

VENTNOR TOWN COUNCIL



Ventnor Town Council, Salisbury Gardens, Ventnor

Health and Safety

LONE WORKING POLICY

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Ventnor Town Council, Salisbury Gardens, Ventnor

Health and Safety

Lone Working Policy

1. Introduction

Lone working is not covered by any specific legislation but the Health and Safety at Work Act 1974 and the Management of Health and Safety at Work Regulations 1999 apply.

This legislation states that “It shall be the duty of every employer to ensure, so far as is reasonably practicable, the health, safety and welfare at work of all of his employees” and “It shall be the duty of every employee while at work to take reasonable care for the health and safety of himself and of other persons who may be affected by his acts or omissions at work; and as regards any duty or requirement imposed on his employer or any other person by or under any of the relevant statutory provisions, to co-operate with him so far as is necessary to enable that duty or requirement to be performed or complied with”.

Employers and employees therefore have a duty to themselves and others with regard to safety and there is an increased risk to the health and safety of employees when they work remotely from other colleagues or other persons and/or outside ‘normal’ working hours.

The definition of a lone worker is: *“Those who work by themselves without close or direct supervision”*.

Persons at Risk

At **Ventnor Town Council** people at risk may include anyone who comes into the building alone during closure times and particularly Maintenance Manager, Cleaning operatives, Housekeeper, *Youth Officer, *Volunteer workers

**(see additional information for Youth support workers and Volunteers)*

Hazards

These may include, for example:

- A potential for violence or threatening behaviour towards an individual carrying cash or high value equipment.
- The use of machinery, electrical or other equipment or chemicals.

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- Working in remote areas, particularly after dark and outside normal working hours.
- Encountering intruders.
- Working at heights, using ladders and lifting.
- Competency, ability and medical condition of the individual.

This is not an exhaustive list; individuals are expected to discuss any potential lone working with their immediate line manager so the risk can be assessed, and any necessary control measures applied.

2. Control Measures

All staff will:

- Not undertake work for which they are not trained/qualified.
- Take reasonable care of their own health and safety, for example, use kick stools when working at height.
- Not do anything to put themselves in danger.
- Know and follow relevant safe working procedures and guidelines including for operating machinery and using hazardous substances.
- Never cut corners or rush work.
- Always follow reasonable targets.
- Stop for regular breaks and, if possible, change activity.
- Tell their manager about any relevant medical conditions.
- Report any hazards or accidents encountered.
- Make the management team aware of any plans to work alone in the building in advance.

Community Youth Support, Volunteers workers:

These roles have been identified as needing special guidelines due to the nature of the work involved and in case there are a number of other overriding factors in the Lone Working Policy, these arise when young people, children or vulnerable adults are concerned. All guidelines will adhere to the current Government legislation involving the law in relation to working with these groups.

- Lone Working - one to one with children and young people (lone working)
- Unusually for an organisation working with children and young people, the work of the Youth Offer will at times require some degree of one-to-one working to allow the child to talk openly about sensitive issues. For the protection of children and adults, the settings chosen, and behaviours adopted must be carefully considered.

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- Staff and volunteers are trained to choose public areas such as cafes instead of secluded or remote meeting places, only to meet a child or young person for the purpose of mentoring, and only with the knowledge and consent of line management and parents/carers.
- Staff and volunteers obtain appropriate background knowledge of the young person in advance of the session. This includes their personal risk assessment including medical information. This information is applied when planning for a session with a young person, in the choices made, consents sought and preparation for meeting the young person's needs throughout the session. If longer or high-risk activities are planned, this is shared in advance with the relevant management and advice followed.
- Sessions should not be for extensive lengths of time. We recommend a session per week of no longer than 2 hours. Longer sessions or greater regularity than this must be agreed with line management.
- When meeting in a setting such as a school, staff and volunteers ensure that other staff are aware of their meeting, its purpose and duration. Rooms offering privacy from being overheard but where individuals are visible to others e.g. through glass doors, are always used where possible.
- When lone working, staff and volunteers ensure they have a charged mobile phone with them at all times, that somebody knows where they are and for how long, and they are aware of the following contact numbers - office, staff mobiles, 24-hour emergency telephone number.
- All lone working activities undertaken must be age appropriate. Any exceptions to this are agreed and risk assessed in advance. It is the responsibility of staff / volunteers to ensure that they and the young person have appropriate clothing, food, drink or equipment for any activities undertaken. Any incidents or accidents must be reported in accordance with our Health & Safety Policy.
- Staff / volunteers will not engage in lone work if either party is under the influence of drugs or alcohol. If the young person appears to be under the influence during the session, the adult ends it immediately and ensures the young person is safely returned home in the most appropriate manner.
- If the young person behaves inappropriately in a way likely to expose themselves, staff, volunteers or third parties to offence or harm, the adult

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must inform the appropriate people immediately by phone and take their instructions.

- If during a lone working session, a child or young person makes any allegations about the adult present or another volunteer or staff member, the adult must ensure the young person is safely returned home in the most appropriate manner and then immediately inform the appropriate management.
- It is sometimes necessary to collect or return a young person to their home. No home visits should be made other than that necessary to carry out mentoring. Visits are never without prior arrangement with the family and are always recorded. Staff and volunteers must never remain alone with the young person in their home or visit private areas such as a bedroom.
- If a child or young person becomes distressed or angry in a lone working situation, this must immediately be reported.
- Transporting Children and Young People
- Car journeys are an example of a setting which may unavoidably require a secluded one-to-one situation. These should be undertaken only with a specific purpose relevant to the work of the Town Council, by prior arrangement and with the permission of the young person and their parent/carer.
- In the case of a child or young person urgently needing a lift without prior arrangement, the journey and the reason for it should be immediately reported to the appropriate person and parent/carer.
- Adults who use their own vehicles for transporting children must ensure that the vehicle is roadworthy, appropriately insured*, that the maximum capacity is not exceeded, and that they are fit to drive. The driver is legally responsible for ensuring all passengers wear seat belts and that younger / shorter children use car seats where required under current legislation**.
- Where adults transport children in a vehicle which requires a specialist license/insurance e.g. PCV or LGV6, staff must have an appropriate licence and insurance to drive such a vehicle.

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- If behaviour by a young person is sufficiently inappropriate to be putting staff, volunteers or other passengers at risk whilst driving, the driver should park the car at the first safe opportunity, take the keys out of the car, and step out of the car in order to call appropriate staff and take their instructions.
- Staff / volunteers will not be asked to drive more than 60 miles or for more than 3 hours in any one day in the supporting or collecting of young people.
- Only staff can transport more than one young person to and from group sessions. Under these circumstances staff may drive a maximum of three young people. If a car can accommodate more e.g. a 7-seater, an additional adult must also be present throughout the time the young people are being transported.

* We are advised that most motor insurers will consider driving a young person as part of a voluntary arrangement falls under social, domestic and pleasure, provided that driving is not described as the main purpose of volunteering, and they are not paid for driving other than to reclaim costs. Volunteers should check with that this is the case with their insurance provider.

**Currently a child must use a booster seat until they are 12 years old or 135cm in height, whichever comes first, but check for any updates.

Ventnor Town Council will:

- Provide opportunities for meetings and support.
- Assess the risks to all lone workers and communicate the findings.
- Provide appropriate training or resources such as protective equipment or clothing to minimise the risks.
- Consider alternative work methods where possible to reduce exposure to the hazard.

Where possible outside of normal working hours, staff should arrange to be in the building with others. Keyholders are also advised to inform someone when they are attending an alarm call out. Staff should inform the Site Manager when they are on the premises and when they are leaving. It is also advisable that staff inform someone at home that they are working out of normal hours.

3. Emergency Services Information

Dial 999 and be ready to give the following information:

- Your name.
- Telephone number: *[add in the best number to use in your circumstances]*.
- Address: *[insert your address and postcode]*.
- Your exact location on the premises.
- A brief description of the situation.
- The best way to enter the building.

This policy will be reviewed as required, or if a situation occurs which necessitates any amendment.

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Signed by a senior responsible person: ***Nigel Slater-Bishop***