



## Nailsworth Town Council

### Lone Workers Policy and Risk Assessment for Staff and Volunteers

#### Policy Statement

This policy applies to all staff and volunteers who may be working alone at any time.

Where staff/volunteers may work alone, both the individual and Nailsworth Town Council have a duty to assess and reduce the risks which lone working presents. This policy should be read in conjunction with Nailsworth Town Council Health & Safety Policy.

#### Definition

Within this document, 'lone working' refers to situations where staff/volunteers, in the course of their duties, are the only person present in an office or other place of work. They may be physically isolated from colleagues, and without access to immediate assistance (also where there are other staff in the building but the nature of the building itself may essentially create isolated areas).

#### Objective

The objective of this policy is to comply with the current requirements of the management of Health & Safety at work regulations and to provide all staff/volunteers with a safe working environment.

This policy is designed to alert staff/volunteers to the risks presented by lone working, to identify the responsibilities each person has in this situation, and to take steps which will minimise such risks. It is not intended to raise anxiety unnecessarily, but to give a framework for managing potentially risky situations.

#### Commitments

The council understands that as employers we have a duty to assess the risks faced by lone staff/volunteers to determine:

- If the work can be done safely by an unaccompanied person
- What arrangements are in place to ensure that the employee is not exposed to greater risks than others who work together
- What arrangements are in place for identifying, evaluating and managing risk associated with lone working
- Have a system in place for recording next of kin information

Wherever possible lone working will be avoided however Nailsworth Town Council recognises that some staff and volunteers are sometimes required to work alone.



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Nailsworth Town Council offers:

- A commitment to supporting staff/volunteers both in establishing and maintaining safe working practices
- Ensure all staff/volunteers are trained to ensure they can work safely and are capable of responding correctly to an emergency
- Follow guidance and safe working procedures
- Recognising and reducing risk by completion of risk assessments
- A clear understanding of responsibilities
- The priority placed on the safety of the individual over property
- Provision of a panic button where appropriate



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Area & Risk Identified	Potential Impact	Management/Control of Risk	Impact	Probability	Rate
<b>Working alone in Town Council Offices</b>	Fire, burns, illness, accident, smoke inhalation, trapped in building.	Fire detection system; fire alarm call points, smoke detectors and alarm. Fire action safety notices, Fire extinguishers, Fire exits, Fire Risk Assessment completed by external company and fire warden & extinguisher training complete. Fire doors are kept shut. Electrical safety and PAT testing up to date. Keep phone to hand so help can be called. Try to have two people together at all times.	3	1	LOW
<b>Working/volunteering in Town Information Centre in the library</b>	Fire - Burns, smoke inhalation, trapped in building.	GCC detection system; Smoke detectors. Heat detectors in boiler room. Fire alarm call points; checked weekly Fire 'action' safety notices/information; Fire extinguishers by all fire exits. Fire doors kept shut; Training for staff; Fire signage; Fire exits; Planned inspections; Hazard reporting and correction; Adequacy of cleaning/waste disposal; Fire Risk Assessments; Fire policy document; Electrical safety inc PAT Testing.; staff know not to bring in untested appliances; No smoking policy; Single floor open plan library.	3	1	LOW



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	Falling/Collapse	Avoid staff working after the library has closed where possible. Keep phone to hand in case of incapacity so that help can be called.			
<b>Intruder in the Town Council Offices</b>	Attack, verbal abuse, theft or arson by an intruder	Controlled access to building via key and shutter coded system. Challenging unknown visitors where safe. Access to phone to call for help, Training for staff, Keep valuables & money boxes locked up, Fire precautions as above			
<b>Intruder in Town Information Centre in the library</b>	Attack, verbal abuse, theft of property, arson	GCC has controlled access to building/ e.g. with key Doors kept locked before library opens Challenging unknown visitors where safe. Access to phone to call for help; Training for staff; Keep valuables locked up; Lockers available; Fire precautions			
<b>Less than two persons in the library building</b>	Attack, verbal abuse, theft of property, arson	Do not open premises until the required number of staff/volunteers arrive. Notify the rota manager or Town Council staff.			
<b>Unforeseen illness or reason for non attendance</b>	TIC is left unattended and may need to close.	Two people will be on the rota together along with at least two library people. Let library staff/volunteers and Town Council staff know so			



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		that we do not go below the minimum levels of staffing to open.			
<b>Manual Handling</b>	Back injury, slip, trip or fall	Minimise by only lifting reduced weight or ask for assistance. Wear appropriate footwear and assess the floor condition to ensure it is not wet or slippery.			
<b>Movement through public areas, locking up and car park</b>	Attack, verbal abuse, theft or property	Lock up the building with another staff member/volunteer and leave together. Keep valuables secure and out of sight, be aware of suspicious individuals and surroundings. Act on intuition and surrender valuables if personal safety is at risk. Town Council offices will be open and look out over this area. If worried remain in building and press panic alarm or phone police or Town Council offices (next door).			
<b>Lone Working</b>	Permitted for short periods of time	Only if: It is a known quiet period If the member of staff/volunteer feels comfortable doing so and has alerted another staff or family member who can raise the alarm if they are not home by the expected time.			



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