



Appleton Parish Council

Appleton Parish Hall, Dudlow Green Road, Appleton, WA4 5EQ

Telephone 01925 268153

Lone Worker Policy

Reviewed/Revised October 2025

Adopted 18.11.2025

Next Review May 2027

1. Introduction

1.1 This policy describes how Appleton Parish Council will take measures to ensure the health, safety and welfare of its councillors, employees and volunteers who may find themselves working alone whilst working on matters associated with the Parish Council.

2. The Legal Framework

2.1 The Health and Safety at Work Act 1974 and the management of Health and Safety at Work regulations 1999, place a duty of care on the Parish Council to advise and assess the risks of hazards likely to be encountered for employees when they are working alone. Employees also have responsibilities to take reasonable care of themselves, and other people affected by their work and to co-operate with their employers in meeting their legal requirements.

3. Scope of the Policy

3.1 This policy applies to all situations involving persons working alone whilst engaged on activities arising in connection with the duties and activities of Appleton Parish Council councillors, employees and volunteers.

4. Definition

4.1 A lone worker is someone who carries out their tasks in isolation from other workers with little or no supervision present whilst they are carrying out their tasks. There is no time limit attached to working alone. It may be for the whole work period or only for a few minutes. The work can take place in a variety of situations including, but not exclusively, in isolated areas, out of normal office hours, in the community, etcetera. As a result of this lone working, such a person may be exposed to an increased risk of harm from the hazards associated with the task being undertaken and there is co-worker on hand to assist them.

5. Aims

The Lone Working Policy aims to; -

5.1 Increase awareness of health and safety issues relating to lone working.

5.2 Ensure that the hazards associated with the lone working are recognised and assessed in a systematic manner and that safe systems of working are put in place in a timely manner to provide a safe place of work as far as is reasonably practicable.

5.3 Ensure that appropriate training is available to all councillors, employees and volunteers that equip them to recognise the hazards associated with their lone working task and provide practical advice on safety when working alone.

5.4 Ensure that appropriate support is available to those persons who have to work alone.

5.5 Encourage full reporting and recording of all adverse incidents relating to lone working.

6. Responsibilities

6.1 The Employment Committee are responsible for ensuring that there are arrangements in place for identifying what hazards exist, or may appear in the workplace, how they may cause harm and what steps are to be taken to minimise the harm.

6.2 The Employment Committee are responsible for ensuring that the resources are available for putting the Lone Working Policy into practice.

6.3 The Parish Clerk will ensure that the effectiveness of the Lone Working Policy is reviewed by the Employment Committee at least once per year.

6.4 The Employment Committee and the Parish Clerk are responsible for; -

6.4.1 Ensuring that all councillors, employees and volunteers are aware of the Lone Working Policy.

6.4.2 Taking all reasonable measures to ensure that the risk of harm to lone workers is minimised as far as reasonably practicable, by identifying what hazards exist, or may appear in the workplace, how they may cause harm and take steps to minimise the harm.

6.4.3 Ensuring that risk assessments are carried out for the tasks being undertaken and are reviewed on a regular basis.

6.4.4 Considering if systems could be adopted whereby lone working is eliminated.

6.4.5 Ensuring that the people identified as being at risk are given appropriate information, instruction and training.

6.4.6 Managing the effectiveness of preventative measures through a system of reporting, investigating and the recording of adverse incidents.

6.4.7 Ensuring that appropriate support is given to anyone involved in an adverse incident.

6.5 Councillors, employees and volunteers are responsible for: -

6.5.1 Ensuring that all councillors, employees and volunteers are aware of the Lone Working Policy.

6.5.2 Taking reasonable care of themselves and others affected by their actions.

6.5.3 Following guidance and good working procedures designed for safe working.

6.5.4 Reporting all incidents that may affect the health, safety and welfare of themselves or others.

6.5.5 Taking part in training designed to meet the requirements of the Lone Working Policy.

6.5.6 Reporting any hazards or potential hazards that they identify, or any concerns that they might have when working alone.

7. Risk assessment

7.1 Risk assessment is an essential part of the good management of health and safety. The risk assessment process identifies hazards associated with the task, or which may appear in the workplace, how they may cause harm and the measures to be taken to minimise harm.

7.2 Each new activity undertaken by the Parish Council shall, if appropriate, have a risk assessment prepared prior to starting the work. Lone working shall be taken into consideration for all risk assessments.

7.3 The Parish Council shall maintain a Risk Assessment Register which shall be reviewed at least once per year by the Employment Committee.

8. General Guidance on Safe Systems of Working

8.1 Notwithstanding the person's job role and together with the proper preparation of the required hazard risk assessments, the following guidelines are hereby provided to councillors, employees and volunteers as good practice to ensure that safe systems of work are in place when lone working is involved and these guidelines should be applied to every situation: -

8.2 Lone workers shall have access to adequate first aid facilities and mobile workers shall carry a first aid kit suitable for treating minor injuries. Use of the first aid kit is to be reported to the Parish Clerk who will then arrange for the kit to be replenished.

8.3 Lone workers shall be provided with a mobile phone if they choose to not use their personal mobile phone. The Parish Council shall provide other safety equipment and personal protective equipment where necessary.

8.4 When working alone in a building, doors and windows shall be kept locked. This does not apply when working from home.

8.5 When working alone in a building in the evening, doors and windows shall be kept locked until another person arrives. This does not apply when working from home.

9. Incident Reporting

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

9.2 In order to maintain an appropriate record of events involving lone workers, it is essential that all such incidents are reported to the Parish Clerk, who will prioritise each incident and identify any immediate action required.

9.3 Councillors, employees and volunteers 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.

10. Contacting /Involving the Police

10.1 The Parish Council is committed to protecting its councillors, employees and volunteers from violence, assault and abuse and will support criminal proceedings against those who carry out any physical assault or display abusive behaviour.

10.2 Except in the cases of emergency, councillors, employees and volunteers should inform the Parish Clerk of any incident as soon as possible. The Parish Clerk will thereafter contact the Police to report details of the incident.

11. Immediate Support Following a Violent Incident.

11.1 In the event of a violent incident occurring involving a lone worker, the Parish Clerk will ensure that the affected person receives any necessary medical treatment and/or advice, as soon as possible.

11.2 When an incident occurs out of normal working hours, the Parish Clerk should be notified as soon as practicable.

11.3 The parish Clerk will consider whether the councillor, employee or volunteer needs specific information or assistance relating to legal or insurance aspects.

11.4 The Parish Clerk will ensure that there is appropriate written and verbal reporting of any violent incident.

12. Monitoring and Review

12.1 The ongoing implementation of this Lone Working Policy will be monitored by the Employment Committee with assistance from the Parish Clerk.

12.2 The Lone Working Policy shall be reviewed at least once per year and more often than that if circumstances require it.