



Risk assessment form

Activity / location /area : Lone Worker Assessment completed: January 2020 Next review date: May 2021

Hazard and risk	People at risk and how at risk	Our current controls	Our future controls	Risk level	Target date & by whom
<p>Lone working</p> <p>Risk of accident or injury due to high risk activity</p>	<p>Staff required to work alone on high risk activities would have an increased risk of harm owing to lack of appropriate support</p>	<ul style="list-style-type: none"> • In these situations lone working is either not appropriate, additional precautions may be necessary, or other measures need to be put into place, such as the work being completed with another member of staff present. • Permit to work system in place for particular high risk activities including hot work, working at height and confined space work. No staff members undertake these activities unless authorised by the Town Clerk. Town Clerk issues permits to work. • Lone workers should take responsibility of their own safety, and the safety of others, and should reasonably assess the risk before deciding whether lone working is appropriate, with advice from the Town Clerk as required prior to undertaking the task. • Town Clerk supervises work to ensure high risk activities are only taken where 	<p>N/A</p>	<p>8</p>	<p>N/A</p>

		the risks are reduced to an acceptable level.			
<p>Lone working</p> <p>Risk of increased vulnerability of a lone worker due to pregnancy, a medical condition or disability that may place them at increased risk when working alone</p>	<p>Any staff member with an unidentified risk factor would be at increased risk of harm to them, others for whom they are responsible (and their baby, where relevant), if unable to access support while lone working.</p>	<ul style="list-style-type: none"> • Staff must ensure that any medical conditions which might be relevant to their working alone are fully discussed with the Town Clerk, and their own GP if necessary. • Town Clerk to undertake risk assessments on any persons falling within this category. • Individuals must not work alone if any such condition is assessed as placing them at increased risk. Any person who requires assistance to exit building in an emergency must not work alone. 	<p>All staff to be written to requesting information on anything which they believe makes them particularly vulnerable in the categories of youth, disability, pregnancy and nursing and to advise on what they believe could reasonably be done to assist them. Risk assessments to be completed where appropriate.</p>	8	<p>Within three months, annually to be built into appraisal, as and when circumstances are believed to have changed and on recruitment of new staff. Town Clerk</p>
<p>Lone working</p> <p>Risk of violence or wrongful accusation through a lone worker coming into contact with a vulnerable individual or group, or a person/persons likely to be a risk to them</p>	<p>Staff are instructed to deal with the public and have to lone work. Individuals might also be affected by the activities of a lone worker. Councillors are not required to undertake activities on behalf of the Council but may find themselves in positions where they inadvertently are alone with a member of the public. This lone contact can open staff and other individuals to harm including physical attack.</p>	<p>Staff have been instructed not to be alone with vulnerable groups or individuals, or with people who are likely to be risk to them.</p> <p>All staff have received safeguarding training. Most councillors have been offered safeguarding training and further training is planned. All councillors are expected to avoid circumstances which might open them or the other person to harm or accusations of harm.</p> <p>The Town Clerk will give special consideration and make a risk assessment in relation to any member of staff under the age of 18 or pregnant or otherwise vulnerable.</p>	<p>Special consideration to be given to the position of Community Wardens for this and other aspects of this lone worker risk assessment – individualised risk assessment, communication and personal protective equipment to be considered.</p> <p>Community Safety Accreditation Scheme and Disclosure and Barring Service checks to be considered, following liaison with the Police</p>	12	<p>Within six months and as needed prior to and during the recruitment process. Town Clerk</p>
<p>Lone working</p> <p>Risk that the office will not have contact with the lone worker or will be unaware of the lone worker's location and</p>	<p>Lone worker might be in an injurious position which is worsened by time passing without help.</p>	<p>All staff must provide emergency contact details to the Town Clerk, which will be stored securely and only for this purpose.</p> <p>Prior to leaving the office, the lone worker should advise the Town Clerk or a colleague of where they are going, the purpose of their visit and how long they expect to be, and should ensure this detail is recorded on the</p>	N/A	8	N/A

intentions		<p>calendar. If the site visit is longer than anticipated, a call should be made to the office to advise. The member of staff who receives this call is responsible for monitoring the situation. A call should be made to the office by the lone worker when they are leaving the site.</p> <p>All lone workers must be provided with, or have access to, a functioning mobile telephone, with which they can make and receive phone calls to and from the office and the emergency services if necessary.</p> <p>All staff aware that their emergency contact is likely to be contacted in the event that their whereabouts are not known during working time or they fail to arrive at the office by the specified contractual time.</p>			
<p>Lone working Risk of accident or injury through necessary information, instruction and training not being given to the lone worker or through the lone worker not being competent to carry out the work alone</p>	Lone worker increased risk of injury/harm from own ill-informed actions	<p>Lone working should only take place where risks have been suitably managed. Where there is an unacceptable level of risk, additional precautions may be necessary, or other measures put into place, such as the work being completed with another member of staff present.</p> <p>Any person authorised to be in the Town Council offices outside normal hours, or making a site visit unaccompanied, must be fully competent to carry out their work safely and be fully conversant with emergency procedures.</p>	N/A	8	N/A
<p>Lone working Risk of accident or violence due to the security of the building/ location</p>	Lone worker increased risk of injury/harm from attack	<p>Access to Lowestoft Town Council's offices is restricted to authorised personnel outside of normal hours e.g. for additional hours, meetings and events.</p> <p>Only three staff members have access to the main building and LTC office alarm to set and disable (but resets if alarm activated require Dardan security call-out).</p>	<p>Adopt a procedure to follow should the lone worker have concerns about security or suspect there may be an intruder at the site.</p> <p>Town Clerk checking with ECCH's IT Dept. about restricting access to the office during periods of after-hours</p>	8	Within three months. Town Clerk

		<p>Lease and IT agreement with landlord, to ensure building security service and CCTV and other security arrangements, such as alarms and mobile phones, are in place as required.</p> <p>Main entrance door secure at all time and requires reception access permission and all tenant receptions accessible only through secure Paxton entry system.</p> <p>Security arrangements when staff/ councillors leave or join LTC - Paxtons and emails – reviewed as needed and ECCH advised accordingly.</p>	<p>lone working.</p> <p>Landlord has been pressed and will continue to be pressed to complete installation of suitable access system for main entrance on ground floor and LTC lobby on the first floor.</p> <p>Liaison underway with Landlord over refurbishment of lift to assess its safety for use and whether it ensures only insured and authorised access to LTC lobby out of hours</p> <p>Further training being considered for staff (and councillors where appropriate), including dealing with difficult people and lone working.</p>		
<p>Lone working</p> <p>Risk of accident/injury due to the conditions of a vacant or dilapidated building</p>	<p>Lone worker risk of physical injury from electrical/ physical danger.</p>	<p>Any visits to a vacant or dilapidated property should be properly managed and risk-assessed.</p> <p>All staff vacant property inspections to be accompanied and two light sources to be used.</p>	<p>Internal and external vacant property inspections being transferred to contractors.</p>	<p>8</p>	<p>Within three months. Town Clerk</p>
<p>Lone working</p> <p>Risk of accident/injury due to no safe means of access/egress for the lone worker (consider lighting and personal security issues and means of escape in an emergency)</p>	<p>Lone worker</p>	<p>Entrances to the site and car park should be well lit. The lone worker should plan how to get to their car/public transport upon leaving, taking account of potential personal safety issues.</p> <p>Office is newly built and has up-to-date fire and other safety considerations built into the design.</p>		<p>8</p>	

<p>Lone working</p> <p>Risk of accident/injury or violence due to the lone worker having no access to emergency warning devices to raise the alarm in event of an emergency, e.g. fire alarm, motion sensors / manual device (panic alarm)</p>	<p>Lone worker and the wider public risk of injury or death in the event of a fire spreading or other emergency event.</p>	<p>Staff working alone must be made aware of arrangements on how to respond in the event of a fire or other emergency and must understand their responsibilities in relation to other persons present at the office premises, including the whereabouts of fire extinguishers and alarm points.</p> <p>No high-risk activities likely to initiate emergencies, such as hot-working, to be undertaken without a permit to work.</p>	<p>All staff undertaking fire extinguisher awareness course. Booked in.</p>	<p>6</p>	<p>Within 90 days, ensure all staff have completed course. Town Clerk.</p>
<p>Lone working</p> <p>Risk of a lone worker's medical emergency not being addressed (should this situation arise) due to there being no arrangements in place to deal with a situation where the lone worker becomes ill or has an accident (access to first aiders and facilities)</p>	<p>Lone worker risk of increased harm/death owing to an underlying condition</p>	<p>First aiders are unlikely to be present, although some staff have received Emergency First Aid training and one is undertaking the First Aid at work course shortly. First aid boxes are available in the Town Council's offices and are checked quarterly. Should any items be removed from the first aid box, the Town Clerk should be notified immediately.</p>	<p>Add a reminder to the diary for quarterly inspection of the first aid box.</p>	<p>8</p>	<p>Three monthly. Committee Clerk diarise. Town Clerk</p>
<p>Lone working</p> <p>Risk of accident or injury or the lone worker becoming ill due to inadequate heating, lighting, or no/limited</p>	<p>Lone worker</p>	<p>Staff working alone should aware that heating/cooling in the Town Council's offices may be much reduced unless the business need for after-hours working has been established and managed.</p> <p>The member of staff working alone is responsible for ensuring they have sufficient drinking water provision with them if they</p>	<p>N/A</p>	<p>8</p>	<p>N/A</p>

access to drinking water and toilets		<p>know they will be working away from the office for a period of time where water will not be available.</p> <p>All staff working alone should consider carrying a torch with them and should consider whether they should be accompanied if they know there may be lighting or visibility issues.</p> <p>All staff vacant property inspections to be accompanied and two light sources to be used.</p>			
Lone working – risk of slips/trips/falls	Lone worker	Regular inspection of areas to ensure that any trip hazards receive prompt attention. Individuals with temporarily impaired mobility, or other condition which may affect their ability to judge risk for themselves, must not work alone.	N/A	8	N/A
Lone working – risk of injury due to faulty or improper use of electrical equipment	Lone worker and wider public if there is an incident involving electricity, such as one which results in a fire	<p>Ensure all office equipment is electrically tested annually.</p> <p>Visually inspect cables and plugs for damage. Do not interfere with plugs or power supply. All staff aware to alert Town Clerk to any issues as they are identified</p>	N/A	8	N/A
Lone working – risk of illness/injury through working with hazardous substances or machinery	Lone worker	Not permitted for lone workers.	N/A	4	N/A
Lone working – risk of accident/injury though single handed lifting or handling of any load that is of such a weight as to cause injury	Lone worker	<p>Not permitted for lone workers.</p> <p>Manual handling training to cover low-level office/chair/table lifting booked for all staff.</p>	N/A	8	Within 90 days. Town Clerk to ensure all staff have completed course.
Lone working –	Lone worker	Not permitted for lone workers, other than as	N/A	2	N/A

risk of wrongful accusation due to lone handling of cash		carefully controlled banking trips with short-distance, low value amounts at varying times.			
Assessor's signature:			Agreed by Full Council		
Date:			Date:		

Risk to be assessed or interpreted in line with the table below:



Risk score = Likelihood x severity

Dark green (score 1 to 2) – acceptable risk, suitable controls

Light green (score 3 to 4) – acceptable risk, suitable controls which should be reviewed to ensure no deterioration of the circumstances; easy to achieve controls which would further reduce score should be introduced if reasonable

Yellow – Tolerable level of risk, suitable controls to be introduced if and when reasonably possible, taking account of the circumstances

Orange – Tolerable in the short-term, suitable controls to be implemented at the earliest opportunity

Red – Unacceptable risk with immediate danger of death or life-changing injury, requiring immediate action to eliminate the risk or, if this is not possible, to reduce it to an acceptable level