

Millbrook Parish Council Lone Worker Policy

Introduction

Lone workers can be anyone who works by themselves without close or direct supervision, e.g., home workers, persons working in an office on their own, people working outside normal hours on their own, staff who have to travel on their own to other locations for work away from an office base.

This policy applies to all members of staff

People and Their Duties and Responsibilities

The parish council has responsibility for:

- Taking a legal “duty of care” of all of their employees and volunteers to provide them with a safe system of work
- Regularly reviewing, documenting, updating, and communicating working practices and procedures to all paid staff and volunteers
- Putting in place working practices and procedures identified in risk assessments to reduce risk
- Ensuring that all staff and volunteers are trained and understand what is required of them.
- Knowing where employees and volunteers are during working hours
- Ensuring that employees and volunteers follow agreed practices and procedures
- Raising lone working issues with the staffing committee
- Learning any lessons and putting revised plans into action where necessary
- Ensuring that anyone working alone is medically fit to do so

All lone workers are responsible for:

- Taking a legal “duty of care” for their colleagues
- Informing the Council of any medical condition that may have a detrimental impact on their work
- Carrying and using all equipment provided for their safety e.g., personal alarms and mobile phones and making sure batteries are working

- Understanding the risks that affect them and not taking unnecessary risks
- Raising any issues or concerns with the Clerk or in the case of the Clerk discussing issues with the Chair of the Council.
- Keeping in contact with a designated person whilst working alone
- Informing the designated person of any changes to their movements or if their vehicle breaks down
- Ensuring that they know where they are going – using online maps or taking physical maps with them before embarking on a journey
- Knowing what to do if threatened verbally or physically (see below)
- Reporting immediately to the Clerk if they experience anything unpleasant, no matter how trivial
- Ensuring that a record is made of the date, time and location of any incident. Clerk to maintain formal record of any incident.
- Ensuring that an outside individual will take action if they do not return home when expected (where a phone call cannot be made to the office, e.g., attending a meeting out of normal working hours)
- When the Council's Officers are working alone in the council office the office door should remain locked.

Action to be taken if you are threatened verbally or physically

- If you are in a position to do so, get out as quickly as possible
- If you are not near an escape route, withdraw to a room, barricade yourself in, smash a window, scream FIRE (it is proven to be more successful than HELP).
- Do not feel embarrassed about causing a scene, do all you can to attract attention
- Call 999 on your mobile phone and remember to tell them your address
- If possible, dial 999 again on terrestrial phone as the call will be traced automatically.



Date	Minute	Notes
17/07/2025	57.4	Policy reaffirmed – no amendments
16/01/2024	143.3	Approved subject to correction minor grammatical errors.
18/10/2022	86c	Final sentence under 'lone worker responsibilities amended from <i>"When working after hours in the parish council office, ensuring that all external doors are locked to prevent uninvited visitors/intruders."</i> To <i>"When the Council's Officers are working alone in the council office the office door should remain locked"</i>
17/02/2022	142a	Policy approved by Full Council.
06/01/2022	5(iv)	Reviewed by the Staffing Committee during the Staffing Committee meeting held on Thursday 6 th January 2022 The Staffing committee recommended the following amendments: <ul style="list-style-type: none">• Remove the appendix• Tidy up formatting of bullet points. Remove 'employs five members of staff' and amend to <i>'this policy applies to all members of staff'</i> .
19/01/2017		Policy adopted