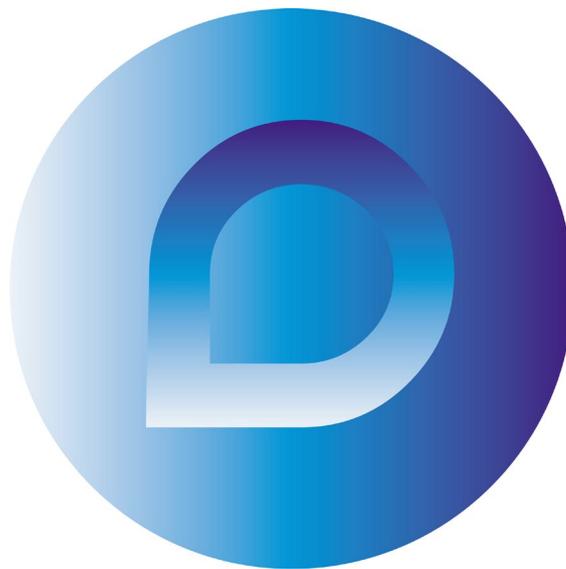


Lone Working Policy



Reviewed: June 2022

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Next Review:	June 2023
Appraised:	01/07/2019
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Policy Statement

Where the conditions of service delivery or its associated tasks require staff to work alone, both the individual staff member and managers have a duty to assess and reduce the risks which lone working presents.

Purpose

This policy is designed to alert staff to the risks presented by lone working, to identify the responsibilities each person has in this situation, and to describe procedures which will minimise such risks. It is not intended to raise anxiety unnecessarily, but to give staff a framework for managing potentially risky situations.

Policy Context

On occasion it may be necessary to work outside normal office hours and may involve staff working in their own home. Within the 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.
- recognising and reducing risk
- 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 appropriate.

Definition

Within this document, 'lone working' refers to situations where staff in the course of their duties may be the only staff member present in an office or other establishment maintained by the Company. They will be physically isolated from colleagues, and without access to immediate assistance.

Mandatory Procedures

1. Security of buildings

- 1.1 Managers are responsible for ensuring that all appropriate steps are taken to control access to the building, and that emergency exits are accessible.
- 1.2 Alarm systems must be tested regularly.
- 1.3 Alarm codes for access should be changed from time to time, and as a matter of course if a breach of security is suspected.
- 1.4 Staff working alone must ensure they are familiar with the exits and alarms.

- 1.5 There must be access to a telephone and first aid equipment for staff working alone.
- 1.6 If there is any indication that a building has been broken into, a staff member must not enter alone, but must wait for back-up.

2. Personal safety

- 2.1 Staff must not assume that having a mobile phone and a back-up plan is sufficient safeguard in itself. The first priority is to plan for a reduction of risk.
- 2.2 Staff should take all reasonable precautions to ensure their own safety, as they would in any other circumstances.
- 2.3 Before working alone, an assessment of the risks involved should be made in conjunction with the line manager.
- 2.4 Staff must inform their line manager or other identified person when they will be working alone, giving accurate details of their location, and following an agreed plan to inform that person when the task is completed.
- 2.5 If a member of staff does not report in as expected, an agreed plan should be put into operation, initially to check on the situation and then to respond as appropriate.
- 2.6 Where staff work alone for extended periods and/or on a regular basis, managers must make provision for regular contact, both to monitor the situation and to counter the effects of working in isolation.

3. Assessment of risk

- 3.1 In drawing up and recording an assessment of risk the following issues should be considered, as appropriate to the circumstances:
 - the environment – location, security, access
 - the context – nature of the task, any special circumstances
 - the individuals concerned – indicators of potential or actual risk.
 - history – any previous incidents in similar situations
 - any other special circumstances
- 3.2 All available information should be considered and checked or updated, as necessary.
- 3.3 Where there is any reasonable doubt about the safety of a lone worker in a given situation, consideration should be given to sending a second worker or making other arrangements to complete the task.

4. Planning

- 4.1 Staff should be fully briefed in relation to risk as well as the task itself.
- 4.2 Communication, checking-in and fallback arrangements must be in place.
- 4.3 The team manager is responsible for agreeing and facilitating these arrangements, which should be tailored to the operating conditions affecting the team.

5. Reporting

- 5.1 Should an incident occur; the reporting and de-briefing should follow the required process.
- 5.2 The identified person should debrief in the first instance; if this is not the staff member's line manager, that manager should be informed as soon as practicable, and continue the process.

6. Monitoring and Review

- 6.1 The ongoing implementation of the Lone Working Policy will be monitored through the supervision process.
- 6.2 Any member of staff with a concern regarding these issues should ensure that it is discussed with their supervisor or with the whole team, as appropriate.
- 6.3 The policy will be reviewed as part of the regular cycle of reviews, unless changing circumstances require an earlier review.