



Saltash Town Council



Policy/Procedure:

Lone Working Policy

Date of Adoption:

This is a Policy or Procedure document of Saltash Town Council to be followed by both Councillors and employees.

Current Status			
Version	1	Approved by	FTC
Date	05.07.2011	Date of approval	04.08.2011
Responsible Officer		Minute reference	140/11/12
Responsible Committee	Staffing	Review date	As required

Version History			
Date	Version	Author/Editor	Comments
May 2011	1	AK	
July 2019	2	RL	

Review Record				
Date	Type of Review	Date of completion	Summary of actions	Completed by
July 2019	Full	8 th July 2019	Edited to reflect infrastructure change.	RL

Lone-Working Policy

Staff are advised to read policies in conjunction with other relevant documents, including their contract, the 'Green book', their job description, and other council policies. They may also wish to consult the Town Clerk, or to take advice from their union or professional association.

Throughout this policy references to the Town Clerk in relation to an employee, shall be taken to refer Chairman of Staffing if the employee is the Town Clerk. In this case the role of Chairman of Staffing shall be taken by the Town Mayor. Throughout this policy references to the Chairman of Staffing refer to the Vice Chairman if the Chairman is absent or unavailable, or the particular circumstances may delegation preferable.

Section A: Applicability and general

1. Staff will generally experience lone-working under one of the following conditions:
 - a. Working from home from time to time;
 - b. Working alone at the Guildhall from time to time (including caretaking, for which this is a more common occurrence);
 - c. Working permanently alone, generally outside the Guildhall;
 - d. Contractor staff.
2. The council is aware that lone-working often does not represent the ideal situation, and is committed to utilising only where reasonable cost-effective alternatives are not available. Where it is necessary the council is committed to make it as safe and positive an experience as reasonable possible.
3. Staff are requested to inform their Line Manager of any medical or other issues that may present particular risks to them if lone-working. The Line Manager will then consider what reasonable adaptations can be made.
4. Where lone-working brings staff into regular contact with Young People or Vulnerable Adults, Line Managers will recommend where additional measures are necessary, potentially including training and CRB checks

Section B: Lone-working from home

1. Where staff work at home the Line Manager will carry out a light-touch assessment of the issues arising and necessary solutions, with particular reference to:

- a. Health and Safety and risk assessment of working environment;
 - b. Covering costs arising from work, such as phone bills etc.;
 - c. General management issues – e.g. Supervision, workload monitoring, management support etc.
2. Where a light-touch assessment identifies significant issues or risks, the Line Manager will investigate this in more detail and report to the Town Clerk. Employees may also request this.
 3. The Line Manager will repeat the light-touch assessment annually, or if mutually agreed with the employee.

Section C: Lone-working at the Guildhall

1. The council seeks to ensure that, except under C3 below, there are always at least two members of staff in the Guildhall.
2. Where this is not possible the council will seek to put appropriate measures in place to remedy the situation, which may include:
 - a. Temporary alteration of work patterns;
 - b. Councillors presence in the building;
 - c. Temporary alternation of reception hours.
3. Outside of office hours certain staff will experience lone working. In order to mitigate any risk, Line Managers will ensure that:
 - a. Staff have an available contact for any emergencies;
 - b. A mobile phone is provided for staff working away from a fixed landline.
 - c. Staff are aware that higher-risk activities, for examples involving hazardous substances or dangerous tools, should not be undertaken whilst lone working unless unavoidable.
4. General Health and Safety of employee working at the Guildhall is dealt with under the Council's Health and Safety policy.

Section D: Permanent lone-working

1. The Personnel Committee, in addition to considering health and safety issues as they arise, conducts an annual review of Health and Safety. At this meeting the Town Clerk will present a written risk assessment by Line Managers for all jobs covered under this section. This will include:
 - a. Assessment of general necessary risks and measures to mitigate them;
 - b. Particular measures to avoid or mitigate higher risks;
 - c. General management issues – e.g. Supervision, workload monitoring, management support etc.;
 - d. Issues relating to Child Protection and Vulnerable Adults;
 - e. Arrangements for periodic site visits to assess health and safety.

There are currently no permanent lone workers.

Section E: Contract Staff

1. The Health and Safety, including provision for lone-working, of staff employed by Town Council contractors is primarily the responsibility of the contractor. However, Line Managers will liaise with contractors to satisfy themselves that this duty is being adequately discharged.

Version History

Date	Details
September 2018 July 2019	Note: Words importing the masculine gender only shall include all other genders and vice versa.