

LONE WORKERS AND HOME WORKERS POLICY

The Law

Under the Health and Safety at Work Act 1974 and the Management of Health and Safety at Work Regulations 1999, employers have a legal obligation to look after the health, safety and welfare of their employees and contractors.

Introduction

Glapwell Parish Council will take every practicable step to protect the health, safety and welfare of its employees and Councillors whenever they are required by the nature of their duties to work alone and without direct support and supervision.

The Council's employees are expected to work alone and for some staff lone working is the norm. Whilst working alone is not in itself unsafe there may be circumstances where working alone can increase risks. The Council recognises that there may be increased risks to staff who are required to work alone. The implementation of this policy should help to reduce these risks.

Scope of the Policy

The policy applies to employees and Councillors and for the purposes of this policy lone working is defined as any activity or function performed on behalf of Glapwell Parish Council without any close supervision or with other employees.

Definition of Lone Workers

The Health & Safety Executive defines lone workers as "those who work by themselves without close or direct supervision". This covers the Council's staff who are required to carry out their duties for all or part of their working day and evening in isolation.

Aims of Policy

The aim of the policy is to:

- Increase staff awareness of safety issues relating to lone working.
- Ensure that risk of lone working is assessed in a systematic and ongoing way, and that safe systems and methods of work are put in place to reduce the risk so far as is reasonably practicable.
- Ensure that appropriate training is available to all staff in all areas that equips them to recognise risk and provides practical advice on a safety when working alone.
- Ensure that appropriate support is available to staff who have to work alone.
- Encourage full reporting and recording of all adverse incidents relating to lone working.

Responsibilities

The Council

The Council is responsible for:

- Ensuring that there are arrangements for identifying, evaluating and managing risk associated with lone working.

- Providing resources for putting the policy into practice.
- Ensuring that there are arrangements for monitoring incidents linked to lone working and that the Council regularly reviews the effectiveness of this policy.
- Ensuring that all staff are aware of the policy.
- Ensuring that risk assessments are carried out and reviewed regularly.
- Putting procedures and safe systems of work into practice which are designed to eliminate or reduce the risks associated with working alone.
- Ensuring that staff are given appropriate information, instruction and training.
- Ensuring that appropriate support is given to staff involved in any incident and
- Managing the effectiveness and preventative measures through an effective system of reporting, investigation and recording incidents.

Employees

- Taking reasonable care of themselves and others affected by their actions.
- Co-operating by following rules and procedures designed for safe working.
- Reporting all incidents that may affect the health & safety of themselves or others and asking for guidance as appropriate.
- Taking part in training designed to meet the requirements of the policy and
- Reporting any dangers or potential dangers they identify or any concerns they might have in respect of working alone.
- Risk Assessment

Risk assessment is essential to good risk management.

Assessments will be carried out for and by all staff whose working practice makes them vulnerable. This includes staff who are site based but work in isolation or whose work may take them to other areas to work alone. Recommendations will be made to eliminate or to reduce the risk to the lowest level reasonably practicable.

A lone worker's checklist will be completed (see appendix 1). This will be used as a tool to identify if the existing control measures are adequate or not, and what modifications or additional actions can be considered necessary to help reduce the risks associated with lone working.

Once the checklist has been completed, a risk assessment will be carried out and documented in a risk assessment form (see appendix 2).

Risk assessments for site based lone workers will include:

- Safe access and exit
- Risk of violence
- Safety of equipment and individual use
- Channels of communication in an emergency
- Site security
- Security arrangements, i.e. alarm systems and response to fire alarms

- Making other organisations sharing the building aware that a lone worker in isolation is present in the building and that an adequate procedure is in place to account for this in case of an emergency
- Level and adequacy of on/off site supervision

Risk assessments for mobile (on foot) lone workers

will additionally include:

- Walking alone in the village of Glapwell, whilst undertaking your work duties
- Reporting and recording arrangements
- Communication and traceability and
- Personal safety/security

Following completion of the Risk Assessment, consideration will be given to any appropriate action that is required.

1. Incident Reporting

An incident is defined as “an unplanned or uncontrolled event or sequence of events that has the potential to cause injury, ill health or damage”.

In order to maintain an appropriate record of incidents involving lone workers it is essential that all incidents be reported to the Clerk, who will prioritise each incident and identify any immediate action. Staff should ensure that all incidents where they feel threatened or unsafe (even if this was not a tangible event/experience) are reported. This includes incidents of verbal abuse.

2. Contacting/Involving the Police

The Council is committed to protecting staff from violence and assault and will support criminal proceedings against those who carry out assault. All staff are encouraged to report violent incidents to the police and will be supported by the Council throughout the process.

Except in cases of emergency, employees should inform the Clerk of any incident immediately. The Clerk will thereafter take responsibility for contacting the police to report the details of the incident.

1. Support for Staff

Employees working for the Council should know that their safety comes first. Staff should be aware of how to deal with situations where they feel they are at risk, or unsafe. Staff should also be able to recognise how their own actions could influence or even trigger an aggressive response. The Clerk will ensure that all lone worker training needs are assessed and that they receive appropriate training.

2. Immediate Support Following a Violent Incident

In the event of a violent incident involving a lone worker at the office, the member of staff should contact 999 and then the Clerk, Chairman, another Councillor should be contacted.

The Clerk will also consider whether the employee needs specific information or assistance relating to legal or insurance aspects. The Clerk will also ensure appropriate written and verbal reporting of any violent incident.

Lone Worker Guidance

- Lone workers must carry their mobile telephone.
- Lone workers at Glapwell Centre must lock all external doors and ensure the ring doorbell is working.
- Employees and Councillors must take reasonable care not to put themselves at undue risk. If they feel that they would be at particular risk unless additional precautions are taken, then they should discuss this with the Chairman.
- Plan the visit – let someone know time of leaving, where going and estimated time of return.
- Try to avoid confrontation. If a situation does become heated, try to stay calm. If violence is threatened it is best to withdraw.
- In the event that an officer suspects that a violent attack is imminent it may be possible to use a mobile telephone or phone 999. Heated arguments can suddenly escalate to the point at which violence is used and in practice there may be little time to call for help.
- Ensure that you are properly trained and have the skills and knowledge to do your job safely and without risks to health. If you feel that you need extra training then discuss this with the Chairman.

Adopted: June 2020

Updated and Approved: March 2026 (Min No: 322.26 (c.1))

Review Date May 2027

Appendix 1 Lone Worker Checklist

Glapwell Parish Council ensures safety by assessing risks, establishing communication protocols, and training staff. Key actions include validating the worker's medical fitness, checking equipment/environmental safety, and ensuring a reliable, agreed-upon check-in system (e.g., scheduled calls). Key steps involve:

Lone Worker on Foot

Pre-Departure & Planning

- **Plan the route/journey:** Ensure mobile phone is fully charged.
- **Inform the Centre manager:** Share arrival/departure times.
- **Assess site risks:** Evaluate location, environmental hazards, and security.
- **Check equipment:** Ensure all tools and personal safety devices work.

During Lone Work

- **Maintain contact:** Follow the established check-in schedule – check in at the Glapwell Centre with the Centre Manager.
- **Situational awareness:** Be aware of surroundings and potential hazards.
- **Emergency procedures:** Know how to trigger an alarm (e.g., panic button) or contact emergency services.

Post-Work

- **Confirm safety:** Notify the Centre Manager upon safe completion of work
- **Report incidents:** Document any issues.

Lone Worker Office based

During Lone Work

- **Maintain contact:** Follow the established check-in schedule – check in with the Clerk or Chair.
- **Situational awareness:** Be aware of surroundings and potential hazards.
- **Emergency procedures:** Know how to trigger an alarm (e.g., panic button) or contact emergency services.

Post-Work

- **Confirm safety:** Notify the Clerk or Chair upon safe completion of work
- **Report incidents:** Document any issues.

Potential Severity of Harm	High (e.g. death or paralysis, long term serious ill health)	Medium	High	High	Risk Definitions
	Medium (an injury requiring further medical assistance or is a RIDDOR incident)	Low	Medium	High	Low Controls are adequate, no further action required, but ensure controls are monitored and any changes reassessed.
	Low (minor injuries requiring first aid)	Low	Low	Medium	Medium Consideration should be given as to whether the risks can be reduced using the hierarchy of control measures. Risk reduction measures should be implemented within a defined time periods. Arrangements should be made to ensure that the controls are maintained and monitored for adequacy.
		Low (The event is unlikely to happen)	Medium (It is fairly likely it will happen)	High (It is likely to happen)	High Substantial improvements should be made to reduce the level to an acceptable level. reduction measures should be implemented urgently with a defined period. Consider suspending or restricting the activity, or applying interim risks controls. Activities in this category must have a written method statement/safe system of work and arrangements must be made to ensure that the controls are maintained and monitored for adequacy.
	Likelihood of Harm Occurring				

Lone Working Risk Assessment Record Appendix 2

Work Activities covered by this assessment:	LONE WORKER ON FOOT		
Site Address/Location:	Glapwell Centre, Glapwell, Chesterfield, S44 5LW		
Note:			

Hazards Considered <i>Step 1</i>	Who is affected <i>Step 2</i>	Control Measures: <i>Step 3</i>	Risk Rating			Further action Step 3 i.e. elimination, substitution, engineering controls, signage/ warning and/or admin controls, (PPE as a last resort)	Actions Step 4		
			Low	Medium	High		Who (Name)	When (Date)	Complete (Date)
<p>Violence and Aggression: Higher risk of physical or verbal attack from members of the public, particularly remote areas.</p> <p>Slips, Trips, and Falls: Increased risk due to uneven terrain, wet surfaces, ice, snow, or rushing.</p> <p>Environmental Factors: Exposure to severe weather, lack of suitable shelter, and poor lighting.</p> <p>Medical Emergencies: Inability to summon help if injured, suffering a</p>	<p>Employee Leading to injury/ill health</p> <p>Employee Leading to injury</p> <p>Employee</p>	<p>Communication Systems: A reliable system, such as a charged mobile phone or lone worker device with a panic button, must be provided. Action to be taken in the event a lone worker fails to call in on time or is not following the schedule and cannot be traced.</p> <p>Arrangements to be followed if the lone worker becomes ill or has an accident e.g. ensuring the worker receives treatment.</p> <p>Training: Workers should receive training in risk assessment, personal safety, and conflict resolution (de-escalation techniques).</p> <p>Dynamic Risk Assessment: Training workers to evaluate risks on the spot and abort a task or leave an area if they feel unsafe.</p> <p>Abort any tasks where there is an increased risk.</p> <p>Personal Protective Equipment (PPE): Appropriate clothing, footwear for terrain/weather, and, if needed, high-visibility clothing.</p>	/	/	/				

Hazards Considered <i>Step 1</i>	Who is affected <i>Step 2</i>	Control Measures: <i>Step 3</i>	Risk Rating			Further action Step 3 i.e. elimination, substitution, engineering controls, signage/ warning and/or admin controls, (PPE as a last resort)	Actions Step 4		
			Low	Medium	High		Who (Name)	When (Date)	Complete (Date)
<p>health condition, or incapacitated.</p> <p>Traffic Issues: Danger from vehicles when working near traffic</p> <p>Using strimmer</p> <p>Procedures for Management</p> <p>Review: Risk assessments must be reviewed annually or after any incident or "near miss".</p> <p>Medical Fitness: Ensure the individual is medically fit to work alone.</p> <p>Emergency Plan: A clear "worst-case" scenario procedure must be in place, including how to handle injuries or if a</p>	<p>Employee</p> <p>Employee</p> <p>Employee</p> <p>The Parish Council</p>	<p>Buddy System/Check-in Procedure: A designated contact must know the worker's location, route, and expected return time</p> <ul style="list-style-type: none"> ➤ Action to be taken in the event a lone worker fails to call in on time or is not following the schedule and cannot be traced. ➤ Arrangements to be followed if the lone worker becomes ill or has an accident e.g. ensuring the worker receives treatment <p>Walk in the middle of the pavement</p> <p>Training to be given</p> <p>Employee to advise Clerk of any underlying medical issues</p> <ul style="list-style-type: none"> • All accidents/near miss/incidents are investigated fully • Procedure/s are reviewed following an accident/ near miss/incident, or on a periodic basis (annually). 	/	/	/				

Hazards Considered <i>Step 1</i>	Who is affected <i>Step 2</i>	Control Measures: <i>Step 3</i>	Risk Rating			Further action Step 3 i.e. elimination, substitution, engineering controls, signage/ warning and/or admin controls, (PPE as a last resort)	Actions Step 4		
			Low	Medium	High		Who (Name)	When (Date)	Complete (Date)
worker fails to check in.		<ul style="list-style-type: none"> Consideration is given to lone workers and that adequate monitoring arrangements are put in place if a lone worker fails to check in the Centre Manager will take actions including informing the Police. <p><i>Lone workers will be reminded to adhere to lone working systems and procedures which have been put in place and ensure they are familiar with and apply lone working procedures, emergency arrangements and are aware of how to summon assistance if required.</i></p>							
Inadequate Means of Communication	Glapwell Parish Council	<p>Glapwell Parish Council will ensure that:</p> <ul style="list-style-type: none"> Procedures relating to lone working activities and the escalation process have been communicated to lone workers (on induction, and on a regular basis thereafter). Personal contact details of the lone worker are kept e.g. phone number, home address, car registration, next of kin or person to contact in an emergency and a brief description of the employee. Mechanisms are in place for lone workers to be made aware of relevant risk assessments (including potential aggressive behaviour from people or animals) Risk assessments have been undertaken to identify that lone working devices are required (panic alarms/ mobile phones) to raise the alarm in the event of an emergency. In cases where lone workers report mobile phone signal problems e.g. in remote locations, this is explored for a resolution to the problem 	/						

Hazards Considered <i>Step 1</i>	Who is affected <i>Step 2</i>	Control Measures: <i>Step 3</i>	Risk Rating			Further action Step 3 i.e. elimination, substitution, engineering controls, signage/ warning and/or admin controls, (PPE as a last resort)	Actions Step 4		
			Low	Medium	High		Who (Name)	When (Date)	Complete (Date)
	Employee	<ul style="list-style-type: none"> • Arrangements are in place for lone workers to raise concerns on a day to day basis. • Regular supervision/communication takes place between the lone worker and office manager via the telephone or during a drop in visit at Glapwell Centre. <p>Lone workers will ensure:</p> <ul style="list-style-type: none"> • Personal details are up to date (this includes phone number, home address, car registration, next of kin or person to contact in an emergency). • They are aware of any relevant risk assessments (including potential aggressive behaviour from people or animals) • They have contact details (including telephone numbers) the Centre manager, Police, relevant agencies. • Mobile phones are fully charged. • They check the correct operation of the communicating device on a regular basis and report any problems immediately 							
Consider if any additional hazards are created and control measures are required if this activity is undertaken in non-routine or emergency conditions									
Assessor Cllr Craig Lee (Designated Health & Safety Officer)		Signature			Date				

Hazards Considered <i>Step 1</i>	Who is affected <i>Step 2</i>	Control Measures: <i>Step 3</i>	Risk Rating			Further action Step 3 i.e. elimination, substitution, engineering controls, signage/ warning and/or admin controls, (PPE as a last resort)	Actions Step 4	Further information <ul style="list-style-type: none"> • Safety on the Street • Working Alone • Working Alone (HSE Guidance) • Guide for employers to control risks from lone working
			Low	Medium	High		Who (Name)	

[\(HSE Guidance\)](#)

- [Violence at Work Employers Guide](#)

Potential Severity of Harm	High (e.g. death or paralysis, long term serious ill health)	Medium	High	High	Risk Definitions
	Medium (an injury requiring further medical assistance or is a RIDDOR incident)	Low	Medium	High	Low Controls are adequate, no further action required, but ensure controls are monitored and any changes reassessed.
	Low (minor injuries requiring first aid)	Low	Low	Medium	Medium Consideration should be given as to whether the risks can be reduced using the hierarchy of control measures. Risk reduction measures should be implemented within a defined time periods. Arrangements should be made to ensure that the controls are maintained and monitored for adequacy.
		Low (The event is unlikely to happen)	Medium (It is fairly likely it will happen)	High (It is likely to happen)	High Substantial improvements should be made to reduce the level to an acceptable level. reduction measures should be implemented urgently with a defined period. Consider suspending or restricting the activity, or applying interim risks controls. Activities in this category must have a written method statement/safe system of work and arrangements must be made to ensure that the controls are maintained and monitored for adequacy.
	Likelihood of Harm Occurring				

Lone Working Risk Assessment Record Appendix 2

Work Activities covered by this assessment:	LONE WORKER AT THE GLAPWELL CENTRE		
Site Address/Location:	Glapwell Centre, Glapwell, Chesterfield, S44 5LW		
Note:			

Hazards Considered <i>Step 1</i>	Who is affected <i>Step 2</i>	Control Measures: <i>Step 3</i>	Risk Rating			Further action Step 3 i.e. elimination, substitution, engineering controls, signage/ warning and/or admin controls, (PPE as a last resort)	Actions Step 4		
			Low	Medium	High		Who (Name)	When (Date)	Complete (Date)
<p>Violence and Aggression: Higher risk of physical or verbal attack from members of the public, particularly remote areas.</p> <p>Slips, Trips, and Falls:</p>	<p>Employee</p> <p>Leading to injury/ill health</p> <p>Employee</p>	<p>Communication Systems: A reliable system, such as a charged mobile phone or lone worker device with a panic button, must be provided. Action to be taken in the event a lone worker fails to call in on time or is not following the schedule and cannot be traced.</p> <p>Arrangements to be followed if the lone worker becomes ill or has an accident e.g. ensuring the worker receives treatment.</p> <p>Training: Workers should receive training in risk assessment, personal safety, and conflict resolution (de-escalation techniques).</p> <p>Dynamic Risk Assessment: Training workers to evaluate risks on the spot and abort a task or leave an area if they feel unsafe.</p> <p>Telephone emergency services; carry mobile at all times.</p>	/	/					

Hazards Considered <i>Step 1</i>	Who is affected <i>Step 2</i>	Control Measures: <i>Step 3</i>	Risk Rating			Further action Step 3 i.e. elimination, substitution, engineering controls, signage/ warning and/or admin controls, (PPE as a last resort)	Actions Step 4		
			Low	Medium	High		Who (Name)	When (Date)	Complete (Date)
		<ul style="list-style-type: none"> • <i>They are aware of any relevant risk assessments (including potential aggressive behaviour from people or animals)</i> • <i>They have contact details (including telephone numbers) the Centre manager, Police, relevant agencies.</i> • <i>Mobile phones are fully charged.</i> • <i>They check the correct operation of the communicating device on a regular basis and report any problems immediately</i> 							
Consider if any additional hazards are created and control measures are required if this activity is undertaken in non-routine or emergency conditions									
Assessors Cllr Craig Lee Designated Health & Safety Officer:		Signature:			Date:				

Further information

- [Safety on the Street](#)
- [Working Alone](#)
- [Working Alone \(HSE Guidance\)](#)
- [Guide for employers to control risks from lone working \(HSE Guidance\)](#)
- [Violence at Work Employers Guide](#)

