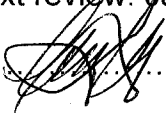


Date of policy: January 2026

Approving committee: FPGP

Date of committee meeting: December 17th 2025

Date for next review: January 2028

Signed.....

New Logo Here	Lone Working and Violence at Work Policy Cam Parish Council
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When working alone in the Parish Council's offices, staff must follow the following protocol:

1) When the office is open to the public:

- The internal office door must be kept locked
- Front blinds to be kept open
- Staff should greet visitors at the counter in the main office, not allowing them to walk through to the back offices
- Cupboard/safe to remain locked at all times
- Cllrs to call and check in hourly

2) When the office is closed to the public:

- External doors to be kept locked
- Automatic switch turned off on main door
- Visitors should not be admitted unless they are known and trusted by the employee

3) Staff leaving the premises during working hours

If staff need to leave the premises during working hours, if working alone they should leave a note on the whiteboard above the Clerk's office to indicate the time they left and where they have gone. This note should be erased on their return. Where there is more than one member of staff at work, any one of them leaving during the working day should advise another of where they are going.

4) Violence at work

- When dealing with an aggressive customer, staff should firstly try to diffuse the situation by allowing the customer to speak, listening and giving a calm, measured response.

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- If a customer continues to be aggressive, he/she should be asked politely and calmly to leave the premises and return when he/she is able to discuss matters more calmly.
- If member of staff feels physically threatened by a customer as above, he/she should retire to the back office, lock the door and telephone a Councillor/police to advise the situation.
- If an aggressive visitor demands money and/or valuables, a member of staff should not resist them if it would cause risk to their person. The item(s) should be handed over and the police called as soon as possible.

5) Procedures when working away from the office:

- Whenever possible, staff should not arrange to meet contractors, members of the public etc alone unless known and trusted contractors
- When working away from the office, a message as to whereabouts should be left as detailed above
- Mobile phones should be carried when working away from the office
- If members of staff are approached by aggressive individuals, they should ideally try to diffuse the situation with a calm, listening approach, as above. However, if this does not appear possible and if the member of staff feels threatened, they should walk away and go to an area where there are other people. Police should be called if necessary.