



# Marlborough Town Council

## Lone Working Policy

### 1. Introduction

This policy is intended to help the Council and its employees understand their obligations and provide advice in relation to lone working.

### 2. Employer's Duties

Lone workers are those who work by themselves without close or direct supervision. This may include working on or off site. Although working alone is not in itself against the law and it will often be safe to do so, the law requires employers to consider carefully and then deal with any health and safety risks for people working alone. All lone working activities must be suitably assessed prior to undertaking to ensure control measures are acceptable.

### 3. Employee's Duties

If expected to work alone, employees should ensure that they have read the relevant risk assessment and are familiar with the expectations placed upon them to ensure their safety. Employees should remain courteous and aware of the public at all times. If working at weekends, employees may receive comments or complaints that they cannot rectify alone. These should be recorded for the appropriate Line Manager to act upon. Should an emergency occur, an employee should inform a manager by telephone. For non-emergencies, contact can be by text or email. Email may be also useful if a digital photograph is available showing the nature of the incident.

#### On-site working including:

- Opening sites
- Servicing equipment
- Completing records
- Cleaning

#### Working off-site

Working alone off site can involve a number of scenarios. The following are important to for employees to remember:

- Always ensure that your Line Manager is aware of where you will be and record where you are going, when you are going and your expected time of return, if these are not already known.
- Take a mobile phone with you and ensure that it is fully charged in case you need to use it
- Ensure that your Line Manager and colleagues have a record of your mobile telephone number
- Keep valuables/cash to a minimum
- Maintain regular contact with colleagues or manager

#### **4. Walking**

Anyone who is on foot should maintain a level of awareness to danger that is relevant to the circumstances. The use of a few precautions will minimise risks:

##### **Walking safely**

- Avoid short cuts through dimly lit or enclosed areas
- After dark, keep away from bushes, doorways and alleyways
- Tell your Line Manager or colleagues your precise destination and expected time of return
- Walk confidently and purposefully, avoid sending out signals of fear and vulnerability
- Do not wear a personal stereo, it will reduce awareness of your surroundings
- Wear sensible footwear, do not wear footwear which may impede your actions if alarmed
- If you think you are being followed, cross the street. If this continues, move to the nearest place with people and call the Police using your mobile phone
- Keep your distance if asked for directions

##### **Carrying money and valuables safely**

- Don't carry more cash than absolutely necessary
- Keep wallets/purses in inside pockets
- Make sure the fastenings on bags are secure
- If someone grabs your bag or wallet, let it go. Personal safety is paramount

##### **Be on guard with strangers**

- Trust your instincts and avoid crowds or groups which may appear threatening
- Be wary of stationary vehicles with engines running and people sitting in them
- If a car stops and you are threatened, move away quickly in the opposite direction and use your mobile phone to call for assistance

#### **5. DRIVING**

When driving, precautions will help minimise risks and help to make you more confident while lone working:

##### **Before you set off**

- Make sure your vehicle is regularly serviced and check oil and tyres etc. regularly this should be part of a weekly routine
- Ensure you have adequate fuel
- Plan your route

### **On the road**

- Keep bags and other valuables out of sight
- Keep doors locked, windows closed as much as possible, especially in stop/go traffic
- If followed, drive to the nearest police station or concentration of people and call for assistance using your mobile phone

### **Leaving the vehicle**

- Always lock your vehicle and put anything of value out of sight
- Be alert to situations – trust your instincts
- If dark or if it will be dark when returning to your vehicle, park in well-lit places, as near to your destination as possible. Make sure the workshop lights are on when parking, reverse your vehicle into a parking space and leave it as close to the exit as you can
- Have your keys ready when you return to your vehicle; check the interior for intruders before getting in

### **If you break down**

- Pull off the road as far as you can and if necessary switch on your hazard warning lights
- Summon assistance using your mobile phone and give precise details of your location

### **If you feel threatened**

- If you are being followed, drive to a busy place
- If the occupants of a car beside you e.g. at traffic lights or road junction try to attract your attention for any reason, simply ignore them
- If a car travels alongside you at the same speed, slow down and let them pass. If the driver persists, drive to a busy place and call the police
- If a car pulls up in front of you, forcing you to stop, leave the engine running, activate your hazard warning lights and sound your horn continuously. If the driver gets out and approaches you, reverse and get away

### **Recording Accidents, near misses and incidents**

If an incident or accident has occurred or a near miss has occurred, this should be reported before the end of shift in writing on the appropriate form. A Line Manager should be informed as soon as possible.

### **December 2016**