



COLNEY HEATH PARISH COUNCIL

Highfield Park Office
Highfield Park Visitor Centre
Hill End Lane
St Albans
Hertfordshire AL4 0RA

Colney Heath Village Office
83 High Street
Colney Heath
Hertfordshire AL4 0NS

Tel: 01727 825314 Email: clerk@colneyheathparishcouncil.gov.uk

Lone & Home Working Policy

Lone working is a common work situation in local government. Colney Heath Parish Council recognises that some staff are required to work by themselves in the community without close or direct supervision, sometimes in isolated work areas or out of office hours.

Under the Health and Safety at Work Act 1974 and the Management of Health and Safety at Work Regulations 1996 Colney Heath Parish Council has a duty of care to advise and assess risk for workers when they work by themselves in these circumstances. Employees also have a duty of care for their own safety, the safety of fellow workers, and of any person affected by the Parish Council's work activities.

This policy applies to all situations involving lone working arising in connection with the duties of Colney Heath Parish Council. Lone Workers are those who work by themselves without close or direct supervision.

1. POLICY AIMS

- a) To increase awareness of safety issues relating to lone working and protect employees who are required to work alone or unsupervised for significant periods of time are protected from risks to their health and safety.
- b) The risks to employee's health and safety are identified by suitable and sufficient risk assessments of the work activities, and where appropriate, introduce control measures to reduce the risk to an acceptable level or within statutory requirements.
- c) Give employees information, instruction and/or training if appropriate before being expected to work alone. The degree of information etc. will be dependent on the risk assessment.

2. RESPONSIBILITIES

- a) The Council and Clerk are responsible for ensuring that there are arrangements for identifying, evaluating and managing risk associated with lone working. Council and the Clerk will also investigate any potential hazards faced by lone workers and assess the risks involved both to the lone worker and to any person who may be affected by their work and then ensure that measures are in place to control or avoid such risk.



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- b) The Council and the Clerk will involve staff when undertaking the required risk assessment process, take steps to check control measures are in place and review risk assessments annually or when there has been a significant change in working practice.
- c) When carrying out the risk assessment particular consideration should be given to:
 - 1. The remoteness or isolation of the workplace.
 - 2. Any problems of communication.
 - 3. Adverse weather.
 - 4. Knowledge of the location and/or person
 - 5. The nature of potential injury or damage to health
 - 6. Previous incidents/accidents in relation to lone workers and their work activities.
 - 7. The level of experience and knowledge of individuals.
 - 8. The availability of first aid facilities.
- d) In relation to First Aid, the Health and Safety (First Aid) Regulations 1981 place a general responsibility on employers to provide first aid facilities. Lone workers first-aid kits will be issued to lone workers and kits are available in both Parish offices. Lone workers are also reminded of their own responsibility to be aware of where they can obtain medical assistance from.
- e) Employees are responsible for:
 - 1. Taking reasonable care of themselves and others affected by their actions
 - 2. Following guidance and procedures designed for safe working
 - 3. Reporting all incidents that may affect the health and safety of themselves or others and asking for guidance as appropriate
 - 5. Taking part in training designed to meet the requirements of the policy
 - 6. Reporting any dangers or potential dangers they identify or any concerns they might have in respect of working alone.

3. RECOMMENDATIONS FOR BEST PRACTICE

- a) During their working hours, all staff leaving the workplace (or home) should leave written details of where they are going and their estimated time of arrival back. If, in the course of a trip away from the office, plans change significantly, this should be communicated back to the Parish office.



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- b) If the visit is assessed to have a sufficient risk, arrangements should be made with a colleague to check that the lone worker has returned to their base of home on completion of the visit. If possible delay the visit until two members of staff can attend.
- c) Telephone contact between the lone worker and a colleague, may also be advisable. Staff should avoid being left on their own with clients in their workplace, or leaving a colleague in this situation.
- d) Lone workers should have access to adequate first aid facilities and mobile workers should carry a first aid kit suitable for treating minor injuries.
- e) Lone workers should ensure they either carry a mobile phone with the number stored in the parish office. Other personal safety equipment can be requested where this is necessary.
- f) Occasionally risk assessment may indicate that lone workers need training in first aid.
- g) Staff should never transport a child on their own and should assess any risk before transporting a vulnerable adult alone. Please consult the CHPC Safeguarding policy for further guidance.
- h) Before making any home visits the lone worker must have full knowledge of the hazards, and risks to which he or she may be exposed to and apply control measures to eliminate or reduce the potential risks.

4. PERSONAL ASSESSMENT

Employees should carry out their own 'Personal Assessment' before undertaking any activity which involves working alone.

1. Trust your intuition and always think of your personal safety
2. What is the best time of day to visit; assess the situation, are you familiar with the property locations? Consider the weather/visibility; seasons – will you be driving in the dark?
3. Where is the most appropriate place to see this person?
4. Do I need to take a colleague with me?
5. If another agency is involved can we undertake a joint visit?



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6. Ensure that someone knows where you are at all times; do not make last minute/unplanned visits.
7. Do you have your personal panic attack alarm (if applicable) or mobile; check it is charged.
8. Know where you are travelling to; check your route to avoid stopping and asking strangers for directions.
9. Park near street lighting or lit areas whenever possible.
10. Reverse into parking spaces to ensure a quick getaway.
11. Keep all doors locked whilst driving and keep valuables out of sight.
12. It is not good practice to visit service users because 'your passing' or your 'on your way home'.
13. If you do not intend to return to the office at the end of the day. Let someone know.

Before starting work employees should be advised that, if they have a feeling that something is wrong, that they should rely on their senses/professional judgement. They must not commence the task, but report to the Parish Council to seek clarification or advice.

This policy and procedure will be reviewed in two years' time, or as legislation changes.

COLNEY HEATH PARISH COUNCIL
CLERK TO THE COUNCIL

DATE 25 June 2020

Reviewed and approved at the meeting of the HR Committee 11 June 2020.
Adopted at the meeting of the Full Council 25 June 2020.

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