



NESTON TOWN COUNCIL

LONE WORKER POLICY

Purpose

The purpose of this policy is to set out specific requirements that apply to the health and safety of an employee who is working alone. A lone worker is defined as anyone who works in isolation from their colleagues and without close/direct supervision. This includes mobile workers when working away from their usual base.

Lone working should always be avoided wherever possible. However where it can't be avoided the Council will take steps to ensure that the employee's health and safety is protected so far as possible.

Duties of the Council

In accordance with the Health and Safety at Work Act 1974, the Council has a duty of care to the employee. When an employee is working alone the Council will:

- Carry out a risk assessment of the work before the employee starts work, before the employee starts any lone working activities. If any risks are identified consideration will be given to adjustments that can be made to reduce or eliminate any risks. The employee should take part in carrying out the risk assessment and should be made aware of the contents of the risk assessment and of any specific action that needs to be taken as a result of the assessment.
- Ensure that risk assessments are reviewed regularly, and at least once per year.
- Arrange back-up, or change the work if the risk assessment indicates that it is not safe for an employee to be working alone.
- Ensure that the employee is provided with safe and adequate equipment. The Council will ensure that the employee is fully trained in the use of all relevant equipment.
- Ensure that the employee is provided with any personal protective equipment that is required.
- Ensure that the premises are safe (and ensure that the employee is made aware of any potential hazards, as identified in the risk assessment).
- Ensure that the employee is aware of the procedures and processes to follow in carrying out the work, including communication and emergency arrangements.
- Ensure that the employee is aware of any legal restrictions relating to the work being undertaken (e.g. laws relating to the control of hazardous materials).

Duties of the employee

In accordance with the Health and Safety at Work Act 1974, the employee has a duty to take care of his or her own health and safety. When working alone it is essential that the employee:

- Obeys all instructions of the employer that have been given before the work starts.
- Takes note of any risks that have been identified in the risk assessment and carries out any actions that have been agreed with the employer in relation to any hazards.
- Wears any protective personal equipment that has been issued.

- Uses all equipment and tools in accordance with their purpose, and in the way that the employee has been trained to use them.
- Notifies the employer immediately of any issues relating to health and safety that occur.

Communication

Maintaining communication with any employee who is working alone is of paramount importance. Whenever possible an employee working alone should have a mobile phone. If this is not possible, due to hazards or poor reception, the employee should make sure that he or she is aware of the nearest landline telephone or other means of communication.

Specific arrangements must be put in place to ensure that the lone worker is monitored on a regular basis (e.g. pre-arranged 'check in's') and that procedures are in place should an issue arise (e.g. a 'check in' is missed).

If the employee is not fluent in English, the Council is responsible for ensuring that adequate communication systems are in place.

Supervision

The Council shall ensure that any lone employee has a named person as a supervisor. The employee should contact the supervisor regularly to discuss any issues that arise and to confirm that they are safe.

Accidents

If the employee is involved in an accident, or a member of the public/customer/supplier/other individual is injured whilst on the employee's premises, the employee should contact the employer as soon as possible.

If the injury requires medical attention, this should be sought before informing the employer of the situation.

The Council shall make a first aid kit available to the employee and all accidents must be recorded in accordance with the agreed procedures

Emergencies

The Council and employee shall agree a procedure to be followed in the case of an emergency. This will include consideration of issues such as communication, exit from the building and the containment of any situation so that other people are not affected.

Procedures

Procedures to give effect to this policy shall be devised by the Council Manager in consultation with affected employees.

The Council and its employees will adhere to these procedures.