

Cyngor Trê Gorseinon
Gorseinon Town Council



LONE WORKING POLICY

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1. Purpose

Gorseinon Town Council recognises the risk of lone working and has developed this policy to ensure the safety of all staff and volunteers when working alone in the community or at the Ty Newydd Community Centre. The aim of this policy is to clarify the roles and responsibilities of Gorseinon Town Council and its staff and volunteers, to fulfil its legal obligations and to take action to minimise the risks of lone working. The policy also aims to increase awareness of safety issues related to lone working and to ensure that all lone working is assessed in a systematic and consistent manner.

2. Scope

This policy is applicable to all members of staff and volunteers who work/volunteer in the community and/or at Ty Newydd Community Centre. Any reference to 'lone workers', 'member of staff' or 'employees' hereafter includes employees, and volunteers.

3. Definition of Lone Workers

For this policy Lone Workers are defined as anyone who works alone, whether they are at Ty Newydd Community Centre or delivering a service out in the community and as set out below: Those working at their main place of work where:

- Only one person is, at a given time, working on the premises
- People are working outside normal office hours e.g., working in the evening, during weekends and bank holidays. Those working away from Ty Newydd Community Centre:
- One employee is visiting another agency's premises or meeting venue

- One employee is making a home visit to an individual
- One employee is attending an external meeting

4. **Policy Statement**

Gorseinon Town Council recognises that some members of staff are required to work by themselves at Ty Newydd Community Centre or out in the Community without close or direct supervision and during out of office hours. The organisation acknowledges that these workers and volunteers are potentially at risk and that these risks must be minimised as far as reasonably practicable. Gorseinon Town Council has a duty of care to advise and assess the risk for all workers under the Health and Safety at Work Act 1974 and the Management of Health and Safety at Work Regulations 1999. As such standard procedures have been developed and set out within this policy, and these should be followed and adhered to at all times, prior to or when working alone. It is important that all staff are aware of the definition of a Lone Worker (see Section 3 above) as they may find themselves falling within the definition of a Lone Worker irregularly or infrequently and need to be able to recognise this situation and act appropriately to mitigate the risks.

5. **Responsibilities**

5.1 Councillors - Gorseinon Town Council have overall responsibility for Health and Safety for all employees, volunteers and trustees and for ensuring mechanisms are in place for the overall implementation, monitoring and revision of the policy. The Council also have a responsibility to ensure that all employees are able to implement the aims and objectives of the policy and that certain arrangements exist for the provision of safety systems and procedures. The Council are also responsible for reviewing and updating the policy and procedures.

5.2 Clerk - It is the responsibility of the Clerk to ensure:

The Lone Worker Policy is brought to the attention of all new members of staff in their inductions and reiterated to staff under their supervision through team meetings and 1:1s; That staff attend training events on health and safety, lone working and risk management as appropriate;

- That staff are aware of their own responsibilities with regards to lone working;
- Systems are put in place to ensure staff who work alone are safe;

- All lone work activities are identified and recorded on public folders or other local arrangements where applicable;
- All assessment and safety measures identified are recorded;
- All incidents relating to lone working are reported and recorded;
- An investigation is carried out regarding any incident involving a lone worker and recommendations made to prevent a reoccurrence.

5.3 Individuals' Responsibilities:

All lone workers have a responsibility to:

Read and comply with the Lone Worker Policy and follow safe working procedures as set out in the policy;

- Attend any relevant training at the request of the Council;
- Follow procedures introduced for Lone Workers including notifications to the Clerk or council member;
- Avoid situations with significant risk, as far as is possible and take care of their own and other people's safety;
- Report any incidents as soon as possible;
- Ensuring that appropriate training, once identified, is arranged;
- Ensuring that Lone Working Policy and Procedures are covered in Induction for new members of staff.

6. Lone Working Procedures

Lone Working risks should be taken into consideration by all staff and Council Members prior to lone working taking place and the following procedures and guidelines have been developed to ensure that systems are put in place to assess and minimise any potential risks.

7. Risk Assessments

The crucial element in ensuring the safety of lone workers is the risk assessment. The main aims of the risk assessment are to find out:

- Whether the work can be done safely by a lone worker
- That the lone worker is not put at any greater risk than those who would do the job with another person

8. Procedure

There are two stages to the risk assessment process:

Stage 1: Identifying risks

Stage 2: Assessing any risk/s identified

The risk assessment procedure involves firstly identifying any potential risks by using the Risk Assessment Checklist. If a risk is identified a risk assessment should be completed in these circumstances using the Risk Assessment form. It is the individual's responsibility to ensure that the Risk Assessment Checklist has been undertaken. Here are some of the questions that will need to be asked:

- Is there a risk of violence?
- In order to complete a task is there a potential risk of injury
- Will the individual be alone or will anyone else be present, and if so whom?
- Does anyone else have use of the property and if so whom?

9. When a risk is identified

Risk relates to a negative event (i.e. violence or self-neglect) and covers a number of aspects:

- What exactly is the risk – or risks – to be prevented?
- How severe will the outcome be if it does occur?
- How likely is it that the event will occur?
- When a risk/s is identified it is important to get as much information as possible about the risk/s so a more detailed risk assessment can be carried out using the Risk Assessment Form.
- Risk assessment information shared with all persons who may also be at risk
- Monitoring staff movements
- To ensure that the Council is always aware of staff, and volunteer's whereabouts, local reporting systems should be put in place for each individual attending at the Welfare Hall. For employees and volunteers who work out of office hours, either in the evenings or weekends, there must be an agreed local protocol in place for informing a council member that they are on site at Ty Newydd Community Centre at certain times.
- Where possible, employees should contact the Clerk to let them know they will be there on their own. Notification could take the form of a brief phone call or mobile phone text to confirm that they are attending Ty Newydd Community Centre and when they leave.

- Lone Working Staff based at Ty Newydd Community Centre should be encouraged, where possible, to standardise working hours and patterns to try and avoid one person either opening or locking the office alone. Where this is not possible, the following steps should be taken:
- You should inform the caretaker if you are likely to be staying late;
- Do not turn lights off in central areas as this is a Health and Safety risk when leaving in the evening;
- Do not let anyone into the building whilst you are lone working, unless you are satisfied that they do not pose any risk.
- Ensure that no one else can enter the building (making sure that this does not compromise evacuation in the event of an emergency);
- You should contact a family member or colleague when you are leaving the building so that someone is aware you are on your way home;
- Whilst entering and leaving Ty Newydd Community Centre you should remain alert and observant; and
- You should familiarise yourself with the alarm location and general office instructions to ensure that you are aware of any office closing procedures if you are the last person in Ty Newydd Community Centre.

10. Incident Reporting

All incidents in relation to lone working should be reported through the Gorseinon Town Council Incident Reporting procedure. Staff should ensure that all incidents where they feel threatened or unsafe are reported through this system and should advise volunteers of this procedure as part of their induction.

11. Guidance for Lone Workers

The following constitutes general guidance to familiarise yourself with in the event that you are lone working:

- Ensure you have read the lone working policy and procedure
- Keep to your schedule of work, if you are delayed for any reason let the caretaker or a member of your family know
- Make sure you have all of the emergency phone numbers you need on your phone
- Make sure you attend any training sessions if required that the Council provides to keep you safe when working alone;

- Ensure that carrying out any work for the Council i.e. updating posters in notice boards has been risk assessed prior to commencing that work;
- Secure your vehicle when you leave it and ensure that you do not leave belongings on show in the vehicle;
- Be aware of all exit routes in case you need to leave in a hurry.

Appendix 1 –Risk Assessment form

Risk Assessment Form

ESTABLISHMENT/WORKPLACE:	
WORK ACTIVITY: Lone Working	
DESCRIPTION OF ACTIVITY: Working at Ty Newydd Community Centre on their own. Updating Notice Boards Visiting Members of the Community	PEOPLE AT RISK: Volunteers Staff Visitors
SIGNIFICANT HAZARDS: Intimidation or abuse (both verbal and physical from unhappy members of the Community) Lone working Unpredictable behaviour of people using Ty Newydd Community Centre Visitors disabilities Injuries to self when updating notice boards – due to height levels of boards	ADVERSE EFFECTS: Physical injury Emotional stress Anxiety Intimidation Vulnerability Sickness absence Legal action Slips/trips/falls
EXISTING CONTROL MEASURES: Contact Clerk when working at Ty Newydd Community Centre. Lock Ty Newydd Community Centre door. Staff training, supervision and support Lone Working Policy	

RISK FACTORS

Identified Risk	Likelihood of risk occurring	Severity of risk Occurring	Risk level (likelihood X severity)	Counter measures	Residual risk
Working alone at Ty Newydd Community Centre.	2	1	1	Ensure family member is aware of where you are.	Action Required
Working alone at Ty Newydd Community Centre. Council seminars with Public agitated member of public	2	1	1	Don't work on own for these seminars either caretaker or clerk should be in attendance as well.	Action Required
Working alone at Ty Newydd Community Centre. Member of the public enters	2	1	1	If on own in Ty Newydd make sure all forms of entry are locked so no member of the public can enter.	Action Required
Leaving Ty Newydd Community Centre in the night if locking up on own.	2	1	1	Make sure to inform family member when leaving be aware of your surroundings as you leave.	Action Required
Updating Notice Boards	2	2	2	Don't update notice boards on own take someone with you especially for the ones that are higher up.	Action Required
Setting up Ty Newydd Community Centre for functions on own chance of injury	2	1	1	Try to have someone else with you don't do work on your own.	Action Required
Visiting homes for presentations	2	1	1	Make sure someone is with you, if you don't know the home that you are visiting doing a risk assessment of that home i.e. people living in the house, pets etc.	Action Required

Key:

Low (infrequent likelihood, minimal/no severity of harm) = 1

Medium (occasional likelihood, some severity of harm) = 2

High (frequent likelihood, major severity of harm) =3

Risk Factor Action Table

Risk factor	Action required
7-9	Unacceptable risk – immediate action required
4-6	Risk reduction required – high priority
1-3	Low risk – no further action required

A further risk assessment should always be completed following the introduction of any additional control measures. If no further control measures are needed, any risk assessment should be reviewed annually or sooner if there are any significant changes in terms of the activity originally assessed.