

GODALMING TOWN COUNCIL HEALTH AND SAFETY POLICY

ORGANISATION AND RESPONSIBILITIES

1. Elected Members' Obligations

The Council is the employer and as such it carries the ultimate responsibility for ensuring health and safety at work.

The Health and Safety at Work, etc. Act 1974 applies to the Council as a corporate body and the Council may be prosecuted for any offence committed under any of the relevant statutory provisions. In addition an individual councillor may be prosecuted where their act or default results in somebody else (e.g. an employee) committing an offence under the Act.

Therefore the Council will ensure that appropriate arrangements are made within the organisation for:-

- (a) the implementation of the safety policy; and
- (b) regular monitoring and review of health and safety practices, procedures and performance.

To this end, the Council will ensure that it allocates sufficient resources to enable officers to meet its obligations.

The Council will receive an annual safety report from the Town Clerk for the purposes of monitoring and reviewing the effectiveness of the policy.

2. The Town Clerk

The responsibility for fulfilling the safety policy of the Council rests with the Town Clerk. The Town Clerk will ensure that the policy is carried out through responsible delegation of duties to the Facilities & Cemeteries Manager and Community Centre Managers as defined below.

The Town Clerk is responsible for ensuring that:-

- (i) Staff are aware of their obligations and carry them out in accordance with the Safety Policy;
- (ii) effective reporting and communication exists within the organisation and with the users of the Council's premises; and
- (iii) unresolved problems of health and safety are brought to the attention of the Council.

N.B. In the absence of the Town Clerk, the Facilities & Cemeteries Manager will be responsible for the implementation of this policy.

3. The Facilities & Cemeteries Manager

The Facilities & Cemeteries Manager will ensure that the Health and Safety Policy is implemented within all the Town Council's premises and on all Town Council land (and Joint Burial Committee land and buildings) and will nominate the Community Centre Managers, as appropriate, to be responsible for health and safety arrangements at the Wilfrid Noyce Centre and Broadwater Park Community Centre.

The Facilities & Cemeteries Manager shall:-

- (1) ensure that programmed risk assessments are undertaken for work activities in the Town Council's premises. Where significant risks are identified the Facilities & Cemeteries Manager is to ensure that safe systems of work or other control strategies are put into place in order to reduce risks to the health, safety and welfare of staff and others to an acceptable minimum. These procedures shall be monitored and reviewed periodically;
- (2) advise the Town Clerk when finance needs to be made available for any measures deemed necessary to comply with the Policy;
- (3) ensure that, where a problem cannot be rectified immediately or easily, it is brought to the attention of the Council via the Town Clerk;
- (4) ensure all work undertaken by Contractors on behalf of the Council is carried out in a safe manner. This should normally be achieved by:
 - (a) undertaking suitable and sufficient risk assessment before work commences;
 - (b) ensuring all work is co-ordinated and monitored by a competent person with the authority to act on behalf of the Council;
 - (c) co-ordinating exchange of information between any contractors, Council staff and any others who may be affected by any Council contract;
 - (d) providing contractors with the latest edition of GTC Safety Rules for Contractors and ensuring compliance with those requirements;
- (5) ensure that all those delegated with health and safety duties have the necessary instruction, training and resources to comply with their obligations;
- (6) keep him/herself informed of accidents, dangerous occurrences or occupational diseases occurring on Council premises and to Council employees and ensure that all accidents are reported to the Town Clerk;
- (7) consistently set a good personal example;

4. Community Centre Managers

Community Centre Managers will co-ordinate and implement the detailed aspects of the health and safety policy and be responsible for routine implementation of the policy within their Community Centres.

5. Godalming Town Council Employees

All Town Council employees shall:

- (1) take reasonable care for their own health and safety and that of colleagues, or anyone else who might be affected by their acts and omissions at work;
- (2) co-operate fully with the Council in all matters, rules, advice and instructions on health and safety, and comply with all relevant statutory provisions;
- (3) attend as necessary health and safety training as directed by the Council, utilise or follow such training and use any personal protective clothing or other safety equipment provided to them, as necessary;
- (4) report any hazard or defect involving equipment, systems, procedures or buildings through the Facilities & Cemeteries Manager to the Town Clerk;
- (5) report any accident or aggressive incident in accordance with established procedures.

6. Responsible Finance Officer

Responsible for notifying the Council with regards to insurance inspections and claims investigations.

Other Health & Safety Policies and Procedure Documents

Godalming Town Council has a number of other policy and procedure documents that are complementary to the Council's Health and Safety Policy, and these either defined subsidiary policies in specific areas of health and safety, or documented procedures and good practice for GTC's elected members and staff to follow.

Included as part of this policy document are the policy and arrangements for first aid, fire safety and lone working.

FIRST AID POLICY

ORGANISATION AND ARRANGEMENTS

The Health and Safety (First Aid) Regulations 1981 impose a duty on employers to provide first aid support and facilities for their employees.

Godalming Town Council considers a high standard of first aid service to be a vital component in maintaining high standards of health and safety at work and has, therefore, adopted the following First Aid Policy.

DEFINITIONS

First Aid is defined in the Health and Safety (First Aid) Regulations 1981 as a case where a person will need help from a medical practitioner or nurse in the event of serious injury or illness; where such help is not available, a First Aider will provide treatment for the purpose of preserving life and minimising the consequences of injury and illness until such help is obtained. It also covers treatment of minor injuries and minor illness, which would otherwise receive no treatment or which do not need treatment by a medical practitioner or nurse.

These regulations apply only to employees although some First Aid provision is made for users of the Council's community buildings.

By agreement with Waverley Borough Council the First Aid procedure for the Town Council offices, at the Municipal Buildings, Godalming, is that of Waverley Borough Council, whose building the Town Council shares. The procedures for the Wilfrid Noyce Centre, Broadwater Park Community Centre and the Old Town Hall (the Pepperpot) are attached as an annexe to this document.

The Health and Safety (First Aid) Regulations 1981 place a general responsibility on employers to provide appropriate first aid facilities. First Aid Boxes are provided at all of the Council's premises. In the case of lone workers - if they sustain a minor injury, they might be able to use a first aid box or telephone for help.

Municipal Buildings, Godalming

By agreement with Waverley Borough Council, Godalming Town Council uses the Waverley's procedures to enable first aid treatment to be administered to staff who are injured or feel unwell during office hours. To summon first aid, dial 01483 523000 (Waverley's internal emergency number) and tell the receptionist what is wrong and where you are. The receptionist will arrange for a First Aider to attend to you very quickly.

A First Aid room is provided in The Burys and is located on the first floor in the Civic Suite corridor, adjacent to the vending machines.

Please note that the first aid room has a combination lock and can therefore only be accessed with a First Aider.

1. PROCEDURE FOR OBTAINING FIRST AID ASSISTANCE (MUNCIPAL BUILDINGS)

A. Office Hours

The following procedure will operate between the hours:-

08.45 - 17.15 Mondays to Thursdays
08.45 - 16.45 Fridays

When first aid is required, Waverley Reception should be contacted on the Waverley emergency number 01483 523000. The person telephoning should state where the casualty is and the nature of the injury/problem.

The Receptionist is to call First Aiders from the First Aid Call Out List until two have been contacted, informing them of the details and location of the casualty. First Aiders are always to work in pairs where possible. Treatment should be given in the Treatment Room unless the casualty should not be moved.

Any treatment given should be recorded in the Accident Book, which is kept in the First Aid Room. A separate Accident Book is held in the Town Council offices to record any accidents in those offices. The record is loose leaf, to comply with the Data Protection Act 1998 and should be forwarded to personnel after completion, a copy should also be forwarded to the Town Clerk.

The following actions are to be taken in the event of first aid being required:-

Conscious Person

The First Aider should:-

1. Decide if an ambulance is required and arrange for one to attend where necessary.
2. Administer first aid and inform the Town Clerk or Facilities & Cemeteries Manager.

Where the casualty wishes to go home or requires professional medical attention, which does not warrant calling an ambulance, the Town Clerk or Facilities & Cemeteries Manager is to be informed. The Town Clerk or Facilities & Cemeteries Manager is then required to make any necessary arrangements to transfer the employee.

In cases where the casualty wishes to return to work against the advice of the First Aider, the Town Clerk should be contacted and temporary suspension from work as a result of an injury will be considered.

3. Ensure responsibility for personal possessions is taken.

Unconscious Person

An ambulance is required to be summoned in all cases where the casualty loses consciousness for any period.

A First Aider should:-

1. Call an ambulance and notify reception so that the barrier to the car park is lifted.
2. Administer appropriate first aid.
3. Inform the Town Clerk or Facilities & Cemeteries Manager of the employee's transfer to hospital. The Town Clerk, or her/his representative, will inform the next of kin of

the employee's transfer to hospital. The Town Clerk or Facilities & Cemeteries Manager will ensure personal possessions are taken into safe custody.

N.B. On no account should an unconscious person, or a person who has been unconscious, be left unattended by a First Aider.

B. Outside Office Hours

1. Before Office Hours (ie before 08.45)

If there is a need for first aid before office hours, and Town Clerk (as a First Aider) is present then the Town Clerk will administer first aid; if the Town Clerk is not present then the most senior member of staff present will assess the situation and decide either:-

- (i) to call an ambulance by dialling (9) 999;
- (ii) to make the person comfortable until the office hours procedure becomes operative at 08.45 and then call for First Aid in the normal way; or
- (iii) contact the next of kin.

N.B. An ambulance is required to be summoned in all cases where a casualty loses consciousness for any period.

The person dealing with the incident must inform the Town Clerk or Facilities & Cemeteries Manager as soon as possible.

The Town Clerk or Facilities & Cemeteries Manager, will then inform the next of kin.

The Town Clerk or Facilities & Cemeteries Manager will ensure the employee's personal possessions are taken into safe custody.

The Town Clerk or Facilities & Cemeteries Manager will complete the Accident Book, having been informed of the incident.

2. After Office Hours (ie Monday to Thursday after 17.15 pm and on Friday, after 16.45 pm)

If there is a need for first aid after office hours, and the Town Clerk (as a First Aider) is present then the Town Clerk will administer first aid; if the Town Clerk is not present then the most senior member of staff present will assess the situation and decide either:-

- (i) to call an ambulance (9) 999; or
- (ii) contact next of kin.

N.B. An ambulance is required to be summoned in all cases where a casualty loses consciousness for any period.

The person dealing with the incident must inform the Town Clerk or Facilities & Cemeteries Manager, as soon as possible.

The person dealing with the incident will complete the Accident Book, having been informed of the incident, ensuring the loose-leaf form is given to the Town Clerk.

FIRST AID ORGANISATION

1. Overall responsibility for fulfilling the first aid policy of the Council rests with the Town Clerk.
2. The Town Clerk will enter into an agreement with Waverley Borough Council for the provision of first aid services within the Town Council offices during office hours.
3. The Town Clerk will delegate the procurement of first aid equipment and medical supplies for the Town Council offices and all Town Council premises to the Facilities & Cemeteries Manager.
4. The Facilities & Cemeteries Manager shall be responsible for ensuring that the First Aid Boxes at the Town Council offices and the Old Town Hall (Pepperpot) are regularly restocked as necessary.
5. The Community Centre Managers at the Wilfrid Noyce Centre and the Broadwater Park Community Centre will be responsible for ensuring that the First Aid Boxes at the respective centres are regularly restocked as necessary.
6. The most senior member of staff present, at the time of any accident in the Town Council offices, will be responsible for ensuring that the Accident Book is completed
7. The Community Centre Managers at the Wilfrid Noyce Centre and the Broadwater Park Community Centre will be responsible for ensuring that the Accident Book is completed as necessary.

FIRE SAFETY PRECAUTIONS – MUNICIPAL BUILDINGS

Fire in any building is a potential killer. It is important that you make yourself familiar with the fire precautions for the areas that you find yourself in while you are at work. On your first day at Godalming Town Council the Town Clerk or Facilities & Cemeteries Manager should show you the fire precautions in the Town Council offices. If you are not sure, ask.

The offices have fire escapes clearly marked, and it is vital that you make yourself aware of the ones you may need to use. Be aware of alternative means of escape, in the event that the one you always use is blocked by fire or smoke. If you are responsible for visitors – at a Committee or other meeting, ensure that the fire evacuation information is given out before the meeting commences.

Sounding the Alarm

The alarm will be raised, normally by the continuous ringing of a loud bell. When you hear the alarm leave the building immediately. Do not go back to collect your belongings, you may well be going into a danger area. Make your way via Bridge Street and Wiggins Yard to the Burys Field (the designated assembly area) and wait. Await the instructions of a designated Fire Marshal or the Fire Brigade.

Fire Evacuation Wardens

The Town Clerk is the Town Council office Fire Evacuation Warden (in the absence of the Town Clerk this role will be undertaken by the Mayor's Secretary, the Facilities & Cemeteries Manager or the Finance Officer, in that order). The Fire Evacuation Warden will ensure that all Town Council offices and the Council Chamber are empty and report this to the person in charge at the assembly area. You are required to obey the instructions of Fire Wardens when the fire alarm sounds.

Discovering a Fire

If you discover a fire you should **raise the alarm at once**. There are manual call points (alarm buttons covered by a glass window, also known as "break glasses") by the front door to the Town Council offices and by the window on the upstairs landing. To raise the alarm break the glass (carefully), this will activate the fire alarm. The Waverley switchboard has the responsibility and normally summons the fire brigade once the alarm sounds. Close the door or window, if safe to do so and leave the building by the nearest safe route. Once outside, tell the person responsible where the fire you discovered is located.

Fire Extinguishers

Suitable fire extinguishers are located in the Town Council office at the top and at the foot of the staircase. These are for use **only** by those staff trained in their safe use – differing extinguishers are used for differing types of fire, and in differing ways. Fire extinguishers are only to be used for small fires, for example a small fire in a waste bin. If you have not used a fire extinguisher before, the time to learn is **not** when there is a fire.

Even if you have been through fire extinguisher training, if you are in any doubt, sound the alarm to alert colleagues and GET OUT.

Good Housekeeping

If you see or become aware of any blocked fire exits, potential sources of a fire or anything else which you think may compromise safety in the event of a fire it is your duty to report it, normally to the Facilities & Cemeteries Manager. If the situation is not resolved quickly, contact Waverley's Safety and Emergency Planning Adviser on 01483 523480.

BOMB THREAT CALL – MUNICIPAL BUILDINGS

IN THE EVENT THAT YOU RECEIVE A BOMB THREAT CALL PLEASE ASK THE FOLLOWING QUESTIONS AND KEEP THE CALLER TALKING AS LONG AS POSSIBLE

WHERE IS THE BOMB ?

WHAT TIME WILL IT GO OFF ?

WHAT DOES IT LOOK LIKE ?

WHY ARE YOU DOING THIS ?

WHO ARE YOU ?

AT THE END OF THE CALL IMMEDIATELY RING THE EMERGENCY NUMBER 01483 523000 AND REPORT THE INCIDENT. THEN NOTIFY THE TOWN CLERK OR FACILITIES & CEMETERIES MANAGER.

WRITE DOWN THE EXACT WORDS OF THE MESSAGE.

RECORD ANYTHING THAT WAS SPECIFIC ABOUT THE CALLER - e.g.

Calm or excited

Male or female

Accent or odd language use

Old or young sounding

Background noise or music

If you come across a suspect package, parcel or bag etc - please **RING THE EMERGENCY NUMBER 01483 523000 TO REPORT THE PACKAGE. THEN NOTIFY THE TOWN CLERK OR FACILITIES & CEMETERIES MANAGER - DO NOT ATTEMPT TO OPEN IT YOURSELF.**

TERRORIST ACTION BY POST - MUNICIPAL BUILDINGS

Waverley's internal emergency contact number is 01483 523000

The Threat is Minimal

Terrorist (or other criminal) action intent on causing harm using the postal system is extremely rare and the Town Council is not considered to be an especially vulnerable target.

Please note especially that there have been incidents in the UK since September 2001, which have been proven criminal hoaxes. Any incident, however, for the sake of the safety of staff, must be treated seriously.

What to do if you Receive a Suspicious Communication Through the Post

The key advice to you all at this stage is:

Your suspicions may be aroused particularly through a combination of the following conditions:

- o the means of delivery is unexpected;
- o the source of the communication is unknown to you or the source cannot be surmised;
- o the addressing of the package is unusual;
- o the package is discoloured/stained and/or gives off an unidentifiable smell;
- o the package has excessive postage;
- o there is excessive binding around the package; etc.

Contact **01483 523000** immediately if you receive a letter, package, parcel etc. that appears suspicious.

Having contacted 01483 523000, if practicable, place the suspect article in a bag or container that can be sealed.

Wait for further instructions. The emergency services will be contacted immediately and their advice will be passed on as soon as practicable. Regardless, you will be kept informed of progress.

What to do if People have been Potentially Contaminated

If a package is leaking, has been opened and is found to contain a suspicious substance and people have been potentially contaminated by a powder or a liquid, again contact 01483 523000 and, if practicable, place the suspect article in a bag or container that can be sealed.

Close doors and windows and evacuate the immediate area in which the article has been handled. For staff within the Council Offices, Godalming (other staff locations - see note below), you will be advised almost immediately on making the call to 01483 523000 where you should assemble but please note that it is critically important that all staff who have come into contact with the suspicious article should go to the evacuation area and remain in that area until otherwise advised, following receipt of advice from the emergency services. Regardless, you will be kept informed of progress.

Put some form of sign on the outside of the door into the evacuated area to ensure that other staff do not enter what may be a contaminated area.

Others in adjacent areas may be asked to move from their office accommodation and you are requested to comply immediately with any instruction to leave your office.

Note: Similar arrangements are in the process of being made for staff in outside offices to ensure that the advice set out in this note can be followed if isolation is necessary.

REMEMBER - if you receive a suspicious letter, package, parcel etc., please contact 01483 523000 immediately

Further advice will be issued as necessary.

If you have any questions or comments about this message please contact Waverley's Safety and Emergency Planning Adviser, on 01483 523480.



LONE WORKING POLICY

INTRODUCTION

Because the Town Council is a small organisation all Town Council staff are at some point lone workers. Staff based at the Wilfrid Noyce Centre and Broadwater Park Community Centre are habitually lone workers by virtue of their isolation. Staff based at the Town Council offices find themselves the only member of staff in the office from time to time. Several hazards present themselves to staff working alone, ranging from personal accident or a transport breakdown to personal attack.

It is not possible to anticipate every eventuality in a document like this and it is therefore intended as a guide for staff to help them devise safe systems of working for lone working in all foreseeable circumstances. This can be achieved by the Town Clerk and/or the Facilities & Cemeteries Manager risk-assessing the working environment and applying this Code of Practice.

The purpose of this document is to establish the way in which the Council applies health and safety controls and responsibilities for lone workers, either operating on Council premises or working alone away from the Council. This policy also forms part of the general Health & Safety Policy.

We recognise that often it is necessary for staff to work alone, and sometimes away from their normal place of work, carrying out site visits, inspections and the like.

The Council as a caring employer is concerned to take steps to increase the support and protection of its staff whilst working alone and/or away from the office. Fortunately, there is no history of incidents occurring to Town Council staff while working alone – but any such incident would be unpleasant and upsetting for the employee concerned.

These guidelines attempt to balance the Council's need to carry on its business without causing its staff to be vulnerable to assault or other forms of aggression.

It is expected that through adoption of the following guidelines, the likelihood of incidents can be reduced to a minimum. Regardless, arrangements for support for employees are in place should they be required.

Legislation

The primary requirement of the Health and Safety at Work etc. Act 1974 imposes a 'duty of care' on organisations for all its employees. This duty is reinforced by various other acts and regulations, such as the Management of Health and Safety at Work Regulations 1999 (MHSWR), which stresses the requirements for risk assessments. These 1999 regulations also include further responsibilities for young workers and new or expectant mothers. The same regulations also impose a duty on organisations to exchange health and safety information with contractors, particularly where lone workers are involved. Lone working is also considered in various other forms of health and safety legislation, depending upon the operations in question.

There is no general legal prohibition on working alone but sometimes the law requires that at least

two people must be involved in some types of work and specifies the safe system of work to be followed.

As outlined in the main Council Safety Policy, in pages 1 to 4, Godalming Town Council is responsible for the health, safety and welfare of all its employees, and for the health and safety of those affected by its work, so far as is reasonably practicable. These responsibilities cannot be transferred to employees working alone or without close supervision, although staff do individually have responsibilities under the policy and health and safety legislation. Godalming Town Council as an employer has a duty to organise, control and monitor those who work alone.

The **Management of Health and Safety at Work Regulations 1999** requires employers to assess the risks to health and safety involved with activities at work. This will need to include lone workers.

Defining Terms

The term *lone working* within the meaning of this policy, applies to persons operating singularly, as given by the following examples:-

- 1 Staff working alone in the Council offices both within and outside *normal working hours*.
- 2 Staff working alone in other Council buildings both within and outside *normal working hours*.
- 3 Staff travelling between the Town Council office and other Council (or Joint Burial Committee) premises or the Town Council's bank.

This policy does not specifically pertain to staff working from home.

A POLICY FOR SAFEGUARDING STAFF

The Town Clerk will endeavour to avoid lone working situations whenever possible. When such working is required The Town Clerk will endeavour to ensure, so far as reasonably practicable, that lone workers are not placed at any greater risk than other Council workers.

The Town Clerk will positively identify those workers who may be deemed as *lone workers*, operating as such on either a regular or ad hoc basis, these will include all Town Council employees – in the following circumstances:

Early or late workers:	staff who are either the first to come on to the premises in the morning or the last to leave at night.
Staff left alone in the office	Staff left alone, through holiday, sickness or diary commitments of other staff.
Staff in isolated locations:	e.g. the Community Centres.

The Town Clerk will undertake all necessary risk assessments for lone workers and endeavour to eliminate, so far as is reasonably practicable, risks or hazards in such operations. Where such hazards remain, efforts will be made to minimise the risks to lone workers by safe working systems.

The Town Clerk will endeavour to maintain a record system of visits undertaken by lone workers and arrange for an appropriate system of periodic reporting to verify worker safety.

The Town Clerk should encourage lone working staff, so far as possible, that in addition to keeping a diary and calling in to the office on a regular basis, that they inform their own spouse / partner / family or friends of their movements or plans, so that relatives can contact Council managers should they fail to return when expected. Managers should ensure that staff working alone and operating sometimes out-of-doors and in dark areas are supplied with appropriate clothing, communication arrangements and torches.

Lone workers must carry their personal safety alarms and mobile telephone at all times. The

telephone need not be Council supplied but the contact number should be made available to Town Clerk and Facilities & Cemeteries Manager.

The Town Clerk and/or the Facilities & Cemeteries Manager are responsible for identifying general safety training needs of lone workers and to give guidance to lone workers to enable them to identify hazards and undertake safe working practises for their own well-being.

Lone workers should make themselves aware of all Council operational safety procedures and otherwise comply with all control and reporting requirements established for their own well-being and in compliance with this policy.

Lone workers should report any new or unrecorded hazards or risks to their manager at the first opportunity, to enable managers to assess and initiate appropriate safe working arrangements and amend risk assessment records as required.

Lone workers are required, as specified under the Health and Safety etc. Act 1974, to take all reasonable safety precautions when undertaking their work function and this requirement is especially important when operating alone.

The Council will operate appropriate management systems to ensure that staff regularly working on their own, are monitored and from time to time have a meeting with their manager or other staff, to ensure that they are able to function alone in a satisfactory manner. The Council will also ensure that the well-being of such lone workers is monitored, including their general health, since normal interactive processes may be otherwise limited.

Employees who operate in a lone worker capacity should inform their manager of any change in their personal circumstances, including health, which might have a bearing on their personal safe working arrangements.

The Town Clerk and/or Facilities & Cemeteries Manager will exchange health and safety procedural arrangements with any contractual workers and their employing organisation in compliance with the MHSWR and other regulations as so required. Such exchanges of health and safety information are crucially important for lone worker operations.

The Town Clerk and Facilities & Cemeteries Manager delegate to lone workers, including staff working when the building is closed to the public, responsibilities for health and safety matters that remain by law the obligation of Council managers.

LONE WORKING PROCEDURES & GUIDANCE

Guidelines for Early and Late Workers:

Any member of staff working outside normal working hours, particularly on their own, is at greater risk either from intruders or from personal accident when there is no help available. The best solution is to avoid such lone working, either by home-working or by planned activity involving two or more people.

If it is unavoidable, sensible precautions should be taken:

The Town Clerk should be aware that such work is taking place and ensure that staff know of any special arrangements required on entering or leaving the premises and making it secure. When working alone, outside normal office hours, the front door should be fastened on the "night setting". Any callers outside of office hours should be dealt with via the intercom and on no account should the front door be opened to any visitor (unless by prior arrangement). Visitors expecting to attend Council or Committee meetings should be asked to access the Council Chamber via the Waverley main entrance.

If late working the member of staff should, if possible, make the Waverley security staff aware of their presence.

The employee should ensure that their spouse or partner or a friend knows that they are working early or late, at what time they expect to return and whom to contact if they do not. Staff should understand the availability of first aid, which will be limited in these cases, or other emergency arrangements and how to summon help if required.

Guidelines for Staff Working Alone during Office Hours:

If working alone during office hours then on no account should the front door be opened to anyone without first ascertaining, using the intercom, who the visitor is.

If allowing a visitor into the offices then get up and meet the visitor in the entrance hall (in this way the visitor will be unlikely to know that there is no-one else in the office). In no circumstances should you say that you are alone in the office – if necessary indicate that a matter cannot be progressed without reference to the Town Clerk and that the Town Clerk is busy in an important meeting upstairs. If any visitor makes you uncomfortable, and appears unwilling to leave – then you must leave the building either via the front door or via the Council Chamber (in these circumstances do not worry about whether or not the Chamber is occupied) and make your way to Waverley Reception and ask if a Waverley member of staff will accompany you back to the office.

Any incidence of an unauthorised visitor gaining access to the Town Council offices via the Council Chamber should be notified to the Town Clerk as soon as possible – the Town Clerk will inform Waverley.

Guidelines for Staff Making Site Visits

Always tell someone where you are going and what time you expect to return.

If you expect to meet someone then leave details of who you expect to meet, when and where at the office.

Carry a personal alarm and a mobile 'phone and make sure both are useable - these can be obtained from the Facilities & Cemeteries Manager.

In case of vehicle breakdown – Observe procedure in "travelling tips" below.

Guidelines for Staff Working at a Base Other Than the Town Council Office

As far as possible keep the Town Clerk and/or Facilities & Cemeteries Manager informed of the hours that you intend to be working.

Always carry your personal alarm and mobile 'phone and make sure both are useable.

If attending your work place outside of normal office hours you should ensure that your spouse/partner or other friend or family member knows what times you are working and when you intend to return.

Keep your electronic diary up to date with details of everyone you intend to meet. If showing a prospective user around a community centre then you must arrange to do so when someone else - another member of staff or another user - is on site.

When locking up a Community Centre at the end of a letting ask the user to stay with you until you have secured the premises.

Note that the Town Council does **not** expect you to take any undue risks. While the security of the Town Council's premises is important it is not more important than your safety - if at any time you feel uncomfortable or at risk either leave or do not enter the premises. If possible call another member of staff and ask for assistance - if necessary call the police.

Training Requirements

- a) Employees and others must be given all necessary information, instruction, training and supervision to enable them to recognise the hazards and appreciate the risks involved with working alone. Staff will be required to follow the safe working procedures and have awareness of emergency procedures. All employees are required to co-operate with these efforts to ensure safe working and to report any concerns or training needs to their line manager.
- b) Written details are kept of specialist training provided and qualifications awarded to staff engaged in lone working. Other arrangements, informal training at team level – such as simple records of verbal or practical instruction must be kept by line managers.

Travelling Tips

Going by car

- Keep your vehicle in good working order by regular servicing to reduce the risk of breakdowns. Join an emergency breakdown service.
- Keep a mobile telephone with you so you can call for help. Remember that you must NOT use a mobile telephone whilst moving, even with hands free equipment.
- Know where you are going and how to get there. Plan your route in advance and carry with you any maps or instructions you need to find your destination.
- If you do get lost, only ask for directions at a well-lit public place; e.g. a petrol station.
- Travel by main roads and well-lit streets.
- Keep the car locked when you are driving and windows up, especially in towns where you might have to stop at junctions or traffic lights.
- Never leave valuable items on the passenger seat - handbags, for example. Visible valuables

encourage snatch thieves. Lock valuables in the boot when you leave your car to go to the appointment.

- Lock your car whenever you leave it, even if you are just going into the service station to pay for petrol.
- When you park during the day, ask yourself what the area or car park will be like if you return to your car after dark.
- Always park your car in the direction of escape; this avoids the need to manoeuvre if you need to leave in a hurry.
- Do not stop for people who flag you down. If you think they need help, drive to a phone a safe distance away, stop and call for help on their behalf.
- If you feel threatened by other drivers, drive to the nearest police station, ambulance station or fire station. Failing this, go to a well-lit and populated petrol station.
- If you are prevented from moving off keep the engine running, make sure the doors are locked and make as much noise as possible. Your car is fitted with a horn - use it.

Non-Motorway Breakdowns

- Turn on the hazard warning lights.
- Assess whether it is safer to stay in the car or get out.
- If you carry a warning triangle, put it 30 metres behind the car on the same side of the road as the car.
- If somebody appears, get back in the car, lock it and talk to them through a partly opened window, ask them to get the police.
- If you have to leave the car, make sure you know how to find it again.
- It is useful to have a torch and a warm coat in the car and remember to take your personal alarm with you and keep it in your hand.

Breakdowns on Motorways

- Put the hazard warning lights on and pull on to the hard shoulder.
- If possible, coast until you reach the nearest telephone. These phones are located every 1000 metres, so you should never have to walk more than 500 metres to reach the nearest. Every 100 metres there are marker posts pointing to where the nearest phone lies.
- If you carry a warning triangle place it **at least** 100 metres behind your car - too close does not give other drivers enough warning.
- Simply lift the emergency phone, no money is needed, you will be connected to the police control room.
- When using the phone, face the traffic so you can see anyone approaching. If you are a lone woman, tell the control room.
- Tell the control room staff what is wrong and if you are a member of a breakdown organisation,

have your card ready so you can tell them your registration number. If you cannot remember the car's registration number note it down too, before you walk to the phone.

- Back at your car, lock it and wait on the embankment. If an unmarked car stops, get back in your car and lock it. Only open the window a little if somebody wants to talk to you.