



## Lone Working Policy

Tidworth 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; ie both the Council and staff have a role to play.

### General

**By nature of the small size of the team employed in the day to day running of the Tidworth Town Council/Community Centre, lone working does occur.**

- Safe ways of working shall be adopted whenever lone working occurs.
- Measures that will/ shall be considered include:
  - The use of mobile phones to call for assistance should emergency situations occur.
  - Provision of personal attack alarms
  - On occasions that staff are on loan visits. Ad-hoc arrangements will/ shall be made to confirm safe conclusion of the visit by a pre arranged specific time. Once this time has lapsed attempts will be made to contact the identified loan worker and/or inform police of details of designated visit.
- Should a hostile or aggressive situation develop, attempts should be made to try to de-escalate the situation. In the event that aggression is escalating the lone worker should where ever possible remove themselves, safely from the situation and immediately contact the police.
- Staff will liaise closely to exchange information on real or possible incidents including specific client risk concerns.
- Third parties shall never be given the home telephone number or address of staff

### Precautions to be taken within the offices

- Any client who is under the influence of alcohol or drugs will have their appointment cancelled and only rearranged if deemed not to be a risk to all staff members.
- Waiting times for clients to be seen should be kept to a minimum to avoid any unnecessary conflict, stress or inconvenience to the client.
- 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.

**Signed** ..... **Date** .....

**Chris Franklin - Mayor to Tidworth Town Council** (Oct 2015)  
(Review September 2016)