Appendix 5

Lone Working

CA11

Date: August 2023

Scope

The council recognises that some staff are required to work by themselves in the Community without close or direct supervision, sometimes in isolated work areas or out of office hours.

This arrangement outlines the management requirements to ensure the safety of all council employees required to work alone, both within areas of buildings and those required to work away from the premises. This arrangement outlines the procedure for monitoring lone workers during and outside of normal working hours including weekends and bank holidays, using the lone worker monitoring system.

There is no legal impediment to lone working but each instance must be risk assessed and subsequent controls put in place and communicated to employees. The Council, therefore, whilst recognising and acknowledging its legal duty, also encourages staff responsibility to ensure their own safety. This section provides guidelines for line management and staff on lone working and their personal safety whilst at work.

For the purposes of this corporate arrangement whilst recognising that working from home is classed as lone working in guidance it has not been considered in this arrangement as it is considered a safe place to work alone.

Objectives

The objectives of this arrangement are to:

1. Establish procedures to minimise the risks to employees who are required to work alone.

2. Make sure that appropriate training is available to staff in all areas, that equips them to recognise risk and provides practical advice on safety when working alone.

3. Ensure that employees are made aware of the procedures and the importance of adhering to them to reduce the risk to themselves when carrying out their duties.

4. Make sure that appropriate support is available to staff who have to work alone.

5. Encourage full reporting and recording of all adverse incidents relating to lone working.

6. To provide a monitoring system that will be effective 24 hours a day, 365 days of the Year.

Legislation

- Health and Safety at Work Act
- Management of Health and Safety at Work Regulations
- Reporting of Injuries Diseases and Dangerous Occurrence Regulations (RIDDOR)

Definition

The Health and Safety Executive (HSE) describes lone workers as "Those who work by themselves without close or direct supervision". However, for the purpose of this guidance this definition has been expanded to: "Those who work by themselves and/or work in the community and/or with only limited support arrangements, which therefore expose them to risk by being isolated from the usual back up support – whether they work alone or are only occasionally alone, and do not have access to immediate support from managers or other colleagues.

Activities that carry risk

The following are examples of some of the activities carried out by lone workers in the Council that could expose them to risk:

- Staff working alone in council buildings
- Called out after hours to deal with emergency situations
- Officers who carry out enforcement tasks
- Staff undertaking primary home visits
- Staff visiting land and premises to undertake inspections including Planning, Building Control, Housing and in potentially remote areas.
- Visits or meetings terminating late in the evening.
- Areas lacking good public transport.
- Staff working alone with hazardous machinery.
- Those working on the street/outdoors.

Responsible

This corporate arrangement is applicable to:

- Directors/Assistant Directors
- Line Managers
- Supervisors
- All employees including Agency and temporary staff.
- Corporate Health and Safety Team

Managers and Supervisors are responsible for:

- Identifying members of staff who work alone referencing their job descriptions.
- Notify the Health & Safety Team of the persons details so that they can get added to the Lone Worker system as soon as they commence work.
- Carrying out thorough risk assessments for staff identified as having to work alone and the activities that they will be undertaking whilst lone working.
- Assessing whether lone working is appropriate for the particular tasks including going in pairs, asking for photo's or meeting in the offices.
- Ensuring that anyone who is expected to work alone has informed their manager and agreed any reasonable adjustments required to enable them to

continue to work alone or not as the case may be, this includes pregnancy and associated risks.

- Identifying and evaluating any additional hazards of working alone and ensuring that suitable controls are in place to reduce the risk.
- Providing lone workers with suitable communication equipment, and for carrying out regular inspections of the equipment to ensure that it is serviceable.
- Ensuring that staff issued with communication equipment and the lone worker app make use of this when working alone.
- Advising the Corporate Health and Safety Team of any new lone workers so they can be added to the monitoring system.
- Ensuring that staff have read and understood the Unacceptable and Unreasonable Behaviour procedure and CA42 Clients of Concern
- Ensuring that employees have checked prior to any visits that the persons that they are visiting are not on the registers.
- Advise on course of action if the person appears on the register and ensure through risk assessment that staff are not being put at undue risk.

Employees are responsible for:

- All employees must familiarise themselves with the contents of this policy and highlight any concerns to their line manager.
- All employees identified as Lone workers must familiarise themselves with the Lone worker App and making use of it when working alone.
- Notifying their Line Manager of any medical conditions which may affect their ability to work alone as soon as possible.
- Deciding whether they need to lone work for particular activities and instead meeting via other means, including going in pairs, meeting at the offices etc.
- Follow any procedures that may be implemented to protect their safety whilst working alone.
- Read and understand any Risk Assessments which may have been written regarding the work activities and any risk mitigation measures are in place.
- Notify their manager if any new risks arise from their work activities so that risk assessments can be reviewed and updated.
- Attend any training provided regarding lone working as requested by their manager.
- Ensuring their diaries are up to date with their whereabouts for the day and their intentions afterwards i.e. going home following meetings.
- Reporting any incidents using the online form and also notifying their line manager if they feel that they need additional training or support.
- Reviewing the Unacceptable and Unreasonable Behaviour procedure and associated register and CA42 Clients of Concern registers prior to undertaking any visits alone.
- Seek advice from their manager if the person they are visiting is on either of the registers before attending.
- If, on arrival, they do not feel safe to work alone to withdraw from the area and notify their manager as soon as possible so that alternative arrangements can be made including meeting in Council buildings.

The Corporate Health and Safety Team will be responsible for:

- Ensuring that all persons identified as lone workers are added to the lone worker system as soon as possible.
- Providing any information and training, including literature to the lone workers.
- Establishing and managing the arrangements for an external monitoring system.
- Arranging additional training on request by managers/supervisors with the Training Manager.
- Maintaining, reviewing and updating the Clients of Concern Register and ensuring that it is available to eveyone.
- Monitor the lone working monitoring system and alert Managers/Assistant Directors if there are any concerns about the use of the system.

Monitoring of the lone worker system

The Corporate Health and Safety Team will monitor the use of the external monitoring system to ensure that employees are complying with this arrangement, and to ensure the effectiveness of the system.

If results of that monitoring process highlight any areas of concern; the Assistant Directors will be notified accordingly.

Potentially Violent or Abusive Persons

The Council maintains an Unacceptable and Unreasonable Behaviour register and CA42 Clients of Concern register of people who could be abusive or violent towards staff. Staff are reminded to check these registers prior to undertaking any visits alone.

Personal Details

All staff who work alone should ensure that up to date personal details are entered on I-Trent including next of kin, contact phone number and home address. This information is held confidentially with access limited to HR Staff only.

How does a lone worker get added to the system?

The name of any new lone worker will be forwarded to the Corporate Health and Safety Team by the line manager with the following details:

- employee's name
- mobile phone
- home address and telephone number
- car make, model, colour and registration number
- height, hair colour and any other distinguishing features.

Once the personal details have been received by the Corporate Health and Safety Team, the individual will be added to the Lone Monitoring system. Until the manager is notified that the individual has been registered by the Corporate Health and Safety

Team the individual should not be sent out on visits unless an alternative monitoring system has been approved by the Assistant Director.

The Corporate Health and Safety Team will forward the user guidance notes and inform the appropriate manager.

The manager must ensure that the new user is given suitable training on the use of the lone worker monitoring system to avoid errors. This can be arranged through the Corporate Health and Safety Team.

Please note that the system operated by Peoplesafe does not replace proper planning and assessment of visits to identify the level of risk involved and whether it is appropriate to work alone at all. It is only one control measure and should not be thought of as an all-encompassing answer to lone working.

Risk Assessments

Managers are responsible for undertaking suitable and sufficient risk assessments of all lone working activities that their staff undertake and maintain a written record of the assessment.

Any Risk Assessments should be shared with any staff member undertaking those duties and updated and reviewed following any incidents or changes in work procedures.

CA07 Risk Assessment provides additional information and guidance on conducting Risk Assessments for CDC activities.

Some examples of some control measures to reduce the risk of lone working (though not exhaustive) include:

- where there are known incidents in certain areas that meetings are held at council premises.
- More than one member of staff attends the visit.
- Provision of a mobile phone and use of the lone worker app with the back-up and support from the Manager if required.
- That staff walk away from the situation if they feel unsafe in any way and arrange a meeting at an alternative location.
- Suitable clothing is provided depending on the activities being undertaken.
- The member of staff carries minimal equipment with them so that they can remove themselves easily from a situation if necessary.
- Staff notify team members of their whereabouts, their expected return time etc. This is particularly important if they are not returning to the office. This is in addition to using the lone worker app.

Training

The Corporate Health and Safety Team will arrange suitable training for lone workers when requested by managers and supervisors. This training will also include familiarisation of the lone worker monitoring system.

The Corporate Health and Safety Team can also arrange appropriate familiarisation for those involved in the lone worker monitoring system emergency cascade.

Refresher training can be provided as and when considered necessary following discussion between the lone worker and their immediate line manager.

Records

Service areas will maintain a record of the issue of communication equipment.

A record of the issue of the Corporate Arrangement for Lone working, Safe Working Practices, and any appropriate Guidance Notes in respect of lone working are available on the Intranet for reference.

Training records for the lone worker monitoring system will be maintained by the Corporate Health and Safety Team showing who has received system training and on what date.

The Corporate Health and Safety Team will maintain and be responsible for all documentation relating to the administration of the system, re-charging of invoices and for any amendments to the corporate arrangement.

The Corporate Health and Safety Team are responsible in consultation with senior management where required for reviewing this arrangement and when following a change in legislation etc.

Appendix A - Risk

Risk Category	Definition	Action Required	Outline Risk
Low	Those working within the Council premises.	Standard approach to be considered and appropriate management intervention. Categorisation regularly reviewed as part of the appraisal process.	This may be a member of staff who is in an occupied building but may be working in a separate area or office. Generally, in this situation staff have easy contact with other staff and work in a controlled area.
Medium	Those travelling from one council building to another or attending meetings between sites or external meetings/training sessions.	All staff that are required to work alone should have the use of a mobile phone for the period that they are working alone. They should have a record of their visit with approximate return times, with the recommended use of a white board, attendance book or similar, and should inform colleagues if times vary. They should also keep their electronic diaries up to date to include travel time, so that travel routes and times can be identified and accessed if required.	Any member of staff may be travelling between buildings and will therefore be lone working. Although there will be no threat from physical or verbal abuse whilst on their journey there is a risk of that person having an accident or breakdown which could mean that they are stranded and vulnerable in an isolated location.
High	Staff who meet members of the public in face-to-face situations away from the Council premises, particularly if staff are required to visit the resident's home or business. Staff who undertake enforcement duties. Staff who work alone outside normal working hours.	Staff undertaking these types of duties should use the lone worker system, Peoplesafe, in addition to the precautions listed above.	Staff lone working in these situations can feel vulnerable because they may be working in areas which they are not familiar, meeting people they may not know, who may have a history or a tendency towards violence, aggressive or abusive behaviour as well performing an enforcement function.

Appendix B
Lone worker Emergency Escalation Response Procedure

Line Manager should identify high risk lone workers in line with proper planning and risk assessment.

They should then ensure the lone worker is logged onto **Peoplesafe** monitoring system by notifying the Health and Safety Team.

Health and Safety Team will provide lone worker with

- Peoplesafe unique user ID
- App download guidance
- Guidance on using Peoplesafe software

Once set up, lone worker should login to Peoplesafe every time they undertake lone working, when considered to be at high risk

If a lone worker fails to log off Peoplesafe system by expected time, Peoplesafe will try to contact the lone worker on their registered mobile phone

Lone worker responds to reminder texts and logs of system.

No further escalation required

Lone worker does not respond to the monitoring system:

- Peoplesafe will raise an alarm and try to contact the lone worker further
- Failing this, Peoplesafe will try to contact the lone worker a further time

Lone worker answers call from Peoplesafe operator and alarm is stood down.

No further escalation required

Peoplesafe operator unable to ascertain that lone work is safe:

Peoplesafe operator escalates call in accordance with agreed protocol.

 Version 2.6

Appendix C
Lone worker - lone working system

Training on Peoplesafe system

Specific training is not essential as the Peoplesafe system is very straightforward. The Corporate Health and Safety Team can, however, provide extra assistance if required.

The Peoplesafe system operates through the normal phone network using a mobile phone through their Voice Memo Timer system or an Android phone by downloading the Peoplesafe app, this will allow staff to log in and out of daily tasks storing activity details. If an activity overruns, Peoplesafe will automatically call the lone worker to verify their safety.

In the event that a member of staff feels that their safety is going to be, or has been compromised, has a duress button, which when activated, will immediately notify the Alarm Receiving Centre (ARC) who will listen to, as well as record the call. This can be used for future evidence if required. The ARC can contact the Police for assistance and direct them to the location through the GPS system if required.

In the event of an emergency the lone worker's Manager, through the agreed designated escalation procedure, will be contacted and should take charge of the incident, and if unable to contact the lone worker escalate to their Assistant Director or any other senior manager available and take the necessary follow up action including, if deemed necessary, to call the Police if all other avenues to contact the lone worker have failed.

Peoplesafe contact details

- System access number: 01452 499902
- Incident Management Centre (IMC) access number: 0203 326 1751
- Customer Support: 08442 570314
- Email: customer.support@peoplesafe.co.uk
- www.peoplesafe.co.uk