

Central
Bedfordshire
Council
Priory House
Monks Walk
Chicksands,
Shefford SG17 5TQ



TO ALL MEMBERS OF THE GENERAL PURPOSES COMMITTEE

29 September 2010

Dear Councillor

GENERAL PURPOSES COMMITTEE – THURSDAY, 7 OCTOBER 2010

Further to the Agenda and papers for the above meeting, previously circulated, please find attached the following report which was marked to follow:-

7. Lone Working

To consider and approve the adoption of a Lone Working Policy.

Should you have any queries regarding the above please contact me.

Yours sincerely

Leslie Manning
Democratic Services Officer

email: leslie.manning@centralbedfordshire.gov.uk
telephone: 0300 300 5132

This page is intentionally left blank

Meeting: General Purposes Committee

Date: 7 October 2010

Subject: Lone Working Policy

Report of: Acting Assistant Director - People

Summary: The report is to seek Member agreement that the Lone Working Policy is adopted by the Committee with immediate effect for all non schools based employees.

Contact Officer: Catherine Jones, Head of HR Strategy

Public/Exempt: Public

Wards Affected: n/a

Function of: General Purposes Committee

CORPORATE IMPLICATIONS

Council Priorities:

This policy contributes to the Council's requirement as an employer to have policies and procedures in place to help ensure the duty of care to its employees and Members.

Financial:

None specifically arising from this report but there will be some costs where lone working safety 'Reliance' devices are deployed for those employees identified as at 'high risk'. These costs will be absorbed within service budgets.

Legal:

The Council has a legal duty to ensure the health, safety and welfare of its employees under the Health and Safety at Work Act 1974 and regulations made under that Act. This policy will help the Council to comply with its obligations under that legislation.

Risk Management:

None resulting from this report

Staffing (including Trades Unions):

Trade unions have been consulted on the policy and will continue to be consulted as the policy is implemented.

Equalities/Human Rights:

The policy takes account of equality legislation and human rights.

Community Safety:

n/a

Sustainability:

n/a

RECOMMENDATION(S):

1. **that the Committee**
 - (a) **adopts the Lone Working Policy for non schools based employees with immediate effect.**

Background

1. The Council has a duty of care to take reasonable action to provide protection to its employees when they are carrying out their duties as employees or as Members of the Council.
2. The General Purposes Committee received and adopted the Violence and Aggression Policy on 25 August 2010. The Lone Working Policy is closely interlinked with the Violence and Aggression Policy and therefore is an important element in helping the Council to exercise its duty of care. A copy of the Lone Working Policy is attached at Appendix A.
3. The Lone Working Policy sets out the roles and responsibilities of the Chief Executive, Directors, Assistant Directors, Heads of Service, Line Managers, the Health and Safety team and employees with regard to providing appropriate levels of care and protection to employees carrying out their duties.
4. The policy includes checklists, a Risk Assessment procedure, Risk Assessment Template, general personal safety advice for employees and a Lone Worker Protection Aide Memoir. In addition to the Policy there is Guidance to Managing Lone Working and Violence and Aggression which is attached as Appendix B.
5. The Lone Working Policy has been discussed with Directorates through a range of meetings and detailed work on Risk Assessing the roles identified to ensure we are capturing those employees working in roles categorised as 'high risk'. The policy and supporting guidance notes have been well received.

Review of Health & Safety policies for non schools based employees and Schools based Employees

6. We are currently reviewing all Health & Safety policies across the council for both non-schools and schools based employees. Further work is required to finalise the programme for CMT approval. A copy of the final programme will be circulated to the General Purposes Committee for information.
7. There is a separate Employee Joint Health and Safety Committee for the Schools (management and the professional associations) which is looking at health & safety policies for schools, recognising differences in terms of management responsibilities. Further work is still required to finalise the programme for CMT approval. A copy of the final programme will be circulated to the General Purposes Committee for information. Until this review has been completed, all CBC schools continue to use legacy County Council Health & Safety policies which were in place at 31.3. 2009.

Appendices:

Appendix A Lone Working Policy

Appendix B Guidance to Managing Lone Working and Violence and Aggression.

Location of papers: Technology House. Bedford.

This page is intentionally left blank



LONE WORKING POLICY Draft

Policy No: P05	Issue Date and Version Number: July Draft	Page: 1 of 21
Policy Title: Lone Working Policy		
Review Date: July 2011 (or sooner if there is a change in legislation or to reflect best practice or at the request of either party)		Related Policies and Guidance: P06 Violence and Aggression Policy G05 Guidance to Managing Lone Working and Violence and Aggression P07 Accident, Incident and Near Miss Reporting Policy P04 Risk assessment policy G06 Special Interests Register guidance
For further information please contact:		
Name	Position	Contact Number
Sherryl Cousins	Health & Safety Manager	0300 300 4985

Appendix A

CENTRAL BEDFORDSHIRE COUNCIL

LONE WORKING POLICY

1. POLICY STATEMENT.....	3
2. DEFINITION OF LONE WORKING.....	3
3. RESPONSIBILITIES IN RELATION TO LONE WORKING.....	4
4. TRAINING AND INFORMATION.....	5
5. RISK ASSESSMENT PROCEDURE.....	5
General personal safety advice for employees.....	8
Lone Worker Protection Aide Memoir.....	10
6. ACCIDENT/INCIDENT AND NEAR MISS REPORTING.....	11
7. FURTHER GUIDANCE AND RELATED POLICIES.....	11
Appendix 1 Lone Worker Hazard Checklist.....	12
Appendix 2 - Lone Working Risk Assessment template.....	15
Appendix 3 - Lone Working Risk Assessment -example.....	18
Appendix 4 -Examples of Central Bedfordshire staff who work alone and suggested categories.....	20
Appendix 5 - Lone Working Protection systems.....	21

Appendix A

1. POLICY STATEMENT

This policy sets out the approach that Central Bedfordshire Council will undertake in managing Lone Working. Central Bedfordshire Council has a legal duty to look after the health, safety and welfare of its employees and this includes a duty of care to reduce, as far as reasonably practicable the risks associated with lone working within the workplace. These duties are set out in the Health and Safety at Work Act 1974, the Management of Health and Safety at Work Regulations 1999 and the Safety Representatives Safety Committee Regulations 1977.

OUR COMMITMENT

Central Bedfordshire Council is committed to the provision of a safe place of work for all employees, clients, visitors, contractors, volunteers and those affected by or involved in Council activities. We will ensure that lone workers are not exposed to additional or greater risk than any other workers. More specifically we will, ensure that Lone workers are identified, hazards and risk are assessed and appropriate action is taken to reduce these risks.

2. DEFINITION OF LONE WORKING

The Health and Safety Executive (HSE) defines lone workers as those who work by themselves without close or direct supervision.

This can be split into two main groups

- People who work in fixed establishments e.g. site agents, homeworkers etc.
- Remote Workers working away from fixed base e.g. drivers, healthcare professionals, social workers, public protection etc.

There is no general legal prohibition on lone working, however the employer must identify the hazards, assess the risks involved, and put measures in place to avoid or control the risks. If the risk assessment shows that it is not possible for the work to be done safely by a lone worker, then other arrangements need to be put in place.

Classification of Lone Workers

To assist in determining the level of risk we have identified examples of Low, Medium and High risk.

Category 1 - **Lower risk** situations includes:

- Staff working outside normal hours in an office, library or similar e.g. cleaners, caretakers, security staff.
- Staff who travel alone for significant periods or in circumstances that may give rise to additional risks.

Category 2 - **Medium risk** situations includes:

- use of receptions, counters and interview rooms, and similar where risk of violence and aggression or dangerous situation is reasonably foreseeable and where colleagues cannot be readily called on by the lone worker in the event of an adverse situation arising.

Category 3 - **High risk** situations included:-

Appendix A

- visiting domestic and commercial premises where risk of violence and aggression or dangerous situation is reasonably foreseeable.
- Working out of hours (not in a controlled council facility)
- Working alone with hazardous plant, tools, equipment or chemicals
- Where serious injury may be incurred by the type of work being carried out

Examples of job titles and categorisation of lone worker risk is provided in Appendix 4. This is a guide only and line managers are required to complete a Lone worker and hazard checklist and lone worker risk assessment to determine the level of risk (category) and control measures required.

NOTE: Young or inexperienced workers who require direct supervision due to the nature of the task, are not permitted to work alone.

3. RESPONSIBILITIES IN RELATION TO LONE WORKING

Each department is responsible for implementing arrangements to ensure lone working is effectively managed and that all employees are made aware of this policy statement and accompanying guidance.

CHIEF EXECUTIVE/DIRECTORS/AD'S RESPONSIBILITIES

- Ensuring sufficient resources are made available for the identification and protection of lone workers.

HEADS OF SERVICE RESPONSIBILITIES

- Identify any posts that undertake lone working.
- Putting in place suitable lone working protection systems for all activities within their areas of responsibility.
- Ensure that lone working risk assessments are undertaken.
- Ensuring all staff receive relevant training to ensure competency in safety matters.
- Ensure Lone Workers are not put at more risk than other employees.
- Ensure all staff receives training in dynamic risk assessment and plan 'B' exit strategies.

HEALTH AND SAFETY TEAM RESPONSIBILITIES

- Ensure that conflict resolution / lone working/personal safety training is available through the corporate learning and development program.
- To monitor lone worker training.
- To maintain a central list of lone workers.
- Assist Managers to identify the levels of control measures.
- Advising Managers on the correct lone worker monitoring device if identified by risk assessment.
- To co-ordinate training of lone worker protection devices.

MANAGERS / SUPERVISORS RESPONSIBILITIES

Lone working should carry no more risk than normal working but managers must recognise that the risks to lone workers are greater because there is a reduced level of immediate support available. By following normal risk assessment methods, managers should be able to eliminate, or reduce to an acceptable level, the risks associated with lone working.

Appendix A

- To identify lone workers and hazards by completing a lone worker hazard checklist (appendix 1) for staff or a work team.
- To carry out a lone working risk assessment (appendix 2) for employees or work team.
- To implement suitable control measures as identified in risk assessment.
- To monitoring lone worker protection systems.
- Ensure that any accident, hazard and violent incidents are reported and any control measures identified are implemented (in accordance with P07 Accident, incident and Near miss reporting and Violence and aggression policy).
- Ensuring that identified lone working staff, attend relevant training.
- Ensure that employees, agency and voluntary workers, during their induction period, have adequate additional controls in place.
- To ensure procedures are in place in an emergency.

EMPLOYEES RESPONSIBILITIES

- Taking reasonable care of themselves and others affected by their actions.
- To assist their manager in completing a lone working hazard checklist.
- Following guidance and procedures designed for safe working.
- Reporting all incidents that may affect the health and safety of themselves or others.
- Taking part in training designed to meet the requirements of the policy; and
- Reporting any dangers or potential dangers they identify or any concerns they might have in respect of working alone.

4. TRAINING AND INFORMATION

Training to ensure competency is particularly important where supervision is limited. Training may also be critical to avoid panic reactions in unusual situations.

Lone workers need to be sufficiently experienced to understand the risks and precautions fully. Managers and supervisors need to set limits on what can and cannot be done when working alone. Employees must be competent to deal with circumstances that should arise.

Personal safety training will be provided to staff lone working and cover:

- Advice and guidance not to go into a situation if you feel at risk.
- Use of conflict resolution or defusing techniques. These include being aware of non-verbal communication; how to behave in a non-confrontational way; the importance of good customer care; being polite; and listening to clients.
- To be aware of surroundings and your own actions and how others may perceive you.
- Dynamic risk assessments
- If you feel threatened, make your excuses and leave. Make sure you can leave the premises quickly if you need..

5. RISK ASSESSMENT PROCEDURE

Risk assessment is an integral management tool that should be completed to ensure that employees are safe in their work. Workplace risk assessments should be completed in accordance with the P04 CBC Risk Assessment Policy.

Identification of lone workers and hazards

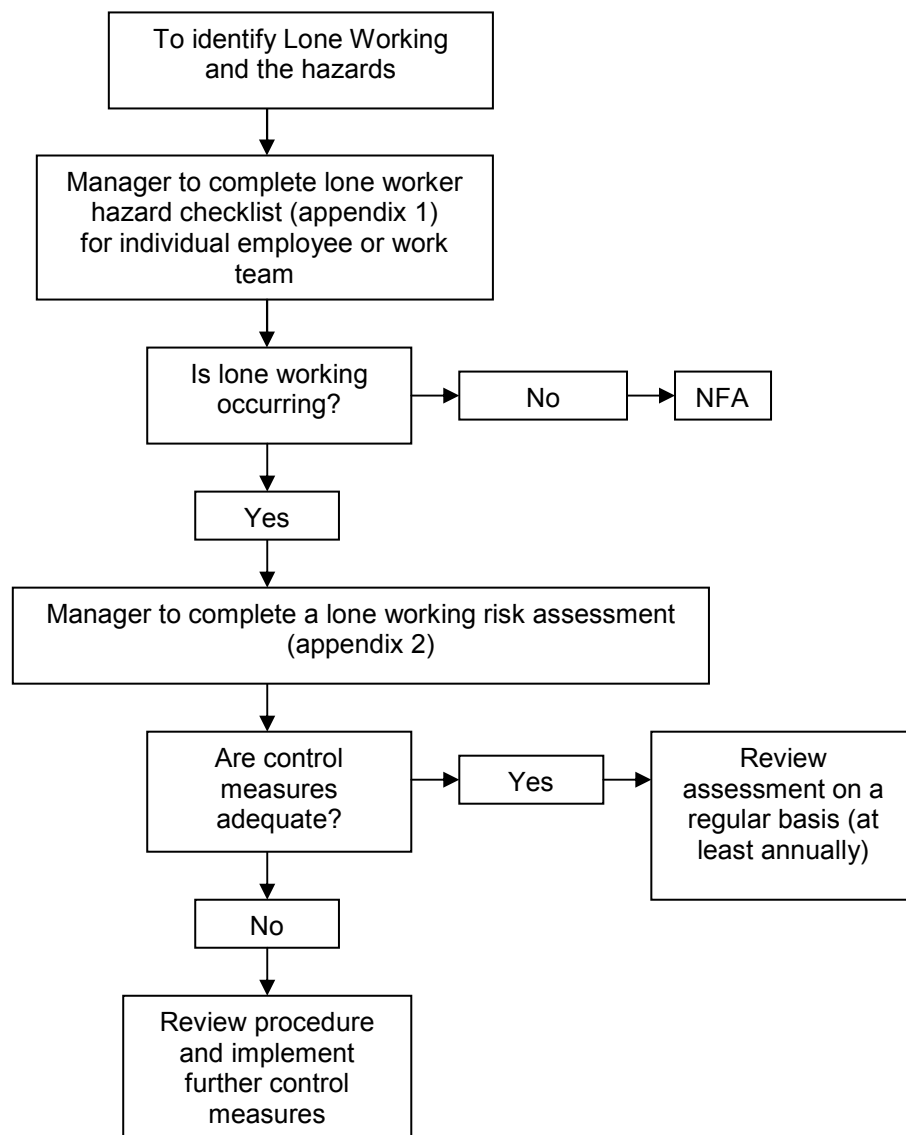
Appendix A

To identify lone workers and the hazards when lone working takes place a Manager should complete a lone worker hazard checklist for an individual or work team (appendix 1).

Hazards include, travel and transport, animals, working practices and patterns e.g. working out of hours, full details on the hazards and risk reduction measures are detailed in G05 Guidance to managing lone working and violence and aggression.

If it is highlighted from the lone worker hazard checklist that the employee/work team are lone workers then their line manager must complete a risk assessment for the individual/work team (appendix 2). An example lone working risk assessment can be found in appendix 3.

Lone worker identification and risk assessment flow chart



Assessment of risk

Staff making an initial visit should have access to all available relevant information in order to make a reasoned judgement of any potential risk.

To facilitate this directorates must share all relevant information and this should be placed on the Special Interests register.

The following issues should be considered, as appropriate to the circumstances:

Appendix A

- The environment – location, security, access
- The context – nature of the task, special circumstances, likely outcomes
- The individuals concerned – indicators of potential or actual risk
- Violence register check - history of any previous incidents in similar situations
- Any other special circumstances

The environment

- It is the responsibility of the manager to assess the risks presented by the building itself – access, layout, furnishings, lighting and temperature control – and to take appropriate action.
- Alarm systems must be accessible, and tested regularly.
- All staff must be familiar with the alarms, and be given clear instructions on how to respond to them.
- If service users are being accompanied on transport or in a public place, or visited at home, there must be an appropriate assessment of the risks this might present.

Personal

- In order to make a complete assessment, any history of challenging behaviour should be investigated.
- Any information regarding known triggers must be recorded.
- Staff must be aware of the effect they may have on the situation through their verbal and non-verbal communication, and take steps to avoid provocation.

Sharing Information

- Information stored locally or on the Special Interests Register should be shared but mindful of issues of confidentiality and data protection. G06 special Interests Register guidance.

Planning

- If visiting a property or individual where a risk has been identified, always consider a joint visit or an office-based meeting as alternatives. In some cases it may not be appropriate to hold a face-to-face meeting, and a telephone meeting may have to do.
- Ensure there are agreed contacts in case of an emergency and a system for reporting back at the end of a visit.
- Take into consideration the current situation and any previous events, which have caused problems.

Appendix A

Full guidance in identifying the hazards and risk control measures refer to G05 Guidance on Managing Lone working and violence and aggression.

Support can also be obtained by contacting the Health and Safety Team.

Dynamic risk assessment

Whilst a lone worker risk assessment has been carried out during lone worker the employee should be reviewing their situation as part of a dynamic risk assessment.

If at any time the lone worker is uncomfortable with their position they should call for assistance or remove themselves from the risk. Personal safety training will cover dynamic risk assessments.

Monitoring and Review

Monitoring Lone Working - Managers may make periodic visits to locations to ensure their workers are safe e.g. isolated parks, building sites etc. They should also regularly check that measures identified in the risk assessment are in place. For example checking buddy systems work, details of visits are recorded, contact details are up to date and is provided with a monitoring device are being used correctly.

Review of risk assessment

All risk assessments must be reviewed at least annually or following a change in circumstance e.g. as reported incident, change in work pattern etc.

General personal safety advice for employees

It is not wise to solely rely on alarm systems or breakaway techniques to get you out of trouble – there are a number of things you can do to avoid trouble in the first place. Central Bedfordshire Council has a responsibility as an employer to ensure the health, safety and welfare of staff, but employees also have a duty to take reasonable care themselves. This is not about raising anxiety levels, but about recognising potential dangers and taking positive steps to reduce risk, for yourself and for service users in your care.

Be aware of the environment

- Know what measures are in place where you work: check out alarm systems and procedures, exits and entrances, and the location of the first aid supplies.
- Make sure that your car and mobile phone are in good working order, and that electrical and other mechanical equipment is safe to use. Check the instructions for use, and ensure that faults are reported /dealt with.
- If your work takes you into areas, which are isolated, poorly lit at night or known for high crime rates, arrange to check in when the visit is over, or work with a partner.
- If a potentially violent situation occurs, be aware of what might be used as a weapon against you, and of possible escape routes.
- Try to maintain a comfortable level of heating and lighting in buildings you control.

Be aware of yourself

- Think about your body language. What messages are you giving?

Appendix A

- Think about your tone of voice and choice of words. Avoid anything, which could be seen as sarcastic or patronising.
- Think about what you are wearing. Is it suitable for the task? Does it hamper your movement? What signals does it send out? In a potentially risky situation, does a scarf or tie offer an opportunity to an assailant?
- Be aware of your own triggers – the things that make you angry or upset.

Be aware of other people

- Take note of their non-verbal signals.
- Be aware of their triggers.
- Don't crowd people – allow them space.
- Make a realistic estimate of the time you will need to do something, and don't make promises which can't be kept, either on your own or someone else's behalf.
- Be aware of the context of your meeting – are they already angry or upset before you meet, and for what reason?
- Listen to them, and show them you are listening.

Always report any incidents of violence and aggression to your line manager.

<http://www.suzylamplugh.org> has various information and tips on how to reduce risk to yourself.

Appendix A

Lone Worker Protection Aide Memoir

Before any Lone Working Undertaken

All lone working should have a Risk Assessment, and any staff identified as risk should undertake relevant training. Lone worker protection procedure is in place and functioning. Managers should hold a record of all lone working staff including photograph, personal details (inc Next of Kin) and vehicle details.

Prior to a visit

Check the following:

- Special Interest Register
- Service Databases
- Team Knowledge
- Any other known source of information

Do:

- Let someone know that you are going out.
- When you expect to return
- The location and work to be undertaken, including who you are going to meet.
- How to contact you
- Ensure any lone worker protection procedures are in place and working

Warning

If the property / individual is on the violence register or notes on service databases then No lone working to be undertaken. Officers are to be accompanied at all times.

On a Visit

On arrival at the property or in a lone working situation you should undertake an operational assessment of the risk this need NOT be documented.

Factors such as unexpected visitors, strange behaviours, layout of the area or any other factors that give rise to your concern

Ensure lone working monitoring systems are not too obvious but readily accessible and operational eg
Mobile telephones / radios
Electronic systems from Reliance

If you are uncomfortable or have concern for your self or others safety, use the skills taught (eg. Dealing with confrontation skills) to try and diffuse the situation. If in doubt make an excuse to leave eg need to contact manager / collect tools from vehicle
If you are at risk call for assistance / activate LW protection immediately and escape from the area by any safe means.
Contact your manager /Police (if not already done) / report the incident and raise an immediate violence and aggression report.

Appendix A

6. ACCIDENT/INCIDENT AND NEAR MISS REPORTING

Any accident/incident or near miss and this includes threat of violence and aggression whilst lone working should be reported to a line Manager and recorded on AssessNET the council's on-line accident and incident system. For further information on Accident/Incident reporting refer to P07 Accident and Incident reporting Policy.

7. FURTHER GUIDANCE AND RELATED POLICIES

<http://www.hse.gov.uk/pubns/indg73.pdf> Working Alone in Safety

<http://www.hse.gov.uk/pubns/indg69.pdf> An HSE Guide for Employers to control risks from lone working

P06 CBC Violence and Aggression Policy

G05 CBC Guidance to Managing Lone Working and Violence and Aggression

P07 Accident and Incident Reporting Policy

G06 Special Interests Register Guidance

<http://www.suzylamplugh.org> has various information and tips on how to reduce risk to yourself. They also have pockets guides which can be purchased.

Appendix A

**Appendix 1 to P04
Lone Working Policy**

Appendix 1 Lone Worker Hazard Checklist

The checklist below may be used to help managers define the hazards when lone working takes place. The information can then be used within the lone working risk assessment process.

Name of Staff Member or Work Team _____

Job Title _____

Description of lone working duties:

Managers name _____ Date checklist completed _____

General	Yes/No
Do staff work alone?	
Do staff work at a fixed establishment e.g. library, office, home?	
Do staff carry out remote working away from a fixed base?	
Category 1 Low risk	
Do staff work outside normal office hours in an office, library or similar e.g. cleaners, caretakers, security staff?	
Do staff travel alone for significant periods or in circumstances that may give rise to additional risks?	
Do staff work in their own home?	
Do staff work in isolation from other at the workplace?	
Do staff visit other employers' premises but no risk of violence?	
Category 2 Medium risk	
Do staff use receptions, counters and interviews rooms alone?	
Category 3 High risk	
Do staff visiting domestic and commercial premises where risk of violence and aggression or dangerous situation is reasonably foreseeable?	
Do staff travel from your own home to visit Clients / Pupil families in their own home then go back home again	
Working out of hours (not in a controlled council facility)?	
Working alone with hazardous plant, tools, equipment or chemicals?	
Where serious injury may be incurred by the type of work being carried out?	
Do staff work outside normal office hours?	
Do staff work on their own in the community	
Do staff travel and work out of county?	
Personal alarms	
Have you issued mobile phones to staff?	
Have you issued personal attack alarms to staff?	
Do staff have any other personal alarm or protection devices?	
The staff member	Yes/No
Are there any factors why an individual member of staff may be more at risk when working alone such as: gender, age, disability, race, new or expectant mother, inexperience etc	
Is the person medically fit and suitable to work alone (some medical	

Appendix A

conditions may make lone working more hazardous for the staff member)?	
Has the worker got sufficient information about the job, equipment or substances?	
Are staff trained in safe working practices for lone working?	
Has the staff member demonstrated their ability to do the task satisfactorily?	
Is there appropriate supervision?	
Are staff aware of the emergency procedures in place?	
The general workplace	Yes/No
Is the person a key-holder to the premises?	
Is the access to, or exit from, the workplace safe?	
Is the lighting around the premises adequate?	
Do you use entrance security systems (i.e. digital locks or swipe cards)?	
Does the workplace allow access to members of the public/service users?	
Are reception/public areas designed in line with Council guidance?	
Is there a risk of violence from members of the public?	
Where work can be carried out away from public areas is this made possible?	
Knowledge of job/location or service user	Yes/No
Has the member of staff got sufficient background information on the client/service user?	
Do you include potential or known risk factors in referral documents and care plans?	
Do you share risk information with other professional(s) bodies and agencies?	
Have you a method in place to define whether additional staff (or other agencies such as the Police) need to be present?	
When staff travel to a new location or meeting place are they provided with sufficient information about the location and site access e.g. parking?	
Meetings and Home Visits	Yes/No
Can meetings take place in the main office / interview rooms rather than at a person's home?	
Are interview rooms designed and set up in line with Council guidelines?	
If interviews take place in a service users home has a plan been made of who must be present and why?	
Do the staff know and understand the Council's guidelines on carrying out interviews with members of the public in council premises? (Refer to G05 Guidance to Managing Lone working and violence and aggression)	
Do the staff know and understand the Council's guidelines on carrying out interviews with members of the public in their own home? (Refer to G05 Guidance to Managing Lone working and violence and aggression)	
Have staff been fully trained in strategies for the prevention of violence?	
Do staff carry out visits in high-risk locations (i.e. areas with high crime rates)	
Do staff carry out visits in isolated rural areas?	
Do staff visit unfamiliar clients or service users?	
Do staff visit a high-risk or unstable or unpredictable client group?	
Do staff carry out visits during unsocial hours?	
The type of work	Yes/No
Will any part of the work present a physical risk?	
Is equipment safe and regularly maintained?	
Do staff activities involve working in confined spaces?	
Do staff activities involve handling dangerous substances?	
Do staff use machinery?	
What risks will the worker be exposed to in the event of equipment failure?	
Can substances and goods be handled safely/can they be handled by one person?	

Appendix A

Where lifting/manual handling takes place – can the lone worker carry this out in a safe manner?	
Does the worker have the appropriate PPE and is he/she trained in its use?	
Are cash/valuables or medical drugs being carried?	
What First Aid provision is in place?	
Intruders	Yes/No
Are procedures in place for dealing with intruders in Council premises?	
Are all staff aware of these procedures?	
Emergency Call-Outs	Yes/No
When a call out system is in place are there guidelines to follow in terms of who can attend?	
Have arrangements been made for different times of day/night on who can attend?	
Are staff aware of these guidelines?	
Travel and Transport	Yes/No
Have you considered how staff will travel to and from appointments?	
Are travel arrangements considered as part of the work plan?	
Do staff provide an itinerary when they are working away from the office base?	
Are staff aware of the Council guidelines on travel and transport?	
Do staff have a defined means of contacting managers & colleague if necessary?	
Do you use reporting checking-in systems?	
Do you use mobile phones or other communication systems?	
When valuables are carried in a vehicle are staff aware of the procedures to follow in the storage of these items?	
Supervision	Yes/No
Do you carry out regular supervisor or colleague checks during activities?	
Are less experienced and new team members subject to greater supervision as necessary?	
Information and Training	Yes/No
Do staff have information and training on basic personal safety?	
Are staff trained in strategies for preventing and managing violence?	
Are staff aware of the lone working procedures for their team and/or workplace?	
Do staff have access to forms for reporting incidents or near misses and	
Reporting systems	Yes/No
Are staff aware of the reporting procedures and systems in place (e.g. Violence and Accident Reporting)?	
Other Hazards	Yes/No

SEND COPY TO HEALTH AND SAFETY TEAM
Technology House, Amphill Road, Bedford, MK42 9QQ

Appendix A

Appendix 2 - Lone Working Risk Assessment template

Dated

LONE WORKER RISK ASSESSMENT
(To be completed by Line Manager with employee input)

Employee name/work team	Job Title		
Brief description of work:			
Hazard	Risk L/M/H	Control Measures	Additional Control Measures to be Considered
Workplace: Identify any hazards specific to the workplace / environment which may create particular risks			
Process: Identify any hazards specific to the work which may create particular risks for lone workers e.g. visiting people in their own homes.			
Equipment: Identify any hazards specific to the work equipment which may create particular risks for lone workers e.g. use of screens			
Working with People: Identify any hazards specific to the working with people (not violence) which create particular risks for the lone workers e.g. manual handling			
Violence: Identify the risk of violence (refer P06 CBC Violence and Aggression policy)			
Individual: Identify any hazards specific to the individual which may create particular risks for lone workers e.g. medical conditions, female, age inexperience.			
Work Pattern: Consider how the lone worker's work pattern			

Appendix A

integrates with those of other workers in terms of both time and geography.			
Training: Identify the level of information, instruction and training required			
Has the necessary information, instruction and training been given.	Yes	No	N/A
Supervision: Is suitable supervision in place? (Identify all necessary supervisory measures)	Yes	No	N/A
Periodic telephone contact with lone workers?			
Periodic site visits to lone workers			
Regular Contact (telephone)			
Automatic warning devices			
Manual warning devices e.g. panic alarms etc			
End of task / shift contact			
Additional Information Identify any additional information relevant to the lone working activity, including emergency procedures, first aid provision			
Categorisation of lone worker? (Appendix 4 for advice)	Cat 1	Cat 2	Cat 3
Is a Lone Working Device required? Please (Contact Health and Safety Team 0300 300 4985 for advice)	Yes	No	
Comments:			
Assessment carried out by			
Name	Date	Signed by employee	
Signature	Review Date	Print Name	

SEND COPY TO HEALTH AND SAFETY TEAM, Technology House, Ampthill Road, Bedford, MK42 9QQ

Appendix A

Full guidance on risk reduction measures ref to G05 Guidance to Managing Lone Working and Violence and Aggression and Appendix 5 of this policy Lone Working Protection Systems – Table of Appropriate Use

Suitable Control Measures to consider:

- Signing in system that is monitored;
- In some cases, a visit may be carried out with a police presence;
- Two members of staff attend;
- Emergency procedures if a member of staff fails to report back or call in at the agreed time;
- Mobile phones, although this is not always useful, particularly when under the threat of violence. Mobile phones can be used to call staff in situations where there are concerns to check that they re safe;
- Remote manual or automatic alarm system;
- Supervision;
- Communication;
- Personal safety training;
- Use of a “buddy” system (phone-in/response check by a nominated individual);
- Portable first aid kit;
- Availability of first aider;
- Professional training;
- Qualifications and experience;
- Medical fitness;
- Good housekeeping procedures;
- Hazard reporting procedure in place;
- Equipment stored in designated areas;
- Personal protective equipment provided;
- Adequate lighting;
- A well maintained security system at the building;
- Employee familiar with the site, alarms and systems;
- Electronic Lone Working System (Reliance)

Appendix A

Appendix 3 - Lone Working Risk Assessment -example

LONE WORKER RISK ASSESSMENT

(To be completed by Line Manager with employee input)

Employee name/work team Ann Non , Housing Team		Job Title Housing Officer		
Brief description of work: Visits to tenants homes				
Hazard	Risk L/M/H	Control Measures	Additional Control Measures to be Considered	
Workplace: Home then visits to clients offices then back home	H			
Process: visiting tenants in their own homes.	L			
Equipment: None	L			
Working with People: None	L			
Violence: Identify the risk of violence – complete separate risk assessment (refer P06 CBC Violence and Aggression policy)	M			
Individual: Inexperience member of staff is new to the role.	M			
Work Pattern: Employee works from home then goes to appointments then returns back home often not attending council offices	M			
Training: Identify the level of information, instruction and training required Personal safety training				
Has the necessary information, instruction and training been given.			Yes	No
			N/A	

Appendix A

Supervision: Is suitable supervision in place? (Identify all necessary supervisory measures)	Yes	No	N/A
Periodic telephone contact with lone workers?			
Periodic site visits to lone workers?			
Regular Contact (telephone)?			
Automatic warning devices?			
Manual warning devices e.g. panic alarms etc?			
End of task / shift contact?			
Additional Information Identify any additional information relevant to the lone working activity, including emergency procedures, first aid provision			
Categorisation of lone worker? Please circle			Cat 1
Is a Lone Working Device required? Please circle (Contact Health and Safety Team 0300 300 4985 for advice)			Cat 2
Yes, No			Cat 3
Comments:			
Assessment carried out by			
Name Line Manager	Date	Signed by employee	
Signature	Review Date	Print Name	

SEND COPY TO HEALTH AND SAFETY TEAM, Technology House, Ampthill Road, Bedford, MK42 9QQ

Appendix A

Appendix 4 -Examples of Central Bedfordshire staff who work alone and suggested categories.

This list is not exhaustive, but examples only, not all these employees may be lone workers or be at risk.

Category 1

- Library staff
- Building / Cleaning Operatives
- Couriers

Category 2

- Planning officers
- Customer services staff in POP

Category 3

(approx 5% of staff)

- Arboriculture Officers
- Building Control Officers
- Car Park Officers
- Community Centre Staff
- Emergency Out of Hours Staff
- Environmental Health Officers
- Trading Standards Officers
- Licensing Officers
- Emergency Planning Officers
- Housing Officers
- Housing Surveyors
- Property Management Staff
- Planning Officers
- Sheltered Housing Officers
- Education Welfare Officers
- Youth workers
- Connexions Workers
- Educational psychologists
- Revenue and Benefits assessment officers
- Social workers
- Waste and minerals officers
- Home Helps / Care Assistants
- Staff working with excluded children

Appendix A

Appendix 5 - Lone Working Protection systems

Table of appropriate use

	Training and access to the Violence and Aggression Register	Out of office Boards	Buddy system	Personal Attack Alarms	Mobile Telephone	Panic button	Lone working system (Reliance)
Category 1 Low risk	√	√	√	√	√	√	
Category 2 Medium risk	√	√	√	√	√	√	
Category 3 High risk	√	These systems are not regarded as suitable lone worker protection without additional systems in place					√

Young or inexperienced workers who require direct supervision due to the nature of the task are not permitted to work alone.

This page is intentionally left blank

Appendix B

Central Bedfordshire Council		Health and Safety Guidance		
Reference Number	G05	Links to Policy: Lone working and Violence and Aggression Policy	Date June 2010	To be Reviewed June 2011
Guidance Title	Lone Working and Violence and Aggression Risk Reduction Measures			

Contents

1. Application

2. Introduction

3. Guidance

- A** The Workplace
- B** Travel and Transport
- C** Knowledge of the job/location or service user
- D** Working Practices and Patterns
- E** Offensive Weapons.
- F** Suitable Lone worker protection systems
- G** Code of conduct

4. Appendices

Appendix 1 Examples of CBC Staff who work alone and categorisation of lone worker

Appendix 2 Examples of appropriateness of risk controls

Version	Date Approved	Changes	Reason for Alterations
1		Original	

Appendix B

1. Application

This guidance applies to all working environments within the Council where lone working applies and/or there is a risk of aggressive or violent behaviour.

2. Introduction

This guidance gives examples of the risks and risk reduction measures that should be considered when carrying out a risk assessment for work activities involving lone working or where there is a risk of violence and aggression.

3. Guidance

A. The Workplace

Public Access

Some areas of Council buildings and grounds need to be open to the public. However, uncontrolled access to all areas may expose staff to unnecessary risk. During a risk assessment managers should give consideration to the working environment to determine whether this presents any risks by its design or layout and how these risks could be resolved by;

- Careful positioning of entrances
- Good lighting of entrances and other access routes and thoroughfares
- Relocation of work activities which do not need to be in public areas
- Escape Routes

Reception Areas

Managers must ensure that the procedure for dealing with visitors is adequately communicated to staff and followed at all times. It is important that a proper routine is maintained to avoid possible confusion and delays leading to frustration and aggravation. Reception staff should be provided with adequate information and training on how to undertake their job safely. Training may include public contact skills and how to handle potentially difficult situations with the public. New and inexperienced staff should be given support and adequate supervision.

Reception area design should avoid “frustration triggers” such as poor hygiene and loud music.

Effort should be made to design reception areas to be light, clean, airy, cheerfully decorated, have a comfortable room temperature and not be subject to excessive noise. Comfortable chairs should be provided for visitors to sit on and attention should be paid to the need for soft toys for children to play with and reading material supplied for visitors.

If money is handled, managers should consider the most appropriate place for this to be carried out

Pictures which are firmly fixed to walls and plants in fixed containers are less easy to use as weapons.

The potential for violence can be reduced by;

- Receiving all customers courteously and treating them professionally and with dignity;
- Ensuring that any people kept waiting are informed of any delays, reasons for the delays and how long they can be expected to wait; and
- Avoid loud music and provide people who are waiting with something to do such as something to read.
- Objects that could easily be used as a weapon, e.g. scissors should never be accessible.

Appendix B

If there is a significant risk of violence and aggression, it may be appropriate to provide;

- Screens or security glass at reception desks. But remember that screens and other obstacles may impair communication and make the situation worse. In many instances, wider desks or counters are a less provocative way of distancing staff from potentially violent people.
- Equipment such as panic buttons to enable staff to call for urgent assistance. Panic buttons must be appropriately sited and connected to offices whose occupants can respond quickly and effectively. The procedures to be adopted when the alarm sounds must be documented and staff must know what to do should they hear the alarm.

Where offices have the facility for visitors to attend meetings with staff the reception should be able to access information efficiently and quickly so that visitors can be dealt with promptly. Where delays are inevitable, visitors should be kept informed. Members of the public must not be allowed to leave the reception area and enter the main offices unless escorted.

Offices are advised to display the Council Customer Service charter outlining the Policy on Violence and Aggression on Council premises.

Interview Rooms

Interview rooms should be made welcoming to put service users/visitors at ease and should be carefully laid out and used to ensure that the risk of violence against staff is minimised whilst maintaining the need for privacy. Managers should consider the following;

- Rooms to be used for interviews/meetings should be in a busy (not isolated) area of the building and they should have a vision panel in the door (or some other way of observing the room from outside).
- Furniture and fittings should be selected which are difficult to use as weapons.
- The ease with which staff can escape. Where rooms are fitted with an escape route, staff should sit next to this. NB Where there is no escape route staff should try to ensure that when interviewing they do not stand or sit in a situation which leaves them vulnerable in the event of an attack. In this respect, it is important that the interview rooms are arranged so that, if at all possible, interviews are conducted with a desk or table between the interviewer and the service user. Also, staff should sit between the service user and the door to maintain a clear escape route if required.
- The need for easy communication between staff, while retaining privacy.
- The use of CCTV and/or possibly recording facilities in certain interview rooms.

Where it is deemed necessary interview/meeting rooms in offices should be fitted with a readily accessible panic button or panic strip for use in emergencies. Correspondingly, each office manager will ensure there is a clearly laid down and agreed procedure of response. The room in which an alarm bell is situated must always be staffed when the interview room is in use.

Appendix B

Intruders

Members of staff who encounter potential intruders on their work premises should;

- Approach the person without blocking their exit route. Members of staff should ensure that the person can freely leave the premises at any time and on no account should they prevent the person from leaving the premises
- Establish quickly and politely who the person is by asking the person to produce proof of identity.
- The person should not be approached by an individual member of staff if the area is remote (corridor, storeroom, etc.). In this instance, members of staff should either wait until the person is within a more conspicuous area (other members of staff present) or approach the person in pairs.
- If a member of staff does not feel confident enough to question a potential intruder they shall inform the premises manager, or the deputy immediately of the person's presence. They would then take the appropriate action as identified above or any other that is deemed necessary (call the police, etc).
- If the potential intruder has been identified as a genuine visitor, they should be escorted to the main reception area and the person to be seen notified.

Building Access

Where staff are key holders a risk assessment must consider the information required by the staff member to carry out this activity in as safe a manner as possible. Staff must have knowledge of the premises layout, alarm systems, locking and unlocking procedures and any emergency procedures.

Where keyholders are called out "out-of-hours" a risk assessment and written safe working procedure must be in place identifying and hazards and outlining any required control measures (e.g. two people may need to be present)

B. Travel and Transport

Consideration should be given to how the staff will travel to and from appointments or between locations during working time where this may present a risk to them.

Use of public transport

- Where possible staff should wait for transport at a busy stop or station that is well lit.
- Advise staff to sit near the driver of the vehicle or in an aisle seat.
- Staff should make themselves familiar with the emergency alarm on the vehicle and sit near it.
- Travelling staff should avoid empty upper decks on buses or empty train compartments.
- If threatened by other passenger/s staff must always inform the driver or guard and report incidents to managers.

Use of vehicles

- Items such as bags, cases CDs or other equipment should never be left visible in a car.
- Staff should be advised to hold the vehicle keys in their hand when leaving premises in order to avoid looking for them outside which could compromise personal safety.

Appendix B

- The inside and outside of the vehicle should be checked for possible intruders before entering.
- Once inside the vehicle all doors should be locked especially when travelling at slow speed and when stopped at traffic lights.
- Staff should always try to park as close as possible to the location being visited.
- At night, parking should be in a well lit area and facing the direction in which they are leaving.
- When driving, especially after dark drivers must not stop even for people who may appear to be in distress or requiring help. Stop as soon as is practicable and safe to do so and contact the emergency services as appropriate.
- If staff are being followed or if in doubt as to whether they are being followed, they are advised to drive to the nearest police station or manned and lit building such as a petrol station to request assistance.
- Using the car horn to attract attention can summon help if needed.
- In the event of a breakdown, where it is a safe to do so staff should remain in the vehicle, put on the hazard lights and call for assistance. (on motorways police and driving authorities advise leaving the vehicle and standing a short distance away, if drivers feel threatened in any way and cannot do this advice is to sit in the passenger side of the vehicle)

Travelling by foot

- Where staff may travel on foot, planning a route beforehand to avoid going through underpasses or taking short cuts through areas which may be less safe is advised (e.g. parks especially after dark.)
- Staff should walk briskly if possible and physically able to do so and do not stop in areas that are unknown, for example to look at a map or ask for directions. Instead they should go to a 'safe' place such as a petrol station or shop and ask for directions.
- If staff think they are being followed, they must trust their instincts, crossing the street and heading for a busy area may provide more reassurance of safety.
- Minimise potential street crime by not using mobile phones overtly in any area. If it is necessary to use a phone or respond to a call/text message this should be done in a safe place such as a shop.
- Staff should always remain alert to people around them and stay in the centre of the footpath facing oncoming traffic
- Carry the minimum amount of luggage and if possible bags should be held under the arm with the clasp close to the body.
- Awareness of the surroundings is essential and making sure you can see and hear if someone is behind and shouting to you is important.
- If someone attempts to steal belongings or County Council property staff should relinquish the property immediately without challenge.
- Keeping house keys and mobile phone separate from handbags should be considered.
- Wearing sensible low heeled footwear with non-slip soles should be considered.
- Where possible avoid overtly displaying valuables.
- Use cash point machines in well lit, busy areas.
- Carrying a torch for use in an emergency may be advised for some staff.

Appendix B

Use of Taxis

- Wherever possible a taxi should be booked in advance from a reputable company.
- If no taxi has been booked staff should go to the office of a reputable taxi company or go to a recognised rank to hail a cab.
- Advise never to use an unlicensed mini cab.
- Safety organisations advise that passengers should sit in the back behind the driver's seat and have a mobile phone readily accessible
- Staff must not give out personal information to the driver.

Cycling

- When cycling avoid unlit areas and quiet roads
- Secure bicycle near premises in a well lit area if possible.
- Always hold the bicycle lock keys handy when leaving the premises in order to avoid looking for them outside which could compromise personal safety.
- Fit and use front and rear lights on all bicycles when dark
- Avoid making repairs to bicycles in isolated areas – where possible push the bike to the nearest safe place e.g. petrol station; guarded car park to make repairs.
- If someone attempts to steal a bicycle staff should relinquish it immediately without challenge.

C. Knowledge of the job/location or service user

When carrying out work alone it is important that staff have been made aware of all information about the job to be done, the location and (if necessary) and the service user(s) involved. Staff should have read and understood any guidelines and procedures which are in place aimed at controlling the risks to health and safety.

General points of note:

- The risk assessment for any job may need to consider specific issues such as potential for violence or where lone working may not be carried out because of physical hazards.
- Managers must identify these jobs and implement safe working procedures before the activity takes place. Examples of this may include; work at height; the use of certain chemicals; the use of machinery or vehicles; carrying money or valuables and confined space working.
- Consideration may need to be given to doubling-up for some jobs, lone workers must be encouraged to regularly self assess the situation they are in and the risks to which they are exposed
- Staff must be trained to carry out the tasks required and must be competent to use any materials or equipment required.
- Staff should let colleagues and managers know where they are during the working day. The use of work diaries and information boards to show the location staff during the day can be a useful tool.
- Where tasks are identified as requiring more than one person to complete them staff must be made aware of this via the risk assessment process. For example, managers may define that working at height must be carried out when two or more staff are present and not by a lone worker or access to the home of a named service user may require 2 or more staff to be present.
- Where regulations, codes of practice or guidelines are in place which prohibit working alone employees must be made aware e.g. Confined space working or

Appendix B

carrying out specific work in the community and ensure that the appropriate guidelines or codes of practice are followed.

Knowledge of the service user/client(s)

- Where a service user, job or location has a history of incidents, sharing experiences and concerns between employees within an organisation and between other relevant organisations is essential. These should be formally recorded and shared via the appropriate communication channels.
- This information must be made available to staff or other agencies likely to have contact with the service user. Staff must check the information system as a matter of course, making sure the information is accurate, updated and removed as necessary.
- Training should be made available, where necessary, in the use of conflict resolution or defusing techniques. This training may include being aware of non-verbal communication; how to behave in a non-confrontational way; the importance of good customer care; being polite and listening to clients.
- When visiting the homes of service users, complainants or persons being investigated, any historical information about the service user or their circumstances which may be relevant to the staff member must be communicated.
- Any hazards present in the location being visited must be recorded and passed onto the staff member e.g. dogs on the premises.
- Any known hazards relating to the client or their family e.g. any previous history of violence or aggression or behaviour triggers, must be recorded and assessed prior to the visit.
- Where staff see or hear something which makes them feel threatened they should leave the premises as soon as possible.

The location

- Staff should have knowledge of the location where they will be working, for example the location of accessible car parking or public transport.
- Staff should be in possession of full address details, telephone numbers and alternative contacts to minimise the likelihood of getting lost.
- Where staff must report to a security point prior to starting work (e.g. for security checks) they must always do so even when visits are to regular and familiar places.

Working alone within a premises outside office hours

From time to time staff may need to carry out their work outside of normal office hours such as weekends and evenings. Precautions must be taken to ensure that health and safety continues to be protected;

- Where work is not scheduled or routine e.g. evening or weekend clinic/service premises managers or caretaking staff must be informed.
- Written procedures may be required in certain premises requiring regular contacts.
- Staff working at weekends or very late at night must ensure that all windows and doors are secured to prevent unauthorised access.
- There must be access to a telephone and first aid equipment for staff working alone.
- There should be an agreed system in place to alert colleagues in an emergency.

Appendix B

D. Working Practices and Patterns

General

Working methods should be regularly reviewed and risk assessments carried out to determine the levels of risk and the precautions that should be taken.

- Managers who set staffing levels need to ensure there are always enough suitably trained staff to cope with any foreseeable risks.
- Staff should be made aware that they need not hesitate to withdraw from a situation which is causing them discomfort or harm and call for help.

Home or Site Visits

- When staff are visiting or seeing service users away from the base all staff must be aware of this through diary or other systems.
- When staff are to meet a service user who is either unknown to themselves or the service for the first time, the following action should be taken;
 - Arrange an initial meeting at the office base if appropriate.
 - If the person is already a council service user and known by the service check the relevant information system and refer to the service user file prior to carrying out a home visit.
 - Where a risk of violence is identified appropriate staffing levels must be considered (this can include representatives of other agencies).
 - Details of visits and expected return times must be available at the office base in line with local procedures.
- Staff must be alert to situations where service users are becoming confrontational or aggressive and should remove themselves from any closed, locked room or building.
- Portable alarms should be available on request.
- Mobile phones should be available on request for staff use when visiting at night or outside office hours, or when circumstances require it.
- Where it is established that wearing identifiable clothing could present a risk, staff should not wear the identifiable clothing or ensure that the clothing is not obvious.
- Managers and staff should be sensitive to situations where it is known that service users may be prejudiced to staff's age, ethnic background, gender or sexual orientation. Case discussion will enable management to consider the appropriateness for an employee to handle a case.

During a home visit

- Ensure that staff have as much information on the client and the client's home environment prior to the visit so that risks can be assessed.
- Ensure that staff carry an ID badge and are prepared to identify themselves.
- If staff feel that there is a risk of harm on arriving they should not to enter the house and arrange for an alternative appointment.
- Staff should try to ensure that when they enter a premises/home for the first time that they make themselves familiar with the door lock on the exit door.
- Wherever practical staff must avoid being in a situation where the service user/relative is between them and the exit.

Procedures for dealing with animals

- If there is a known problem with animals at a particular address or location, the occupants should be contacted and requested to remove or secure the animals before arrival.

Appendix B

- If staff are confronted by an aggressive animal on a first visit to an address they should not put themselves at risk.
- If a request to remove or secure the animal has provoked a negative reaction all possible efforts should be made to ensure the situation is managed and deescalated.
- Should hostility become evident alternative arrangements should be made to carry out the visit such as using a nearby office location.
- Any instances of staff being injured by a dangerous animal should be recorded by the Line Manager in the same way as other violent incidents.
- Internal information systems should be flagged to record the incident against the premises.

Escorting patients/service users

- Where there are known risks or identified potential risks about a service user location or type of work consideration should be given to the most appropriate mode of transport based on a risk assessment.
- It may not be appropriate for a lone worker to drive, unless in an emergency and alternative arrangements may need to be made.

Cash handling

The Council has general systems for safeguarding employees dealing with cash and ensuring the security of cash.

By virtue of their work, some staff are required to handle cash and therefore specific guidelines and advice must be available and communicated to staff on how this may be done safely.

- If any member of staff is threatened with violence while carrying money, they must never put themselves at risk.
- Sensible precautions will minimise the risk of theft or robbery;
 - Avoid setting patterns which others can discern. Ensure routes, parking and timing are varied as much as possible.
 - Provide means for keeping cash out of sight. If staff must handle change, provide them with a separate, small float.
 - Ensure confidentiality. Members of staff should never discuss that they carry or collect cash.
 - Staff must be informed that their safety is more important than money and if threatened they should hand over the cash.

Threats to personal or council property

If violence is directed solely at property, staff are not expected to put themselves at risk to protect it. Consideration should be given as to whether it is appropriate to call the Police when property is targeted.

Interviews/Telephones

Where staff are being subject to verbal abuse from a service user that offends them, either face to face or by telephone, they should inform the person that they will withdraw from the interview/telephone conversation immediately. Should this fail to have the desired effect, then staff should withdraw and inform their Manager accordingly. If necessary, subsequent calls from that service user can then be diverted to another member of staff.

Appendix B

Malicious calls

Staff may receive malicious or nuisance telephone calls. In the majority of cases these calls only happen once, however, there are occasions when these calls become repetitive and are sometimes directed at one particular member of staff. If such calls occur the following procedures should be followed;

- Remain calm. Try not to encourage the caller with an emotional response.
- Do not enter into any conversation; simply place the handset down and terminate the call.
- If the calls are silent don't attempt to coax the caller into speaking; just replace the handset gently if no-one speaks.
- Don't ever give out any details about yourself, your family or other employee unless you are absolutely sure you know and trust the caller.
- If a caller requests details about another member of staff they should be asked for their contact details so that they can be passed on to the member of staff concerned who will get in touch with them.
- Where members of staff identify that they are experiencing repeated malicious telephone calls they must inform their line manager who shall;
 - Report the malicious calls to the Police and obtain a crime number. Making malicious calls is a criminal offence.
 - Contact the BT Specialist Bureau on free phone 0800 661 441. Specially trained investigators will work with staff using their knowledge and experience to tackle the problem. In extreme cases they can also work with the Police to trace calls.
 - Make a record of the situation in accordance with the procedures laid down locally.

E. Offensive Weapons

“An offensive weapon means any article made or adapted for causing injury, or intended to cause injury.”

It is important to remember that incidents involving offensive weapons are rare. Events of this nature can occur following a change in circumstances for the service users, for example, a change in their care provision, financial circumstances, health, family situation, environment or where enforcement action is being taken.

There are two main areas of risk;

1. Staff discovering offensive weapons in premises they are visiting or working in
2. Offensive weapons being used to threaten or intimidate staff

Staff discovering offensive weapons in premises they are visiting or working in must;

- Not move or handle offensive weapons under any circumstances even if it is suspected or they are informed that it is a replica.
- Not challenge the owner or occupant of the premises about the offensive weapon.
- Inform any accompanying staff or agencies about the presence and location of the offensive weapon.
- Inform their line manager immediately or when safe to do so.
- Leave the premises if they feel threatened.

Appendix B

Managers on receipt of information about offensive weapons must;

- Liaise with the police to obtain additional information about the offensive weapon and the appropriate action to be taken.
- Using the information obtained from the police to decide whether to approach the owner/family about the safety of the offensive weapon or leave this to be addressed by the police.
- Record information about the offensive weapon on the appropriate information system (e.g. the Swift, Flare systems).
- Initiate an individual risk assessment for the service user/ review and amend risk assessments as appropriate.
- Contact the Health and Safety Team if further advice and assistance is needed

F. Suitable lone worker protection systems

See annex C for appropriateness of systems for protection against risk.

The following are recognised lone working protection / monitoring systems:

Out of office boards

Staff are expected to log in / out on the board and informing their manager or another staff member their expected location, contact details and time of return. Staff are expected to update the board with details to inform their manager that they will be remaining in the building past normal office hours. This system only works if everyone operates the system and there is someone monitoring return at all times.

Central Administrator

A department may nominate a central administrator who keeps a log of appointments, which have a risk rating attached. Depending on the level of risk identified in the risk assessment on the visits, the person may have time to call into the central administrator at the end of an appointment, or the end of the day.

Protocols regarding the timescales for raising the alarm should be in place and all staff should be aware of them. This is down to the line manager to put in place.

Ensure staff sickness and holiday is taken into account and a contingency plan put into place.

Buddy Systems

Team members partner up and let each other know when they have arrived at appointments and when they are leaving. The “buddy” takes responsibility for contacting the other person if they have not signed in or out when expected and raising the alarm should the need arise.

There must be a protocol in place if the lone worker fails to check in at an agreed time or if they raise the alarm i.e. timescales for action.

Ensure staff holiday or sickness is taken into account and a contingency plan put into place.

Appendix B

Personal Attack Alarms

They are designed for personal use and emit a high frequency noise when set off. They are deterrents in nature and should only be used as part of a lone worker protection system.

Mobile Telephone

A mobile phone should never be relied on as the only means of communication. Lone Workers should always check the signal strength before entering into a situation, where they are alone. If there is no signal, the Lone Worker should contact their manager or colleague ahead of a visit, stating their location and the nature of their visit, along with an estimate of the time they think they will need to spend at the visit. Once that visit is completed they should let their manager or colleagues know that they are safe;

Emergency contacts should be kept on speed dial as this will speed up the process of making a call to raise an alarm.

The phone should never be left unattended but should be kept close at hand in case an emergency arises.

The use of a mobile phone could potentially escalate an aggressive situation and the Lone Worker should use it in a sensitive and sensible manner.

“Code” words or phrases should be agreed and used that will help Lone Workers convey the nature of the threat to their managers or colleagues so that they can provide the appropriate response, such as involving the police.

The mobile phone could also be a target for thieves, and great care should be taken to be as discreet as possible, whilst remaining aware of risks and keeping it within reach at all times.

CCTV

CCTV may be considered as measure to control the risk of violence against an individual's property or person and will only be determined if there is a serious risk. The level of risk will be considered and appropriate control measures determined through a robust risk assessment process involving input from the police.

Electronic lone worker system (Reliance)

To be worn around the neck and also used as an ID holder and are low key in nature. These systems in order to be effective have both Geo Positioning Systems (GPS), and mobile phone technology built in. The GPS will maintain a location to within a few meters (subject to signal i.e. not inside buildings). If activated by the user the mobile phone technology will allow a call center to monitor the situation. Once activated the monitoring center will carry out any actions that have been requested e.g. call Police and relevant manager following the escalation procedures

Reliance offer a range of products which are competitively priced and have been agreed through procurement. These systems can be issued individually or a department can have a pool of the devices. It is vital that staff are trained on the use of these systems. The devices will be purchased through individual directorate budgets.

These systems are very effective as part of a lone worker protection system.

Key Information - Managers should keep the following information on file for their employees who are lone workers.

Appendix B

- Contact number, including home, mobile and number for next of kin or people you live with.
- Car details, including make, model, colour and registration number.
- Medical Information, including any health issues that may affect you whilst lone working.
- Recent photograph should also be considered.

G. Code of conduct

Staff in any type of work situation where local bye-laws, guidance, regulations or codes of practice are in place governing their code of conduct must abide by them at all times. Where necessary these should be displayed in a prominent place

This page is intentionally left blank