



LONE WORKER POLICY

1. Statement of Policy

Sandown 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 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. The implementation of this policy should help to reduce these risks.

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

2. Organisation and Arrangements

Sandown 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 Clerk 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 in response.

All Employees and Councillors engaged in lone working are responsible for:-

- Taking reasonable care of themselves and other people who may be affected by their actions;
- 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;
- Taking part in training designed to meet the requirements of this policy;
- Report any dangers they identify or any concerns they might have;
- Record full details of their lone working time;
- Recognise and assess 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;
- In addition, and if appropriate, complete a form detailing visits from aggressive or potentially violent people. Any such forms or reports should be provided to the Clerk for appropriate action to be taken.

3. Lone Worker Guidance

- Lone workers must carry their mobile telephone.
- Lone workers must carry any personal alarm supplied by the Town Council.
- Employees and Councillors must take reasonable care not to put themselves at undue risk. If they feel that they would be at particular risk unless additional precautions are taken then they should discuss this with the Clerk in the first instance.
- Plan the visit – let someone know time of leaving, where going and estimated time of return.
- Try to avoid confrontation. If a situation does become heated try to stay calm. If violence is threatened it is best to withdraw.
In the event that an officer suspects that a violent attack is imminent it may be possible to use a mobile telephone to summon assistance (e.g. 999 for the police). Heated arguments can suddenly escalate to the point at which violence is used and in practice there may be little time to call for help.
- Officers who find themselves in a violent situation may activate their personal alarms. It may be that activation of an alarm is enough to bring an attacker to their senses and persuade them to break off the attack.
- Note, personal attack alarms are not weapons and should be used only to startle an attacker and alert passers-by. Aggressive use of such alarms may actually inflame a situation.

- Personal attack alarms are not toys! They can emit a piercing noise and could damage hearing if held close to someone's ear. Do not use them for practical jokes
- Ensure that you are properly trained and have the skills and knowledge to do your job safely and without risks to health. If you feel that you need extra training then discuss this with the Clerk.

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