

# NORTHAM TOWN COUNCIL

## LONE WORKER POLICY

Adopted by Northam Town Council on **17<sup>th</sup> December 2025**

	Name	Signature
Mayor	Cllr Louis Bach	
Town Clerk	Guy Langton	

**Contents**

1. INTRODUCTION .....3  
    Policy Aims.....3  
2. SCOPE OF THE POLICY .....3  
3. RESPONSIBILITIES .....3  
    Good Practice for Lone Workers .....4  
4. RISK ASSESSMENT .....5  
5. REVIEW .....5

Version	Date	Note	Drafted by
V0.1	n/a	Original policy	Town Clerk
V0.2	13 <sup>th</sup> October 2025	Reviewed and minor typographical amendments	Town Clerk
V0.3	12 <sup>th</sup> November 2025	Typographical updates	Town Clerk

# **NORTHAM TOWN COUNCIL – LONE WORKER POLICY**

## **1. INTRODUCTION**

1.1 Northam Town Council recognises that some staff are required to work by themselves in office or in the community without close or direct supervision, sometimes in isolated work areas or out of office hours.

1.2 Northam Town Council has a duty of care<sup>1</sup> to advise and assess risk for workers when they work by themselves. However, employees have responsibilities to take reasonable care of themselves and other people affected by their work.

### **Policy Aims**

- Increase staff awareness of safety issues relating to lone working.
- Ensure that the risk of lone working is assessed in a systematic and ongoing way, and that safe systems and methods of work are put in place to reduce the risk so far as is reasonably practicable.
- Ensure that appropriate support and training is available to all staff that equips them to recognise risk and provides practical advice on safety when working alone.
- Encourage full reporting and recording of all adverse incidents relating to lone working.
- Reduce the number of incidents and injuries to staff related to lone working.

## **2. SCOPE OF THE POLICY**

2.1 This policy applies to all situations involving lone working arising in connection with the duties and activities of Northam Town Council staff, for example people:

- working at their main place of work where they are the only person on the premises,
- working separately from each other,
- working outside normal office hours (even if those hours are contracted),
- working away from their fixed base.

## **3. RESPONSIBILITIES**

3.1 The Town Clerk is responsible for:

- Ensuring that there are arrangements for identifying, evaluating and managing risk associated with lone working.
- Providing resources for putting the policy into practice.
- Ensuring that there are arrangements for monitoring incidents linked to lone working and that the effectiveness of this policy is regularly reviewed.
- The Town Clerk will check with people working on their own whether there are any safety concerns that aren't being addressed. Lone workers are encouraged to seek help and advice if any safety concerns arise.

---

<sup>1</sup> Health and Safety at Work Act 1974 and the Management of Health and Safety at Work Regulations 1999

## **NORTHAM TOWN COUNCIL – LONE WORKER POLICY**

### 3.2 Line managers are responsible for:

- Ensuring that all staff are aware of the policy.
- Taking all possible steps to ensure that lone workers are at no greater risk than other employees.
- Identify situations where people work alone and decide whether systems can be adopted to avoid workers carrying out tasks on their own.
- Ensuring that risk assessments are carried out and reviewed regularly.
- Putting procedures and safe systems of work into practice which are designed to eliminate or reduce the risks associated with working alone.
- Ensuring that staff groups and individuals identified as being at risk are given appropriate information, instruction and training, including training at induction, updating and refreshing this training as necessary.
- Managing the effectiveness of preventative measures through an effective system of reporting, investigating and recording incidents.
- Ensuring that appropriate support is given to staff involved in any incident.
- Providing a mobile phone and/or other personal safety equipment required.

### 3.3 Employees are responsible for: -

- Taking reasonable care of themselves and others affected by their actions.
- Following guidance and procedures designed for safe working.
- Reporting all incidents that may affect the health and safety of themselves or others and asking for guidance as appropriate.
- Taking part in training designed to meet the requirements of the policy.
- Reporting any dangers or potential dangers they identify or any concerns they might have in respect of working alone.

### **Good Practice for Lone Workers**

- During their working hours, all staff leaving the workplace should leave details of where they are going and their estimated time of arrival back at base. If, during a trip away from the office, plans change significantly, this should be communicated back to the office.
- Occasional telephone contact between the lone worker and a colleague.
- Lone workers should have access to adequate first-aid facilities and mobile workers should carry a first-aid kit suitable for treating minor injuries.
- Lone workers should be provided with a mobile phone and other personal safety equipment where this is necessary.
- A risk assessment will indicate if lone worker requires training in first aid.
- Lone workers must report incidents such as accidents and near misses, including all incidents in the Northam Town Council accident book. This includes incidents of verbal abuse.
- When working alone in the Council Offices, the front door is to be locked<sup>2</sup> and a notice posted advising visitors how they may contact the office.

---

<sup>2</sup> The key needs to remain in the lock to allow that member of staff to safely exit the building in case of fire.

## **NORTHAM TOWN COUNCIL – LONE WORKER POLICY**

### **4. RISK ASSESSMENT**

4.1 The following should be used to guide the person drawing up a risk assessment for instances of lone working:

- Is the person medically fit and suitable to work alone?
- Are there adequate channels of communication in an emergency?
- Does the workplace or task present a special risk to the lone worker?
- Is there a risk of violence?
- Have reporting and recording arrangements been made where appropriate?
- Can the whereabouts of the lone worker be traced?

### **5. REVIEW**

5.1 This policy should be reviewed annually. Underpinning risk assessments should be reviewed annually or should working practices change.

ADOPTED