



LONE WORKING POLICY

Title	Lone Working Policy
Who should use this	All Staff
Author	Head of Valuation Services
Approved at Board	
Approved by Management Team	October 2017
Reviewer	Head of Valuation Services
Review Date	2020

Review History

REVIEW NO.	DETAILS	RELEASE DATE
1	REVIEWED JULY 2014	04/08/14
2	REVIEWED MARCH 2015	MARCH 2015
3	REVIEWED AUGUST 2017	
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BACKGROUND

The aim of developing a Lone Working Policy is to minimise the risk of harm to staff. Without such a policy it is possible that something could happen to a member of staff and we could be unaware of the fact for some time. Although it should be stressed that the risk of serious harm is most unlikely we should nevertheless prepare for such a possibility.

INTRODUCTION

This policy and the accompanying Lone Working Guidance are designed to improve personal safety for staff working outside the office but within office hours. Office hours are between 8.45am and 4.45pm Monday – Thursday and 8.45am and 3.55pm on Friday, however it is possible that some people are present in the office earlier or later than this. It would be unusual for outside work to fall outwith these times.

The protocols deal with preparation before leaving the office, working practices outside and finishing work.

TECHNICAL STAFF/IER CLERICAL CANVASSERS/ADMINISTRATIVE STAFF

Before Leaving the Office

It is important that you take a mobile phone with you. This may be your own or one provided by the office. If you change your personal number ensure that your Line Manager and the PA/Office Manager is notified. Each Line Manager will keep a note of all mobile numbers (Office and Personal).

Each Section keeps a Survey Book (Technical) Canvass Visit Book (Clerical). Before leaving the office (the night before if going straight out) fill in all of the required information. (See Appendix A):

- The area within which you will be working e.g., Central Irvine, Ballantrae, Rural Kilmaurs, etc. - Ayr is too vague. Please also accurately state the anticipated time of return or the expectation of no return.

In addition, each member of staff going out on survey or to attend an appointment must leave clear and precise details of their planned day out within their electronic diaries. Essential information that must be left in a easily accessible position within your electronic diary is:-

- Date
- Car Registration Number
- Purpose of visit (eg running roll, council tax appeals, IER canvass, General Election, other)
- Area to be visited

- A copy of your electronic diary for that day, showing your planned activities, should be printed off and left in a prominent position on your desk. This additional step should, albeit unlikely, allow for a complete failing of our computer systems.
- If time allows, you should advise your line manager or the person you share a room with your planned activities for that day.

If for some reason you make significant changes to your schedule, you should phone your Line Manager with details of the change.

WHEN OUT

You may be visiting both non-domestic and domestic properties when out on survey. It might seem that there is less likelihood of difficulties at non-domestic properties as there may well be a number of people about, staff and customers. However, the principles remain the same.

Clearly identify yourself and your reason for being there. Be polite and courteous and try to obtain the information you need without unduly extending your visit. Make alternative arrangements if the taxpayer/elector finds your visit unsuitable. **Remember to show your identification.**

If you are advised or consider it appropriate the relevant PPE must be worn.

You have probably (perhaps without realising it) carried out and continue to carry out your own risk assessment. So if something doesn't feel right it probably isn't. Leave the premises and make a subsequent visit accompanied. Be aware of your surroundings and of your exit route.

See the accompanying Lone Working Guidance for advice on a number of issues including:-

- Anticipating violent behaviour
- Defusing the situation
- Non-verbal communication skills
- Verbal communication skills

RETURN TO THE OFFICE

(a) By 4.15pm

Sign off on the survey/canvass book e.g. returned @ 4.15 hours. So if you leave for home and nobody sees you, when the book is checked it is clear you have returned.

(b) By 4.30pm

Ring the Responsible Person (see list) @ 4.30 hours **at the latest** to advise of the situation and the anticipated time of return. If there is another call to make give the name and address.

(c) Not returning

Ring the Responsible Person at 4.30 hours **at the latest** to advise of the situation. If there is another call to make give the name and address.

It is essential in (b) and (c) above that whoever takes the call they put an appropriate note in the survey book/canvass visit book.

It is also essential at the end of the working day when you are reporting your intentions to your "Responsible Person" that you speak to them in person. Under no circumstances should you leave a voice mail message.

At 4.30 Hours

The Responsible Person present will telephone those staff who have not been in touch with the office by this time. They will try three times (within 5 minutes).

If the staff member is not there or there is no response they will contact the Police to advise that there is a problem, and give the location, car and any other available information.

All staff on survey/canvass must be aware of these procedures.

(d) Working Outwith 8.45am to 4.45pm and 8.45am to 3.55pm

These arrangements are in place to cover working hours. They do not cover the period outside these hours.

Staff who might need to make the occasional visit outwith working hours should advise their Line Manager accordingly and may wish to arrange company for such visits.

Staff should not make arrangements outside working hours if possible.

It is accepted that staff attending pre-arranged meetings are not required to complete the technical/clerical booking out sheets etc. Line Manager/Personal Assistants will be aware of the location, purpose of the meeting and attendees. Notwithstanding this fact, if a pre-arranged meeting is cancelled or changed in any way the member of staff attending the meeting should immediately notify their Line Manager/PA/Colleague.

In addition, if any member of staff encounters any difficulties whilst attending a pre-arranged meeting e.g. car breakdown, extreme and adverse weather conditions they should immediately contact their Line Manager or responsible person for assistance and further advice.

Responsible Persons

[Redacted]

[Redacted]

[Redacted]

