



## **Lone Working Policy**

### **1. Purpose**

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

This policy is to ensure that both Tidworth Town Council (as the employer), staff and contractors comply with the procedures put in place to minimise risk.

### **2. Responsibility**

Responsibility and ownership of this policy is both collective and individual. All staff and contractors will be given a copy of this policy.

### **3. General**

Safe ways of working shall be adopted whenever lone working occurs.

Measures to 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 lone visits, ad-hoc arrangements are to be made to confirm safe conclusion of the visit by a prearranged specific time. Once this time has elapsed, attempts will be made to contact the identified lone 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 wherever 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 are never to be given the home telephone number or address of staff.

### **4. Precautions to be taken within the offices**

- Any visitor who is under the influence of alcohol or drugs will have their appointment cancelled (or terminated) and only rearranged if deemed not to be a continuing risk to staff members.



- Waiting times for visitors to be seen should be kept to a minimum to spare them any unnecessary conflict, stress or inconvenience.
- Any member of staff who is working alone in the building 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:** \_\_\_\_\_

**(Print Name)** \_\_\_\_\_ **Chair, Tidworth Town Council**