



STOTFOLD TOWN COUNCIL LONE WORKING POLICY 2025

1. Introduction

This Lone Working Policy outlines the measures and procedures to ensure the safety and well-being of employees who work alone. Stotfold Town Council is committed to providing a safe working environment and ensuring that risks associated with lone working are effectively managed.

2. Scope

This policy applies to all employees, contractors, and volunteers who may be required to work alone at any time during their employment or engagement with the organisation.

3. Definition of Lone Working

Lone working refers to situations where an employee works by themselves without close or direct supervision. This can occur:

- Outside of regular working hours.
- In remote or isolated locations.
- In situations where the employee is the only one present at the worksite.

4. Responsibilities

4.1 Management

- Ensuring that all staff are aware of the policy.
- Conduct risk assessments to identify potential hazards associated with lone working.
- Implement control measures and a Risk Management Plan to minimise identified risks.
- Ensure that employees are provided with appropriate training and resources.
- Monitor and review the effectiveness of the lone working policy and procedures.

4.2 Employees

- Follow the procedures and guidelines set out in this policy.
- Report any hazards or incidents related to lone working to their manager.
- Take reasonable care of their own safety and the safety of others affected by their actions.

5. Risk Assessment

Assessing the Risk:

Managers must consider the following when deciding if an activity can be conducted while alone:

5.1 Individual vulnerabilities

- Are any individuals especially at risk when working alone?
- Is the person medically fit to work alone? Some medical conditions make sufferers unsuitable for lone working. Managers who have concerns about an individual's fitness for lone working should refer them to the Town Clerk for consideration, a Safety Critical Health Assessment could be requested.
- Are inexperienced workers especially at risk while working alone?
- Individuals with impaired vision, hearing or mobility.
- Individuals whose first language is not English e.g. arrangements are in place to ensure information is communicated effectively, especially emergency arrangements.

5.2 Work patterns

Specific work patterns may begin during normal working hours and continue out of hours.

- shift work
- Event requirements
- flexible work pattern
- working at home

5.3 Location or work area

The work may be conducted in places managed by STC, another employer or an external location. If the worker is peripatetic, more than one work location or area may be visited on the same day.

- office, workshop
- storeroom, plant room, changing room, room, meeting spaces,
- riverbank, park land, public convenience, vehicle

5.4 Work activity

If the task is to be carried out by someone working alone the risk assessment must consider the hazards of being alone in addition to the hazards involved with the work itself. (See table 2)

5.5 Access arrangements

Arrangements to prevent unauthorised access to areas where staff work alone. Access to building or work area controlled by:

- Keyholder
- Key or combination lock
- Entry card or tag

6. Managing the Risk

6.1 Managers must ensure that:

- The lone worker understands the risks and precautions involved in their work i.e. has enough experience to work without direct supervision.
- The lone worker has information to deal with emergencies. (See table 1) N.B. the lone worker may not be familiar with the building in which they are working.

6.2 Managers should consider one or more of the following controls depending on the level of risk:

- a start/finish time has been agreed for out of hours lone working;
- the lone worker informs their supervisor that work has started / finished;
- periodic checks by the supervisor or person designated by the supervisor are made at agreed intervals e.g. hourly. Checks can be in person, by telephone (mobile or landline) or two-way radio. Alternatively, the lone worker can contact the supervisor or person designated by the supervisor at agreed intervals. N.B. ensure the means of communication works in the work location e.g. mobile phone reception is not universal;
- a procedure is in place to deal with failure to contact lone worker at agreed intervals;
- a record is kept of the information that has been provided to individuals who work alone. The Lone Working Risk Assessment Template is attached at Table 2.

6.1 Planning and Preparation

- Ensure lone working is avoided where possible. If not, ensure it is properly planned.
- Develop a lone working plan, including contact arrangements and emergency procedures following the Risk Assessment and Risk Management plan.
- Provide employees with mobile phones, panic alarms, or other communication devices in line with the Risk Assessment and Risk Management plan.

6.2 Training

- Training on the risks associated with lone working and the control measures in place will be provided to all staff.
- Ensure employees are competent to carry out their work alone safely.

6.3 Supervision

- Implement periodic check-ins in line with the Risk Assessment and Risk Management plan.
- Utilise monitoring systems as identified in The Risk Assessment and Risk Management plan.

6.4 Personal Safety

- Staff must not assume that having a mobile phone and a backup plan is sufficient. The first priority is to plan for a reduction of risk.
- Staff should take all reasonable precautions to ensure their own safety.
- Before working alone, assessment of the risks involved should be made in conjunction with the line manager.
- Staff must inform their line manager or other identified person when they will be working alone, giving details of their location, and following an agreed plan.
- If a member of staff does not report as expected, an agreed plan should be put into operation, initially to check on then situation and then to respond as appropriate.
- Where staff work alone for extended periods and/or a regular basis, managers must make provision for regular contact, to monitor and to counter the effect of working in isolation.

6.5 Emergency Procedures

- Table 1 details procedures for dealing with emergencies.
- All employees know how to summon help in an emergency.
- Provide first aid training and equipment where necessary.

7. Reporting and Monitoring

- An incident is defined as “an unplanned or uncontrolled event or sequence of events that has the potential to cause injury, ill health or damage”. In order to maintain an appropriate record of incidents involving lone workers it is essential that all incidents be reported to the Clerk or Line Manager who will prioritise each incident and identify any immediate action. All staff are provided with the Clerk’s / Line Managers contact details. Staff should ensure that all incidents where they feel threaten or “unsafe” are reported. This includes incidents of verbal abuse.
- Investigate incidents promptly and take corrective action where necessary.
- Review risk assessments and control measures regularly to ensure they remain effective.

8. Review of Policy

- This Policy will be reviewed regularly or following any significant incidents or changes in legislation, to ensure it remains relevant and effective.

9. Compliance

- This Policy ensures the safety of employees working alone by outlining responsibilities, risk assessments, control measures, and procedures for emergencies. Regular reviews and compliance checks are essential for maintaining its effectiveness. Failure to comply with this Policy may result in disciplinary action, up to and including termination of employment.

Stotfold Town Council is dedicated to maintaining a safe and healthy environment for all, and adherence to this Policy is mandatory for all staff and contractors working under the Council's direction.

Revision History:

Date Adopted	March 2025	
Date for Review	March 2027	



Table 1: Lone Worker Emergency Procedures		
Arrangements for normal working hours may be different or need to be supplemented when working out of hours.		
	Normal working hours	Additional procedures for out of hours
How to Contact the emergency services	<p>In the first instance the lone worker should call the emergency services on 999</p> <p>Ensure the lone worker has the local number for contact the enquires desk at STC 01462 730064</p> <p>In some circumstances it will not be practical or possible to use conventional methods of communication and a lone worker alarm may be appropriate. Features include: an automatic alert to a pre-arranged responder: operation is discreet: activation if worker stops moving: worker periodic response.</p>	Ensure that any alarm or telephone number used for out of hours contact is monitored
How to raise the alarm on discovering a fire	As displayed on the facility fire action notice.	
Evacuation procedures	As displayed on the facility fire action notice.	
Accident / incident	All accident and near miss incident should be recorded and STC Public Realm manager in formed the same day.	All accident and near miss incident should be recorded and STC Public Realm manager in formed the following day.
First aid arrangements	<p>Location of the nearest First Aid Box.</p> <p>If there are first aiders who work in the vicinity.</p>	<p>Ensure the nearest first aid box is accessible and not behind a locked door.</p> <p>Are first aiders available or is additional resources needed.</p>



Table 2: Lone Worker Activity Guidance

Table 1: Lone Worker Emergency Procedures	
The following list is designed for Managers when preparing departmental arrangements	
No	Reasons why work cannot be conducted alone: <ol style="list-style-type: none"> 1. Risk control measures for the activity cannot be implemented if an individual working alone e.g. footing a ladder. 2. When emergency procedures rely on the presence of others e.g. operating emergency stop buttons. 3. Some hazard specific must not be carried out alone (legal requirement). 4. Worker is under 18 years of age (young person).
POSSIBLE	<ol style="list-style-type: none"> 5. Emergency procedures (see Table 1) and additional control measures.
YES	<ol style="list-style-type: none"> 6. Emergency procedures (see Table1).

Activity		Additional control measures
Operating dangerous equipment e.g. brush cutters	2	
Work with equipment powered by mains electricity or other high energy source except 110 volt	2	
At or near exposed live conductors	2	
Work with <ul style="list-style-type: none"> • Large volumes of hazardous liquids. Flammables, corrosives, toxic. • Asphyxiants • Explosives 	2	
Use of blowlamps, gas cutting or welding	2	
Confined spaces e.g. lofts, storages tanks, enclosed drains	3	
Young person (under 18)	4	
Lifting and moving heavy objects	1	
Working on a ladder	1	
Working in or less than 3m from open water	1	
Working above or near water	5	Controls identified after detailed risk assessment
Play area inspection	5	Periodic checks arranged Start / Finish time agreed



Table 2: Lone Worker Activity Guidance

Play inspection	5	Periodic checks arranged Start / Finish time agreed
Cleaning of convenience	5	Periodic checks arranged Start / Finish time agreed
Risk of violence <ul style="list-style-type: none">• public confrontation• public Events• leaving or traveling between locations	5	Periodic checks arranged Start / Finish time agreed
Working at height	5	Periodic checks arranged Start / Finish time agreed
Isolated and remote location	5	Periodic checks arranged. Check in procedures agreed Start / Finish time agreed
Office based work	6	
General maintenance of isolated equipment	6	