



# Pershore Town Council

## LONE WORKING PROCEDURE

### Introduction

This policy applies to all staff who, as part of their duties, are required to work alone either in the Town Hall or on property owned or managed by the Council.

The policy is intended to protect staff from threat or allegations regarding their behaviour and must be followed in every instance. Staff should be aware that the Town Clerk will do her utmost to ensure that no member of staff works in the building completely alone when no other part of the building is in use.

The Groundsman frequently works alone at various locations in the town. It is essential that the procedures are followed to comply with Health & Safety requirements.

All staff members are required to function without risk and with confidence and should be medically fit to work alone.

Training and advice will be provided by the Council

Adequate supervision to reduce the risks associated with lone working and to ensure that the member of staff remains safe, will be undertaken by the Clerk by periodically visiting and observing the people working alone, and making use of telephone contact between the Clerk and staff.

Procedures are in place to deal with any accidents and the location of the first aid kit is known, together with a method of advising the Clerk that they are unwell and unfit for work.

The groundsman, in discussion with the Clerk, ensures that his whereabouts are known at all times and is to carry a mobile phone, provided by the Council, to enable him to be contacted.

### Part one – compulsory requirements

1. For security purposes, the ONLY entrance to the Front Office will be through the front door. Hirers are to be instructed by the Clerk that once their group has arrived, the side door is to be firmly shut and any remaining late arrivals are to enter through the front door.

2. Staff are to carry a personal alarm which will be provided and maintained by the Council and which is to be used in the event of an emergency.
3. If staff are leaving the building to work alone elsewhere in the town, they are required to advise the Clerk of their whereabouts and ensure they have left a contact number in case of emergency.
4. Staff are advised to avoid risk and conflict if at all possible and to trust their instincts. If they feel uncertain or uncomfortable there are to leave the area immediately and to have a pre-determined set of excuses for removing themselves from the situation.

Staff who have responsibility to lock up the Town Hall or Cemetery alone are required, once they are safely at home, to telephone the Town Clerk to advise of their safety. In the event that no telephone call is received, and the Clerk is unable to make contact with the employee, the Clerk will attend the premises together with another member of staff or councillor, to ensure the safety of the member of staff.

Staff should be aware of the following: -

1. Staff should not give out personal details to people with whom they come into contact.
2. Staff should endeavour, if necessary, to contain any aggression. Advice is: -
  - a. Do not respond in kind even if provoked
  - b. Stay calm, speak slowly and clearly, do not argue
  - c. Breathe slowly to control tension
  - d. Talk through the problem, compromise, and offer a way out of the situation
  - e. Try to establish a means of exit, never turn your back, move backwards slowly
  - f. If you are physically attacked get away as fast as you can or protect yourself
  - g. Shout clearly "phone the police" and use your personal alarm
  - h. ALWAYS report the incident and ensure a written record is kept – if appropriate the Clerk should report the incident to the Police.

### **SCOPE OF TRAINING**

1. The hazard and risks associated with the intended task
2. The steps that can be taken to reduce risks to the lowest extent reasonably practicable
3. Written instructions, if any, for the task, including contingency measures for foreseeable problems and the procedures to follow.

4. The steps to be taken when a problem is encountered and there is no one to ask
5. Steps to take to minimise the risk of violence
6. Emergency arrangements for illness or injury
7. The location of an immediate supervisor

**THE TOWN CLERK: -**

Must understand: -

1. The importance of ensuring that hazards and risks are correctly evaluated
2. How to obtain professional advice and assistance when problems arise
3. The legal implications of lone working