

## LONE WORKING POLICY Draft

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<b>Policy Title:</b> Lone Working Policy		
<b>Review Date:</b> July 2011 (or sooner if there is a change in legislation or to reflect best practice or at the request of either party)	<b>Related Policies and Guidance:</b> 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	
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# Appendix A

## CENTRAL BEDFORDSHIRE COUNCIL

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### 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.

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- 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

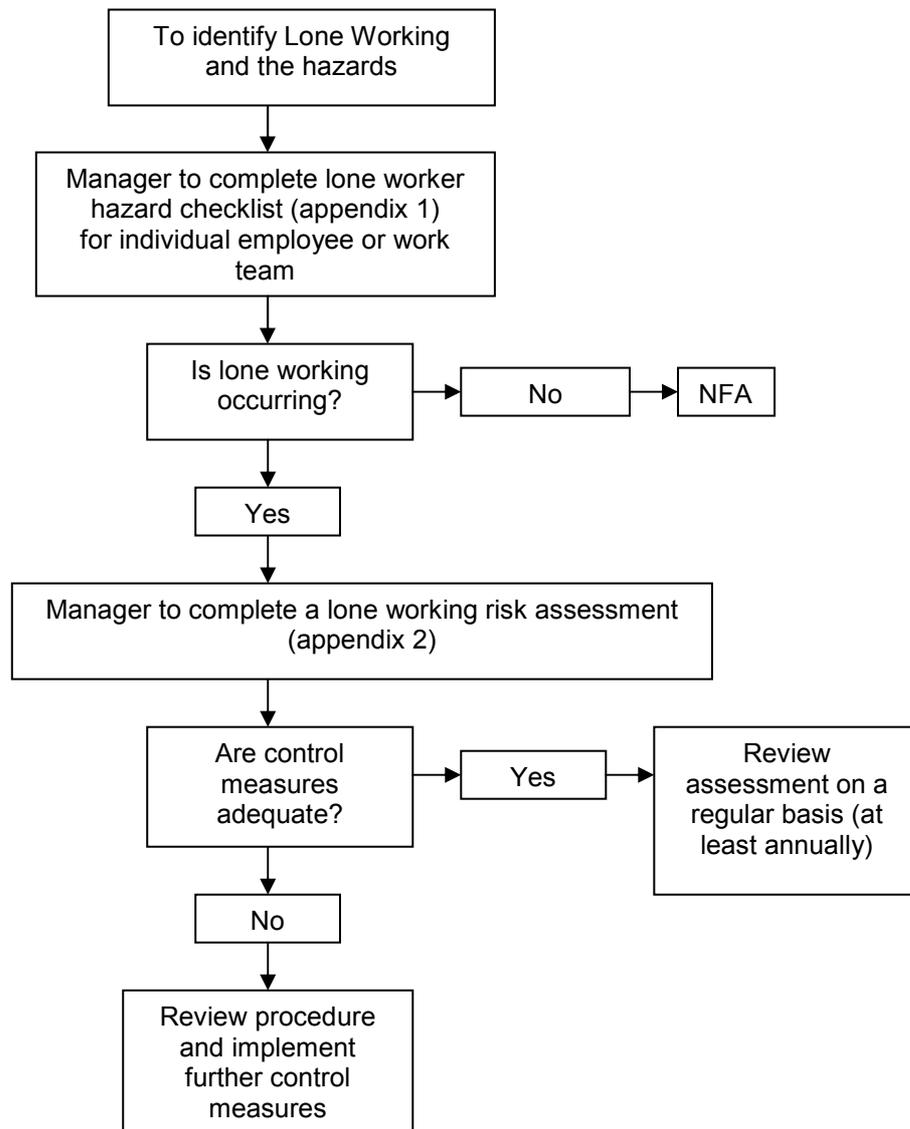
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To identify lone workers and the hazards when lone working takes place a Manager should complete a lone worker hazard checklist for an individual or work team (appendix 1).

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:

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- 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.

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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?

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- 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.

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### 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.

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### 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 pocket guides which can be purchased.

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### 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?	
<b>Category 1 Low risk</b>	
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?	
<b>Category 2 Medium risk</b>	
Do staff use receptions, counters and interviews rooms alone?	
<b>Category 3 High risk</b>	
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	

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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?	
<b>The general workplace</b>	<b>Yes/No</b>
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?	
<b>Knowledge of job/location or service user</b>	<b>Yes/No</b>
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?	
<b>Meetings and Home Visits</b>	<b>Yes/No</b>
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?	
<b>The type of work</b>	<b>Yes/No</b>
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?	

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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?	
<b>Intruders</b>	<b>Yes/No</b>
Are procedures in place for dealing with intruders in Council premises?	
Are all staff aware of these procedures?	
<b>Emergency Call-Outs</b>	<b>Yes/No</b>
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?	
<b>Travel and Transport</b>	<b>Yes/No</b>
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?	
<b>Supervision</b>	<b>Yes/No</b>
Do you carry out regular supervisor or colleague checks during activities?	
Are less experienced and new team members subject to greater supervision as necessary?	
<b>Information and Training</b>	<b>Yes/No</b>
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	
<b>Reporting systems</b>	<b>Yes/No</b>
Are staff aware of the reporting procedures and systems in place (e.g. Violence and Accident Reporting)?	
<b>Other Hazards</b>	<b>Yes/No</b>

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Technology House, Amphill Road, Bedford, MK42 9QQ

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

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integrates with those of other workers in terms of both time and geography.			
<b>Training:</b> Identify the level of information, instruction and training required			
<b>Has the necessary information, instruction and training been given.</b>	<b>Yes</b>	<b>No</b>	<b>N/A</b>
<b>Supervision:</b> Is suitable supervision in place? (Identify all necessary supervisory measures)	<b>Yes</b>	<b>No</b>	<b>N/A</b>
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			
<b>Additional Information</b> 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	
<b>Comments:</b>			
<b>Assessment carried out by</b>			
<b>Name</b>	<b>Date</b>	<b>Signed by employee</b>	
<b>Signature</b>	<b>Review Date</b>	<b>Print Name</b>	

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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)

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### 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	
<b>Workplace:</b> Home then visits to clients offices then back home	H			
<b>Process:</b> visiting tenants in their own homes.	L			
<b>Equipment:</b> None	L			
<b>Working with People:</b> None	L			
<b>Violence:</b> Identify the risk of violence – complete separate risk assessment (refer P06 CBC Violence and Aggression policy)	M			
<b>Individual:</b> Inexperience member of staff is new to the role.	M			
<b>Work Pattern:</b> Employee works from home then goes to appointments then returns back home often not attending council offices	M			
<b>Training:</b> Identify the level of information, instruction and training required Personal safety training				
<b>Has the necessary information, instruction and training been given.</b>			Yes	No
			N/A	

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<b>Supervision:</b> 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?			
<b>Additional Information</b> Identify any additional information relevant to the lone working activity, including emergency procedures, first aid provision			
Categorisation of lone worker? Please circle		Cat 1	Cat 2
Is a Lone Working Device required? Please circle		Cat 3	
(Contact Health and Safety Team 0300 300 4985 for advice)		Yes,	No
<b>Comments:</b>			
<b>Assessment carried out by</b>			
<b>Name</b> Line Manager	<b>Date</b>	<b>Signed by employee</b>	
<b>Signature</b>	<b>Review Date</b>	<b>Print Name</b>	

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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	√	<b>These systems are not regarded as suitable lone worker protection without additional systems in place</b>					√

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