Lone Working Policy

1. Purpose

1.1 The purpose of this policy is to outline the responsibilities of the employee and the employer in relation to lone working and to ensure that such employees are not at more risk than others employees.

1.2 The Council will seek to except in circumstances absolutely unavoidable, avoid the need for employees to work alone.. Where lone working is deemed to be necessary and unavoidable, all reasonable steps will be taken to ensure the health and safety of employees working alone. This policy should be read in conjunction with the Council`s Health & Safety Policy.

2. Definition

2.1 Lone workers are staff who are working in areas where they unable to easily contact other members of staff. These include staff working alone in the community or within buildings and working remotely from other members of staff.

3. Scope

3.1 This procedure describes the responsibilities managers have for carrying out suitable and sufficient risk assessments to monitor lone working, outlines responsibilities that everyone shares to look after themselves and gives guidance on implementation.

4. Context

4.1 Services are increasingly being offered on a twenty-four hour, seven-day basis, and some clients requiring the service may be angry, frightened, or under the influence of drugs or alcohol or require physical assistance. Communication may be difficult, due to impairment or emotional state. Social workers, occupational therapists and home care staff have traditionally worked primarily alone with people in their homes; this may well be outside normal office hours and may involve accompanying people in public places.

4.2 Staff working in the community face the same risks as anyone else, as well as those directly related to their work. Within the Council`s overall policy relating to safer working practices, support for lone workers is an essential part, and the same principles apply, particularly:

- A commitment to supporting staff and managers both in establishing and maintaining safe working practices.
- A commitment to the provision of appropriate support for staff
- A clear understanding of responsibilities
- the priority placed on the safety of the individual over property
- A commitment to providing appropriate training for staff

- Equipment such as mobile phones, personal alarms and torches will be made available as agreed or deemed necessary

5. Procedure

5.1 The Departmental Manager will ensure that:

- lone working is avoided as far as is reasonably practicable;
- emergency procedures are in place so that members of staff working alone can obtain assistance if required;
- a risk assessment is completed by a *person competent to do so* prior to employees working alone;
- any employee working alone is capable of undertaking the work alone;
- arrangements are in place so that someone else is aware of a lone worker's whereabouts at all times;
- persons working alone are provided with adequate information, instruction and training to understand the hazards and risks and the safe working procedures associated with working alone
- mobile phone and personal alarms are available for use
- risk assessment & relevant training records are kept in the department

5.2 The person conducting the lone working assessment will:

- Complete the template provided in *Appendix A*
- give consideration to the greater risks to expectant mothers and young person's;
- involve the employee who is working alone in the assessment process and the development of safe working methods;
- advise the employee undertaking the lone working of the findings of the assessment;
- maintain a file of all lone working assessments; to be kept in the department

5.3 Employees working alone will:

- follow the safe working arrangements developed by the Company for lone working;
- take reasonable steps to ensure their own safety; and
- inform their line manager/assessor of any incidents or safety concerns.

5.4 Conducting the risk assessment
In relation to a lone working risk assessment consideration should be given to:

- the remoteness of the workplace;
- potential communication problems;
- the possibility of a criminal attack;
- potential for verbal and physical abuse;
- vulnerability of lone workers to feelings of isolation, stress and depression;
- whether or not all the plant, equipment, materials, etc can be handled safely by one person;
- whether or not the person is medically fit and suitable to work alone;
- how the lone worker will be supervised;

- how the lone worker will obtain help in an emergency such as an assault, vehicle breakdown, accident or fire; and
- whether or not there is adequate first-aid cover

6. On-call Staff

6.1 To ensure the safety of these staff, each department should develop its own system of monitoring staff who are working alone in the department whilst on-call. The Head of Department/appropriate manager is responsible for ensuring that staff who may participate in on-call are aware of systems for safe working and use them when appropriate.

7. Monitoring & Review

7.1 The ongoing implementation of the Lone Working Policy will be monitored through the supervision process where appropriate.

7.2 Lone working and risk assessment should be a regular agenda item for team meetings where lone working has been identified.

7.3 Any member of staff with a concern regarding these issues should ensure that it is discussed with their Line Manager or with the whole team, as appropriate.

Law relating to this document:
Leading Statutory authority:
Health and Safety at work etc Act 1974
Management of Health and Safety at work Regulations 1999 (SI 1999/3242)
D Rigby, HR and OD Manager, November 2011

COUNCIL OF THE ISLES OF SCILLY

LONE WORKING RISK ASSESSMENT FORM

Post Holder & Job Title:	Department:
Name of Assessor:	Date of Assessment:
Signature of Assessor:	Due for Review:

Activity Which activity puts you at risk?	**Hazard** Specific & real hazards that are reasonably foreseeable	**Current Controls in Place** Example control measures that are already in place	**Likelihood of Risk** Very probable, Likely, Possible, Unlikely or Extremely unlikely	**Additional Measures to Control Risks** Further training? Regular review of risk?	**Added to Corporate Risk Register?** Yes/No

Please note – Likelihood will vary between services. Assess on worst-case scenario basis.

Activity Which activity puts you at risk?	Hazard Specific & real hazards that are reasonably foreseeable	Current Controls in Place Example control measures that are already in place	Likelihood of Risk Very probable, Likely, Possible, Unlikely or Extremely unlikely	Additional Measures to Control Risks Further training? Regular review of risk	Added to Corporate Risk Register? Yes/No