

FRETtenham PARISH COUNCIL

Lone Worker Policy

Parish Council (Home-Based Employee)



Effective Date: 11 May 2026

Review Date: Every 3 years

1. Policy Statement

Frettenham Parish Council recognises that its sole employee works alone from home and may therefore be considered a lone worker. The Council is committed to ensuring, so far as is reasonably practicable, the health, safety, and welfare of the employee while working remotely.

This policy sets out the arrangements in place to manage risks associated with lone working and remote working.

2. Scope

This policy applies to the Parish Council's only employee, who performs all duties from a home office and may occasionally work outside normal working hours or without direct supervision.

3. Definition of Lone Working

Lone working is defined as working without close or direct supervision and without immediate access to assistance. In this case, it includes:

- Working alone from home
- Working outside normal office hours

Undertaking council duties without another colleague present

4. Responsibilities

4.1 Parish Council

The Parish Council will:

- Take reasonable steps to identify and assess risks associated with lone working
- Provide appropriate guidance, equipment, and support
- Ensure emergency procedures are in place
- Review this policy regularly or following any significant incident

4.2 Employee

The employee will:

- Take reasonable care of their own health and safety while working
- Follow agreed safe working practices and procedures
- Report any health, safety, or security concerns promptly to the Council (e.g., Chair or designated Councillor)
- Maintain agreed communication arrangements

5. Risk Assessment

A specific lone working risk assessment will be maintained and reviewed at least annually or when circumstances change.

Key risks considered include:

- Delayed response in case of illness or accident
- Mental wellbeing and isolation
- Ergonomic risks associated with home working
- Fire, electrical, or domestic hazards in the home office environment

Mitigation measures include regular contact, emergency procedures, and safe home working practices.

6. Communication Arrangements

To ensure the employee's safety, the following arrangements will apply:

- Regular check-in contact with a nominated Councillor (e.g., weekly or bi-weekly)
- Availability via email and telephone during agreed working hours
- Confirmation of safe arrival/availability when working unusual hours (if applicable)

If contact cannot be made as expected, the nominated Councillor will follow escalation procedures.

7. Emergency Procedures

The employee must have access to:

- A working telephone at all times during working hours
- Emergency contact numbers (Chair, Vice Chair, and emergency services)

In the event of an emergency (e.g., accident, sudden illness, or security concern), the employee should contact emergency services (999) first if necessary, then inform the designated Councillor as soon as possible.

If the Council cannot reach the employee within a reasonable timeframe during expected working hours, it will attempt further contact and may escalate to emergency contacts if there are serious concerns for welfare.

8. Home Working Environment

The employee is responsible for ensuring their home working environment is:

- Safe and free from significant hazards
- Equipped with suitable furniture and equipment for office work
- Adequately lit, ventilated, and maintained

The Council may provide guidance on workstation setup and may request a basic self-assessment of the home workspace.

9. Mental Health and Wellbeing

The Council recognises the potential for isolation when working alone from home. The employee is encouraged to:

- Maintain regular breaks and working boundaries
- Communicate any concerns about workload or wellbeing
- Raise issues early so support can be provided

10. Data Protection and Security

The employee must ensure that all council data is handled securely, including:

- Using secure passwords and devices
- Keeping confidential documents secure at home
- Complying with data protection requirements (UK GDPR)

11. Review of Policy

This policy will be reviewed:

- Every 3 years, or
- Following any incident or significant change in working arrangements

Approved by: Parish Council

Date: 11 May 2026

DRAFT

Appendix A – Lone Working Risk Assessment Template

Parish Council – Home-Based Employee

Assessment Date: [Insert date]

Reviewer: [Insert name]

Next Review Date: [Insert date]

Risk Assessment Table

Hazard	Who Might Be Harmed	Existing Controls	Likelihood (L/M/H)	Severity (L/M/H)	Risk Rating	Further Action Required	Responsible Person	Completion Date
Sudden illness or medical emergency while working alone	Employee	Regular check-ins with nominated Councillor; employee has access to phone at all times						
Slips, trips, or falls in home workspace	Employee	Employee maintains safe home working environment; suitable workstation setup guidance provided						
Fire or electrical hazard in home office	Employee	Use of tested electrical equipment; smoke alarms fitted in home						
Mental health impacts / isolation	Employee	Regular contact with Councillor; encouragement of breaks and work-life boundaries						
Stress or excessive workload	Employee	Monitoring workload through regular communication; ability to raise concerns						
Data breach or loss of	Council / Employee	Password protection; secure storage						

Hazard	Who Might Be Harmed	Existing Controls	Likelihood (L/M/H)	Severity (L/M/H)	Risk Rating	Further Action Required	Responsible Person	Completion Date
confidential information		of council documents; GDPR compliance						

Risk Rating Guidance (Optional)

- **Likelihood:** Low / Medium / High
- **Severity:** Low / Medium / High
- **Risk Rating:** Combination of likelihood and severity to determine priority action

Notes / Additional Controls

[Insert any additional site-specific controls or comments here]

Signed (Assessor): _____

Approved (Chair of Council): _____

Date: _____