking reasonable care of themselves and other people who may be affected by their actions and should:

- Follow all rules and regulations laid down by the Town Council
- Report all incidents that may affect the health and safety of themselves or others
- Take part in training designed to meet the requirements of this Policy
- Report any dangers they identify or any concerns they might have
- Inform the Chief Executive Officer of changes to their personal circumstances, including health, which may have a bearing on their safe working arrangements
- Employees and Councillors must take reasonable care not to put themselves at undue risk. If they feel that they could be at particular risk unless additional precautions are taken, then they should discuss this with the Chief Executive Officer.
- A First Aid box is available at the building where employees are based, and they should familiarise themselves with its location.

### **Work/Job specific**

- Recognising and assessing potentially high-risk activities before carrying out any work activity and put in place appropriate arrangements to carry out the identified task safely to mitigate risk associated with working alone
- Planning the visit – let someone know time of leaving, where they are going and estimated time of return and if appropriate request an additional Councillor or the Chief Executive Officer to also be present
- Taking the office mobile phone with them when lone working away from the office
- Ensuring the main office door is locked when alone in the office and not opening the doors outside of normal hours
- Ensuring they understand how to use the panic alarms
- Ensuring that they are properly trained and have the skills and knowledge to do their job safely and without risks to health. If extra training is considered necessary, then this should be discussed with the Chief Executive Officer.

### **Confrontation/ Attacks**

- Avoiding confrontation. If a situation does become heated, to try and stay calm. If violence is threatened, then to withdraw immediately
- In the event that an employee or Councillor suspects that a violent attack is imminent then the panic alarm should be used if in the Town Council Offices or to withdraw if not

- In addition, and if appropriate, completing a form detailing visits from aggressive or potentially dangerous individuals to record the incident
- Being extra vigilant after dark and try to park in well-lit areas and leaving accompanied by other people where possible

Further Guidance can be found in HSE Guide 73 - Working Alone which can be found at <http://www.hse.gov.uk/pubns/indg73.pdf>

***Approved by Full Council: 2.4.19  
Next review date: April 2024***