



Broseley Town Council

Safeguarding policy

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Purpose of this policy

The council recognises that there are times when staff have to work alone, and this policy provides advice and guidance to help safeguard the lone worker by:

- Raising awareness of safety issues.
- Identifying and assessing potential risks.
- Explaining the importance of how risk can be minimised.
- Providing appropriate support.
- Outlining the procedure for reporting incidents.

The Scope of this policy

This policy applies to all staff, whether full time, part time or temporary workers.

The council has a duty to protect staff from the risks of lone working as far as is reasonably practicable. This policy aims to deal with any health and safety risks for those who work alone.

Definition

'Lone Worker' refers to people who work by themselves without work colleagues either during or outside normal working hours. Examples of Town Council staff include:

- The cleaner who cleans the Library Building either early in the morning or late at night.
- The groundsmen tending to green spaces, recreation grounds, or working in the cemetery.
- The Council's administrative staff, librarians and volunteers who work alone in the library building.
- Staff going to the bank or carrying out other outdoor duties on their own.
- Staff working on the MUGA.
- Staff working at home.

Responsibilities

All staff have a responsibility for the health and safety of their work colleagues. The key responsibilities of lone workers are to:

- Take reasonable care of themselves and others who may be affected by their work.
- Follow any instruction given by their line manager.
- Raise any concerns about lone working with their line manager.
- Not work alone unless a risk assessment confirms it is safe to do so.
- Inform their line manager at the earliest opportunity of an accident, incident of violence or aggression whilst working alone.
- Be aware of colleagues working on their own and be alert to unexpected changes of routine and unanticipated periods where there is no communication.

Risks of lone working

- Travelling alone.
- Working at remote locations.
- Abuse from members of the public.
- Animal attacks.
- Falling ill.

Ways in which risks of lone working can be reduced

- Implementing a 'Signing-in and Out' book.
- Keeping an up to date electronic or hard copy diary with meeting/visit/lone working details.
- Agreeing times and method of contact via the Buddy scheme.
- Reporting sudden illness to your buddy or line manager at the earliest opportunity.
- Reporting faulty equipment to your line manager.

The Buddy System

The Buddy System is an effective method of safeguarding staff who work alone. Each lone worker will be assigned a buddy who will share the responsibility for their buddy's safety and well-being. Buddies are responsible for looking after the personal safety and resilience of their buddy.

The following information should be written down and kept by the lone worker and their buddy, next of kin and line manager:

- Name and contact details of the lone worker.
- Name, relationship and contact details of the buddy.
- Name, relationship and contact details of the lone worker's next of kin.
- Name, relationship and contact details of the lone worker's manager.
- Any 'code word' that would indicate that the lone worker needs assistance.

Note, all these details must be kept securely in line with data protection legislation.

If a lone worker changes their contact details, they must inform their buddy and line manager at the earliest opportunity.

When working alone each lone worker must provide the following details to their buddy:

- The address or area where they are going.
- Details of the purpose for being alone.
- Contact details of anyone their buddy intends to meet.
- The buddy's mode of transport.
- When and where the buddy is expected to return.

Each buddy must know what to do if their buddy does not return or make contact at the anticipated/agreed time.

Buddies should ensure they maintain and share up to date contact details.

Health and wellbeing

In order to ensure personal safety, it is important that the lone worker shares with their buddy/line manager details of any aspects of their health that could lead to increased risk. This includes pregnancy. The lone worker can then jointly plan to mitigate any potential risks caused by their circumstances. This information will be treated on a strict 'need to know' basis with the confidentiality of the utmost importance.

The lone worker should call their manager if their plans change because they feel unwell or if they have a domestic emergency when working alone.

Buddies should:

- Be aware of their buddy's strengths and weakness.
- Monitor their buddy for stress.
- Ensure their buddy does not take on too great a workload and that regular breaks are taken when needed.
- Ensure PPE is worn as necessary.
- Make your buddy feel "safe" to speak up if there is something worrying them.
- Acknowledge tough situations and recognise accomplishments.
- Identify opportunities to relieve or reduce stress.
- Actively communicate and reach out to a buddy who might be struggling.
- Get help if you think your buddy may be a threat to themselves or to others.

This policy should be read in conjunction with the Town Council's Lone Working Policy.

<i>Approved:</i>	
<i>Minute no:</i>	
<i>Version no:</i>	1
<i>Review date:</i>	

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Broseley Town Council

Emergency Contact Details

CONFIDENTIAL

Each member of staff must complete the following form so that we know who to contact should an emergency arise.

EMPLOYEE	
NAME:	
ADDRESS:	
TELEPHONE NO:	
JOB TITLE:	
EMERGENCY CONTACT DETAILS	
NAME:	
ADDRESS:	
TELEPHONE NO:	
RELATIONSHIP:	

This information will be kept in accordance with the Data Protection Act 2018.



Broseley Town Council

Lone Working Buddy Form

Each member of staff must complete the following form so that your Buddy knows who to contact should an emergency arise.

LONE WORKER	
NAME:	
ADDRESS:	
TELEPHONE NO:	
JOB TITLE:	
NAME OF LINE MANAGER:	
CODE WORD IF ASSISTANCE IS REQUIRED:	
BUDDY CONTACT DETAILS	
NAME:	
ADDRESS:	
TELEPHONE NO:	
JOB TITLE:	
NAME OF LINE MANAGER:	
LONE WORKER EMERGENCY CONTACT DETAILS:	
NAME:	
ADDRESS:	
TELEPHONE NO:	
RELATIONSHIP:	

This information will be kept in accordance with the Data Protection Act 2018.