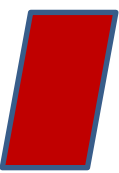




# **BUNGAY TOWN COUNCIL**

## **Governance & Policies Sub Committee**



### **BUNGAY TOWN COUNCIL**

#### **LONE WORKER POLICY**

#### **LONE WORKERS**

Lone workers are employees who work by themselves without close or direct supervision. In the case of Bungay Town Council this includes:

- Office-based staff working alone in the Town Hall (Clerk and Assistant Clerk) or at the Riverside Centre
- Groundsman working alone in the town or at the Riverside Centre.

#### **POLICY STATEMENT**

- Lone workers employed by Bungay Town Council must not be more at risk than other employees.
- Lone workers are those who work without close or direct supervision for substantial periods of time.
- Bungay Town Council recognises that staff working alone in potentially isolated conditions have no immediate back up or support and so are at a greater risk of injury through aggression or violence directed towards them from the general public.
- Bungay Town Council recognises that staff working alone need to rely on their own judgement and initiative and may be at a greater risk of making mistakes or errors.
- Bungay Town Council believes that training is particularly important for lone workers and research shows that adequate training is the single most critical factor in avoiding panic reactions in unusual situations. In particular lone workers need to be deemed competent to work alone, to be sufficiently experienced and to understand the risks and precautions needed fully.
- Bungay Town Council has a duty as an employer to ensure employees are competent to deal not only with the day- to-day facets of their work but with circumstances which are new, unusual or beyond the scope of their training, for example, if threatened with aggression and violence.
- By definition lone workers are those who work without constant supervision throughout their working day; therefore, procedures must be put in place to monitor lone workers to ensure they remain safe and to provide supervision on a regular basis.

#### **ORGANISATION AND ARRANGEMENTS**

Bungay Town Council is responsible for:

- Ensuring there are arrangements for identifying, evaluating, reviewing and managing risk associated with lone working.
- Ensuring employees are aware of this policy.
- Ensuring risks are assessed and having procedures in place to eliminate or reduce risks.

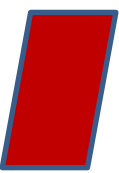
Signed \_\_\_\_\_

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# BUNGAY TOWN COUNCIL

## Governance & Policies Sub Committee



The employee is responsible for:

- Following guidance and safe-working procedures.
- Reporting dangerous or potentially dangerous situations.
- Taking care not to put themselves (or other persons who might be affected by their activities) at undue risk.

### RISKS ASSOCIATED WITH THE ROLE:

- Aggression from members of the public within the Town Council premises.
- Aggression from members of the public in the community.
- Health issues that could arise when working alone in the building.
- Health issues that could arise when working alone in the community.

### GOOD PRACTICE FOR LONE WORKERS:

Ensure that the main access door is kept locked when the Town Council Offices are not open to the public except if Lobby area is occupied by staff from the Museum or Post Office .

- Ensure that the middle door (entrance to the office space) is kept locked when the Council Offices are open when only one member of staff is present.
- Ensure that notification is given to the Mayor, the Deputy Mayor or an available Councillor if an off-site visit has been arranged and no other person is present in the office. (Updates to be provided once the visit has finished.)
- Ensure that start and finish times are confirmed by the Groundsman to the office.
- It is the responsibility of the Groundsman to carry a mobile phone at all times.
- The employee / individual is to confirm to colleagues any pre-existing health conditions or emergency medical equipment/procedures required prior to the commencement of any work.
- Create boundaries between work & home life.
- Schedule in work breaks and take exercise during these breaks.

APPROVED ..... DATE .....

Chair of Governance & Policies Sub – Committee

Review Date : March 2022

Signed \_\_\_\_\_

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Date \_\_\_\_\_