



Lone & Isolated Working Policy for Ludgershall Town Council

Dated: 30th July 2020

Ludgershall Town Council staff when working alone shall comply with this procedure to ensure that risk is minimised. Responsibility for and ownership of this policy is both collective and individual, i.e. both the Council and staff have a role to play.

General

By nature of the small number of staff employed by the Council it is inevitable that the day-to-day running of Ludgershall Town Council shall involve lone working. The office has a CCTV system in operation.

Safe ways of working shall be adopted whenever lone working occurs and measures that shall be considered include:

- The use of mobile phones to call for assistance should an emergency arise
- Should a hostile or aggressive situation develop attempts should be made to try and de-escalate the situation. If this is unsuccessful the lone worker should wherever possible use the emergency alarm in the office and/or remove themselves safely from the situation and contact the Police if no other help is forthcoming.
- All Councillors and staff should be kept up to date with potentially inflammatory situations including specific risk concerns
- Ensuring that the home address and telephone contact details of staff are never passed onto Third Parties
- Any client who is under the influence of alcohol or drugs will be asked politely to leave the premises
- Any member of staff who is working alone in the office before or after working hours shall ensure that entry doors are secure. Should the lone working be prolonged then arrangements should be made to telephone a colleague or Councillor on an hourly basis. This should be arranged in advance where possible.
- The lone worker in the office needs to ensure that the bottom lock is not locked when alone in the office, so entry can be gained from outside, if necessary.
- Using a ladder to gain access to items that are high up/out of reach should not be carried out unless a colleague or Councillor is present.

Effective Date: Aug 2020

Review Date: Aug 2022

Approved by: Full Town Council

Minute no: 028-20/21