

# **LBR Children's Services**

## **Lone Working Policy**

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<b>Ratified by:</b>	LBR Children's Services Management Team (CSMT)

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## 1. INTRODUCTION

### 1.1 BACKGROUND

It is the intention of the London Borough of Redbridge Children's Services that, so far as it is reasonably practicable, every step is taken to ensure the health and safety at work of all its employees and those working on its behalf. This policy and related procedures are required in order to ensure that the safety of lone workers is supported. It is the policy of the London Borough of Redbridge Children's Services to comply with legal health and safety requirements and the duty of staff to co-operate in adhering to the terms of this Lone Working Policy.

All workers have a responsibility to take reasonable care of themselves and others who may be affected by their work under the Health and Safety at Work Act 1974. They must co-operate with their employers in the discharge of their statutory duties. The following guidance forms the basis of safe systems of work appropriate for the particular circumstances of lone working.

### 1.2 SCOPE

The scope of this policy remains within Redbridge Children's Services and is for use by staff employed or working within this organisation.

The responsibility for and ownership of this policy lies with the Redbridge Children's Services Management Team (CSMT). The responsibility for the implementation of the policy and use of the procedures lies with each member of staff within Redbridge Children's Services.

The procedures contained in this document may be adapted by managers to suit the requirements of specific groups of staff. The policy is to assist managers in devising a safe system of work and to ensure that a suitable and sufficient risk assessment for their staff can be carried out for lone working duties.

### 1.3 OTHER RELEVANT POLICIES, PROCEDURES AND GUIDES

This policy should be read in conjunction with the following policies:

[HSE Working Alone Guidance \(INDG73\)](#)

[Personal Safety of Staff – how to cope with assaults, threats and verbal abuse](#)

[HSE Lone Worker Toolbox](#)

[London Borough of Redbridge Personal Safety of Staff Policy](#)

[London Borough of Redbridge Lone Working Guidance](#)

## 2. DEFINITION OF A LONE WORKER

The definition of a lone worker is *'any individual who, in the process of carrying out their duties on behalf of Children's Services, works alone or in an area isolated from colleagues. This includes staff undertaking home visits, working in buildings on their own, or undertaking visits alone to outside venues including travelling alone'*.

## 3. RESPONSIBILITIES

### 3.1 MANAGER'S RESPONSIBILITIES

- Provide safe systems of work for all staff and set up an adequate system for recording out of office visits.
- Be alert to, and anticipate, work situations that can lead to incidents of assault, threats or verbal abuse.
- Identify which staff are at risk from potential violence or aggression.
- Carry out risk assessments for all staff working alone.
- Assessing areas of risk including violence, manual handling, the medical suitability of the individual to work alone and whether the workplace itself presents a risk to them
- Ensure that anyone who is not able to raise the alarm is not left alone.
- Identify requirements for training, levels of experience and how best to monitor and supervise staff.
- Ensure that control measures identified in the risk assessments are implemented.
- Provide security devices for members of staff where necessary and viable.
- During supervision discuss the controls measures in place to ensure they are still adequate and ensure that your procedures allow for lone workers to request additional support when they feel vulnerable.
- Discuss this policy on a regular basis during team meetings and especially if an incident has occurred.
- Report incidents to the Health and Safety Team using an online Accident and Incident Report form.
- Ensure that counselling services are offered, where a member of staff has suffered a trauma, involving aggressive or violent behaviour from a service user.
- Report any deficiencies in the lone working arrangements and escalate any issues in relation to security systems in place to secure the building.
- Conduct Personal Safety of Staff investigations after an incident and ensure that any reasonably practicable measures to reduce the number of incidents are undertaken.

### 3.2 LONE WORKER'S RESPONSIBILITIES

- Are aware of and follow all H&S policies and procedures, referred to in section 1.3.
- Always plan ahead.
- Are fully aware of the risks when working alone.
- Ensure they do not put themselves in potential danger.
- Ensure that they are aware of the nearest place of safety.
- Be aware of the on-site security procedures.
- Ensure that access is available to personal alarms or a mobile phone.
- Use the reporting in procedure to confirm safety or other systems put in place by your team.
- Report any deficiencies or potential difficulties in the lone working arrangements to their line manager.

## 4. RISK ASSESSMENTS

As required by the Management of Health and Safety at Work Regulation 1999, managers must carry out suitable and sufficient risk assessments to identify the hazards associated with lone working, to assess the significant risks, take steps to avoid or control these risks, and implement safe working arrangements.

### 4.1 COMPLETING A RISK ASSESSMENT FORM

Where it is necessary for work to be carried out routinely by a lone worker for Children's Services, a risk assessment must be completed by the relevant manager in consultation with their employees. Managers should ensure that any tasks undertaken by the lone worker can be done safely and without risks to health.

A copy of the risk assessment form is attached in [Appendix A](#). Such risk assessments need only be generic for the type of potential hazards encountered and do not need to be completed for each and every lone worker

episode, unless specific risks requiring remedial action are already known. A sample risk assessment for new and expectant mothers is also attached in [Appendix B](#). This assessment needs to be specific to the expectant mother's individual needs; further guidance can be found on the [HSE website](#). Control measures identified through the risk assessment must be implemented and communicated to relevant staff.

Guidance on the [risk assessment](#) process is available on the LBR intranet, alternatively you could contact H&S 0208 708 3152 or Workforce Development, [Workforcedevelopment@redbridge.gov.uk](mailto:Workforcedevelopment@redbridge.gov.uk).

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## 4.2 IDENTIFYING HAZARDS and RISKS

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A number of areas should be taken into consideration when identifying the hazards associated with lone working. These include the tasks and responsibilities carried out by an employee in the course of their employment, and the working methods used, including, travelling or driving between sites and communicating with others i.e. face-to-face, in writing, by telephone or electronically.

Other risks of lone working can be associated with the work setting. Organisational working practices such as staffing arrangements, mobility and when people work (shift patterns or working hours, including overtime) could also have risks associated.

Hazardous tasks for lone workers include:

- Conducting home visits in the community.
- Dealing with the public, especially difficult, distressed or disturbed people.
- Dealing with complaints or conflict.
- Handling certain hazardous substances, e.g. fumigants.
- Travelling to and from remote locations.

The risks to lone workers include:

- Increased risks of accidents.
  - Stress-related ill health.
- Increased vulnerability in the event of:*
- Violence, e.g. involving service users or members of the public (refer to 4.4 for further guidance).
  - Injury, sudden illness, fire or other emergency due to lack of assistance.
  - Ill health, e.g. stress-related illness and complications arising from lack of assistance in a medical emergency.

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## 4.3 RISKS ASSOCIATED WITH VIOLENCE

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Staff must ensure that they are aware of the most up to date information regarding the service users and of any known risks before meeting with service users alone in or out of the office. This should be done through pre visit briefings with managers and with other staff that have had contact or involvement with the family, as well as checking files and relevant systems for alerts. A request to check the system should be made to [CPAT.referrals@redbridge.gov.uk](mailto:CPAT.referrals@redbridge.gov.uk), with email approval from the line manager.

Below are some indicators that may make violence more likely and should be taken into account in a risk assessment. Lone working should be avoided if there is a risk of violence which cannot be adequately controlled.

You may need to consider if the people you are providing a service to could:

- |                            |   |
|----------------------------|---|
| • Threaten violence        | • Harbour a grievance                   |
| • Be a menace with weapons | • Suffer from mental health issues      |
| • Bear grudges             | • Have a dependency on drugs or alcohol |
| • Feel victimised          | • Associate with violent people         |

There are various warning signs you can look out for:

- Tensions apparent within group/family
- Restless or agitated behaviour
- Being deliberately provocative or attention seeking
- Unusual quietness or excitability
- Physical signs such as raised voice, aggressive body language

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#### 4.4 CONTROL MEASURES

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When completing a risk assessment, managers should always question whether the identified risks can be adequately controlled when a person is working alone. Depending on the situation, two-person working may be required, or additional measures may be needed to provide the necessary support when the lone worker is involved in complex decision-making, problem-solving or conflict resolution.

Any control measures implemented must be effectively communicated to staff and monitored as to their effectiveness. [Appendix D](#) gives examples of control measures which may be implemented to control the hazards identified.

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#### 4.5 RISKS ASSESSMENT REVIEW

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The risk assessment should be subject to review by the relevant manager on an annual basis or if any changes or incidents occur.

## 5. PROCEDURES

The procedures contained in this policy are a minimum basis for managers to use when ensuring the safety of their staff when they are working alone. It is also the responsibility of lone workers to use the procedures for their own protection.

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#### 5.1 LONE VISITS OUTSIDE OF THE WORKPLACE

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Wherever possible, visits should be undertaken within normal working hours<sup>1</sup>. Lone visits must not be made to service users where there are any particular concerns about staff safety. These must be undertaken jointly with another member of staff and the procedure still followed as if a lone visit and a risk assessment should be completed.

Managers and staff should ensure that all communication tools, such as mobile phones, are in working order at all times. Communication must be in place so that the lone worker will be able to summon help in an emergency, or can be contacted by colleagues. It is essential that a lone worker knows what to do in an emergency.

Management is required to ensure that systems are devised which allow appropriate action to be taken should a lone worker require assistance or have not returned by the specified time.

As detailed in section '4.4 Risks Associated with Violence', lone workers must ensure that they are aware of the most up to date information regarding the service users prior to conducting the visit. Any risks identified must be discussed with the manager and if necessary control measures should be arranged.

Managers should adopt one of the procedures detailed in part a) and b) below, or ensure that an alternative robust procedure is in place and communicated to staff.

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<sup>1</sup> For the purpose of this policy, normal working hours are defined as 08:30 to 17:00, Monday - Friday

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### 5.1 a) Community Safety – Lone Worker Monitoring System

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The LBR Community Safety Team operates a Lone Working Monitoring System which individual teams and workers can sign up to for £2 per week, per worker. The system allows lone workers to register visits remotely using a telephone and by using a unique PIN. Lone workers are then required to Login at the start of the visit and Logout at the end of the visit, from a registered telephone number. Should the lone worker fail to either log in or log out, the Community Safety Team will attempt to contact the Lone Worker and confirm their status by using a safe word (provided by the lone worker). If the safe word is not used, indicating that the lone worker is in danger, the Community Safety Team will notify the police immediately. If contact with the lone worker is unsuccessful, the home contact (i.e. manager or supervisor of the lone worker), would be contacted for further instructions.

The system also operates a SOS Panic Line. Should the SOS panic line be called, Community Safety would call the police immediately and the home contact would be contacted also.

For further information, please contact [tony.dawkins@redbridge.gov.uk](mailto:tony.dawkins@redbridge.gov.uk) (Community Protection & Enforcement).

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### 5.1 b) Children's Services - Reporting In Procedure

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Unless arrangements have been made with Community Safety, the following 'Reporting in Procedure', or an alternative robust procedure, must be used on every occasion the lone worker is out of the office.

Step 1. Lone worker to provide in advance the following information to the designated home contact:

*The designated home contact should be someone within the team i.e. the team manager.*

*Someone should also hold this responsibility for visits outside of office hours.*

- Name of the client/venue.
- Address of the client/venue and route/means of travel.
- Telephone number of client/venue.
- Lone worker's mobile telephone number.
- Time of visit
- Expected time of visit completion and agreed time for lone worker to report in.
- Whether the lone worker will be returning to the office after the visit.
- Lone workers should ensure their manager has been provided with up to date contact details for their next of kin (i.e. the person they would like contacted should they fail to make contact).

Step 2. If the lone visit takes longer than anticipated, the lone worker should call the designated home contact to say that the visit has run over and give an expected completion time.

Step 3. If the lone worker has not contacted the office/ designated home contact or has not returned to the office at the agreed time, the designated home contact will attempt to contact the worker to confirm their status.

- When contact is made, the home contact should establish whether the lone worker is safe and whether they have left the meeting. If the home contact has not left the meeting, they should agree a later time to report in.
- If there is no response, the designated home contact will try again after 20 minutes on the worker's mobile number and on the client's or venue's phone number.

Step 4. If no contact is established and the whereabouts of the lone worker remain unknown, the designated home contact will contact the Head of Service, or in his or her absence, the member of staff providing cover, to discuss whether to inform the police. If appropriate, the Head of Service, or member of staff providing cover, should then contact the police.

Staff, who are informed that a lone worker has not made contact as expected by the agreed time, must follow the agreed escalation process. They must not take any action that would place themselves or another member of staff at risk or in danger.

Contact must be made through a telephone call and not by sending a text or leaving a voicemail.

Please see Appendix E for a flowchart which summarizes the Reporting in Procedure.

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## 5.2 IN AN EMERGENCY

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**If there appears to be any cause for concern and the lone worker is unable to call the police, they should attempt to call the office or designated home contact and raise the alarm by using the following code phrase selected for your service (if you're unsure which code phrase to use in your team please ask your manager).**

**Emergency Duty Team**

***"I left my computer on, please shut it down"***

**Learning and School Improvement Service:**

***"Please cancel my meeting with Pat Reynolds"***

**All other services:**

***"Please cancel my meeting with name of Chief Officer"***

**The home contact or officer taking the call will request police assistance by calling 999 and will also inform the (Met Police) Child Abuse and Investigations Team (CAIT) on 0208 345 3693.**

Lone workers should pre-dial the telephone number for the office or designated home contact before leaving for the visit. The phone number should then appear in the 'recents' list.

Lone workers will be made aware of this emergency procedure during their induction and by line managers. Please refer to Appendix F for the specific arrangements made by the Emergency Duty Team and Appendix G for a poster that can be adapted and displayed in the office reminding staff of the procedure.

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## 5.3 WORKING ALONE IN THE WORKPLACE

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No Children's Services building should allow members of the public into the building unless there are at least two members of staff on site.

Any member of staff planning to interview a client after normal working hours, or hold a meeting that may extend beyond normal working hours, must first check with their manager. If there is no alternative time for the interview to be held, there must be a member of staff on duty and adequate back up staff available.

Staff must notify the reception in their building if they intend to work later than normal working hours and all visitors must sign in and out at the reception desk. Reception staff are particularly vulnerable and additional measures should be in place locally to protect their safety.

Any member of staff, who needs to stay in a building on their own after normal working hours (after 5pm), must advise their manager of the reporting system they have put in place to ensure their own safety. This could be with a family member who will be aware of their whereabouts and has the appropriate contact numbers should they fail to return home.

Basic safety precautions should always be taken including, checking electronic systems to ensure that there are no alerts recorded in relation to the personal safety of staff, ensuring the interview takes place within easy access of a telephone and positioning yourself near the door. However, wherever possible, interviews should be carried out within normal working hours.

## 6. PERSONAL SAFETY TIPS

Reasonable precautions might include:

- Being aware of the premises to be visited and identifying who else may be resident, including animals, especially dogs.
- Checking directions for the destination.
- Ensuring someone knows where you are and when you're expected home.
- Avoiding where possible poorly lit or deserted areas.
- Taking care when entering or leaving empty building, especially at night.
- Ensuring that items such as laptops or mobile phones are carried discreetly.
- When entering a room, enter after the service user and sit nearest the door.
- Be aware of the environment:
  - Check our alarm systems and procedures, and the location of first aid supplies.
  - Make sure your car and mobile are in good working order.
  - If a potentially violent situation could occur, be aware of what might potentially be used as a weapon against you and of possible escape routes.

For more guidance, please refer to the Suzy Lamplugh Trust website which provides further advice.

<http://www.suzylamplugh.org/personal-safety/personal-safety-tips/>

## 7. INCIDENT REPORTING

Any accidents or incidents must be reported using an online Accident and Incident reporting form within 10 days. The online system is accessible through this [link](#).

A form should be completed for any accidents and/or incidents of physical assault, verbal abuse, anti-social, spiteful or threatening behaviour and any type of harassment to a Council employee, or someone working on their behalf, by a member of the public (if the incident is between employees then this is covered by the Harassment and Bullying Policy).

The online form should be completed fully by the manager in conjunction with the employee involved in the incident. Further information on the timescales and procedure for reporting category A – specified injuries, category B and category C – dangerous occurrences, can be found in the '[Accident and personal safety of staff reporting procedures](#)' document, available on the intranet.

## 8. RESTRICTIONS AND LIMITATIONS

If an employee has a medical condition which makes it unsafe for them to work in a solitary situation, they should advise their manager immediately. The manager should seek advice to evaluate any working restriction

that may be required and ensure that the workplace is suitable and any appropriate measures put in place. In some cases the medical condition may make it unacceptable for the person to work alone.

Consideration should be given to certain groups of people to whom lone working may pose particular risks:

- Women
- New and expectant mothers  
A risk assessment specific to new and expectant mothers must be completed. A sample template can be found at [Appendix B](#).
- Staff with a disability
- Young and inexperienced staff. If the person on placement is under 18 years of age, there is a legal requirement for a risk assessment, before a young person can begin work. For further guidance please refer to the [Guidelines on Work Experience Placements and Internships](#) policy on the intranet.

## 9. TRAINING

Conflict Resolution Training is provided as part of the HR Learning Events Programme, details of which can be found at the following link under Business Skills <http://intranet/home/human-resources/training/hr-training-courses-workshops/>.

If this does not meet any specific training need, contact should be made with the Workforce Development Team. Email [Workforcedevelopment@redbridge.gov.uk](mailto:Workforcedevelopment@redbridge.gov.uk), or call 020 8708 5258.

## 10. REVIEW

A review of this Policy document will be undertaken in September 2016 by the LBR Children's Services Management Team (CSMT), in conjunction with Children's Services Health and Safety Committee, and other stakeholders.

**APPENDIX A: RISK ASSESSMENT FORM**

<b>Assessors name:</b>	<b>Date of Assessment:</b>
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**ACTIVITY/ TASK:**

Hazards	Who may be harmed & How	Existing Controls	'R1'	Further Controls	'R2'	Actions by whom & when
Inability to call for help	<p>Employees who:</p> <ul style="list-style-type: none"> <li>▪ Work outside normal hours</li> <li>▪ Work separately from other</li> <li>▪ Work totally alone in a building</li> <li>▪ Work outside in the community</li> <li>▪ Visit people in their homes</li> </ul>	<ul style="list-style-type: none"> <li>▪ Avoid lone working</li> <li>▪ Security</li> <li>▪ Inform front desk or others when working alone</li> <li>▪ Provide all lone workers with mobile phones/ radios</li> <li>▪ Ensure mobile or other communication devices have fast dial set up and are fully charged</li> <li>▪ Emergency contact points</li> <li>▪ Frequent communication with lone worker</li> <li>▪ Inform other when you have finished task/work or going home</li> </ul>	M	<ul style="list-style-type: none"> <li>▪ Install panic alarms or provide panic alarms</li> <li>▪ Ensure alarm systems are serviced and maintained.</li> <li>▪ Remind them to inform of duration of the stay and expected return timings where possible.</li> <li>▪ Ensure they are familiar with the site, alarms, systems and emergency &amp; evacuation procedures.</li> <li>▪ Organise layout so staff are not too far away from each other or from a communicational device.</li> <li>▪ Improve system to give a number of methods to call for help.</li> </ul>	L	
Risk of violence	<p>Employees who:</p> <p>Deal with members of the public</p> <p>Work outside in the community</p>	<ul style="list-style-type: none"> <li>▪ Identify whether the client has a previous history of violence/aggression</li> <li>▪ Identify the need to visit with another member of staff</li> </ul>	H	<ul style="list-style-type: none"> <li>▪ Try to avoid lone working (where possible)</li> <li>▪ Consider protective screens (where applicable)</li> <li>▪ Do more advance check on clients, for example if they</li> </ul>	M	

		<ul style="list-style-type: none"> <li>▪ Security controls</li> <li>▪ Mobile phones</li> <li>▪ Provide training on dealing with violent/aggressive behaviour</li> </ul>		<ul style="list-style-type: none"> <li>▪ have moved from another borough</li> <li>▪ Try to schedule visits during the daylight.</li> <li>▪ Report any incidents of violence.</li> </ul>		
Not receiving assistance after accident/incident/violence.	Staff – first aid type injury	<ul style="list-style-type: none"> <li>▪ Access to telephone to summon help if unable to administer first aid to self.</li> <li>▪ Building to be secure with emergency exits maintained in case of fire</li> <li>▪ Reporting procedure in place to ensure staff working alone are checked on regularly (see lone working procedure)</li> <li>▪ Working at a height is not permitted unless a second person is in the vicinity</li> </ul>	M	<ul style="list-style-type: none"> <li>• Consider using a pager system or a lone worker alarm system for emergency</li> </ul>	L	
Unaware of who is working on site	Staff – violence/aggression from intruders	<ul style="list-style-type: none"> <li>▪ When working alone in isolation operate a signing in and out procedure.</li> <li>▪ Last 2 members of staff to leave together/only 1 member of staff to be alone if procedures in place</li> <li>▪ If working alone when the whole site is empty always report out at end of day to contact.</li> <li>▪ Exterior doors to be kept locked</li> </ul>	L			
Safe system of work - Control measures required to avoid or minimise risk						
1) <b>Before starting work:</b>						

- Sign/report in
- Pre-users checks carried out personal protective equipment and communication device (i.e. mobile phones, panic alarms, 2 way radios)
- Training on Violent and Aggressive Behaviour
- Look to install swipe cards, number code systems and name badges (in/out system)
- Permit to work system signed to begin work, where applicable
- First Aid Training
- First Aid box (fully stocked)
- Inform others when going off site.
- When visiting clients in own home, check to identify prior history of violence and who else may be at the house

**2) Safe working:**

- Report in during work, shift.
- Only carry out work deemed safe through risk assessment.

**3) Upon completion:**

- Sign / report out.
- Always leave site with another member of staff where possible.

<b>Reviewed by:</b>	<b>Signature:</b>	<b>Date:</b>
<b>Date communicated to staff:</b>		
Are the risks adequately controlled                      Yes / No		
(If <b>No</b> this activity <b>Must Not</b> take place. Contact Health & Safety for further advice 020 8708 3152)		
<b>If a new activity/equipment/any changes have been identified then Risk Assessment must be reviewed otherwise it should be reviewed annually.</b>		
<b>Next Review Date:</b>		

**R1: Risk rating with existing control measures in place.**  
**R2: Risk rating when any further control measures have been implemented**

**APPENDIX B: RISK ASSESSMENT FORM NEW AND EXPECTANT MOTHERS**

<b>Assessors Name:</b>		<b>Assessment carried out for:</b>	
<b>Date of Assessment:</b>	<b>Expected Due Date:</b>	<b>No. of Weeks Pregnant:</b>	

**ACTIVITY/ TASK: NEW AND EXPECTANT MOTHERS**

<b>Hazards</b>	<b>Who may be harmed &amp; how</b>	<b>Existing Controls</b>	<b>'R1'</b>	<b>Further Controls</b>	<b>'R2'</b>	<b>Actions by whom &amp; when</b>
Lone Working – off site	Pregnant staff.  Medical emergency.  Risk from Service Users	Access to mobile phone.  Lone working policy adhered to.  Reporting in procedure adhered to.	M	Staff to be made aware of establishments' lone working procedures.  Chaperone use to be considered for some activities.	L	
Lone Working – on site.	Pregnant staff.  Medical emergency.  Risk from Service Users.	Access to a mobile phone.  Lone Working Policy adhered to.  Reporting in procedure adhered to.	M	Re-visit Lone Working Policy and ensure it is up to date.  Chaperone use to be considered for some activities.		

Incident Handling	Exposure to Abuse/Threatening Behavior  Some service users are unpredictable and unexpected incidents occur that could endanger pregnant staff and unborn child.		L	Review caseload and re-allocate those cases where there is known or potential risk of violence or aggressive behavior by service users.  Where service users are not known, identify a chaperone to accompany lone worker.		
- Physical	Potential exposure to violent physical behavior which may physically harm pregnant staff.		M	Identify and reallocate cases where potential physical risk from parents is known.		
- Mental / Emotional Stress	Verbal threats from service users and aggressive situations may lead to mental trauma and stress.	Additional support has been provided.	L	Provide chaperone for lone visits where potential risk is known or for cases where the risk is unknown.  Regular 1-2-1 s to be carried out with pregnant staff.  Stress risk assessment to be carried out.		
Prolonged periods of standing/ working.	Fatigue	Pregnant staff to be advised to sit as much as possible, especially in the later stages of the pregnancy. Raised blood pressure must be reported to the manager and advice taken from GP.	L	Frequent rest breaks should be taken.	NS	

Infections passed on by Service Users	Risk to unborn child of contracting Chicken Pox, Measles, Whooping Cough, Mumps etc.	Enquiries made ahead of visits to Foster Carers, Children's Homes etc.	L	Check allocated cases. Do not attend visits where there is a known infection risk and arrange alternative cover.		
Diseases from animals.	Pregnant staff and unborn child could be at risk from diseases and infections carried by animals and their faeces.		L	Check allocated cases. Avoid cat litter trays etc. Avoid exposure to dogs and cats.		
Infectious diseases.	Illness	Pregnant staff to be advised to consult own GP if illnesses or diseases occur in work that may be threatening to pregnancy or unborn child. On advice from GP, staff to inform Head Teacher/Health & Safety Coordinator as to whether they should remain in office environment.	L			
Staff who have previously miscarried.		Manager should be made aware so that the member of staff can discuss any risks or issues to be addressed and modifications made accordingly.	L			
Missed pre-natal appointments or scans		All pregnant staff will be encouraged to attend pregnancy related appointments, regardless of work commitments.	L			
Premature labour		In the event of a pregnant member	L			

		<p>of staff going into premature labour, a member of staff must stay with the pregnant person whilst a first aider is sent for.</p> <p>The office will phone for an ambulance and contact the next of kin.</p> <p>The person in labour should be encouraged to sit, if unable to walk.</p> <p>Qualified first aider to accompany the person to hospital and stay until the next of kin arrives.</p>				
<p>Manual Handling:</p> <p>Lifting, pushing, pulling.</p> <p>Moving furniture, boxes, books.</p>	Personal injury	Any manual handling to be undertaken by other colleagues.	L		NS	
Educational visits		<p>From confirmation of pregnancy, staff member to advise service on willingness to accompany children on educational visits.</p> <p>No visits should be undertaken after 24th week of pregnancy.</p>	M	No pregnant member of staff to have overall responsibility for trip, or have group responsibility whilst on trips.		L
Extremes of weather	Nausea/fatigue	<p>Ensure the office is well heated/ventilated and is a comfortable working environment.</p> <p>In extreme weather conditions (heat wave, or icy conditions) must</p>	L			

		consult with Health & Safety for alternative arrangements to be made.				
Slip, trips, falls	Pregnant staff.  Personal injury and injury to unborn child.	Good housekeeping.  Gangways and floors are kept clear of obstacles.  Suitable cable management: by avoiding cable crossing open areas or gangways, if not possible using proprietary cable covers.  Pregnant staff to be vigilant when walking around.	L	Any pregnant member of staff who has suffered a fall of any kind will be immediately given first aid and, depending on the severity of the fall or any injury sustained, will be advised to seek medical attention as soon as possible. In the event of a serious injury, an ambulance will be called and the next of kin contacted. The person will be accompanied to hospital by a qualified first-aider.		
Use of computers	Musculoskeletal problems, fatigue	Display Screen Equipment (DSE) assessment carried out.	M	Frequent rest breaks should be taken.  Control measures from DSE assessment to be implemented.	L	
Safe system of work - Control measures required to avoid or minimise risk						
<p>1) <b>Before starting work:</b></p> <p>Inform management of any changes to medical conditions. Undertake checks. Seek support when needed. Check workstation is set up correctly.</p>						

<p><b>2) Safe working:</b>  Risk assessment to be carried out.  When using DSE for long periods ensure regular breaks in work activity.</p>
<p><b>3) Upon completion:</b>  Report any issues as they arise.</p>

<b>Reviewed by:</b>	<b>Signature:</b>	<b>Date:</b>
<b>Date communicated to staff:</b>		
Are the risks adequately controlled	Yes / No	
(If <b>No</b> this activity <b>Must Not</b> take place. Contact HR's Health & Safety Function for further advice 020 8708 3152)		
<b>If a new activity/equipment/any changes have been identified then Risk Assessment must be reviewed otherwise it should be reviewed annually.</b>		
<b>Next Review Date:</b>		

R1: Risk rating with existing control measures in place.  
R2: Risk rating when any further control measures have been implemented

**APPENDIX C:**

**RISK MATRIX - HOW TO ASSESS THE RISK**

**RISK = SEVERITY X LIKELIHOOD**

		Severity of Harm			
		Minor Injury (1)	Injury/ Illness (2)	Serious Illness (3)	Death (4)
Likelihood of Occurrence	Unlikely (1)	1	2	3	4
	Likely (2)	2	4	6	8
	Highly (3)	3	6	9	12
	Certain (4)	4	8	12	16

<b>Severity</b>	<b>Risk Rating</b> <i>Risk = Severity x Likelihood</i>	<b>Action Required</b>
Minor Injury	1-3 (Not Significant)	Controls adequate, monitor for change
Injury/ Illness (over 3 days)	4-6 (Low)	Review controls, take action if needed
Serious Illness	8-9 (Medium)	Controls inadequate. Action to be taken to reduce risk.
Death	12-16 (High)	Controls seriously flawed immediate action required. Consider halting activity/ process

## **APPENDIX D: EXAMPLES OF CONTROL MEASURES FOR LONE WORKING**

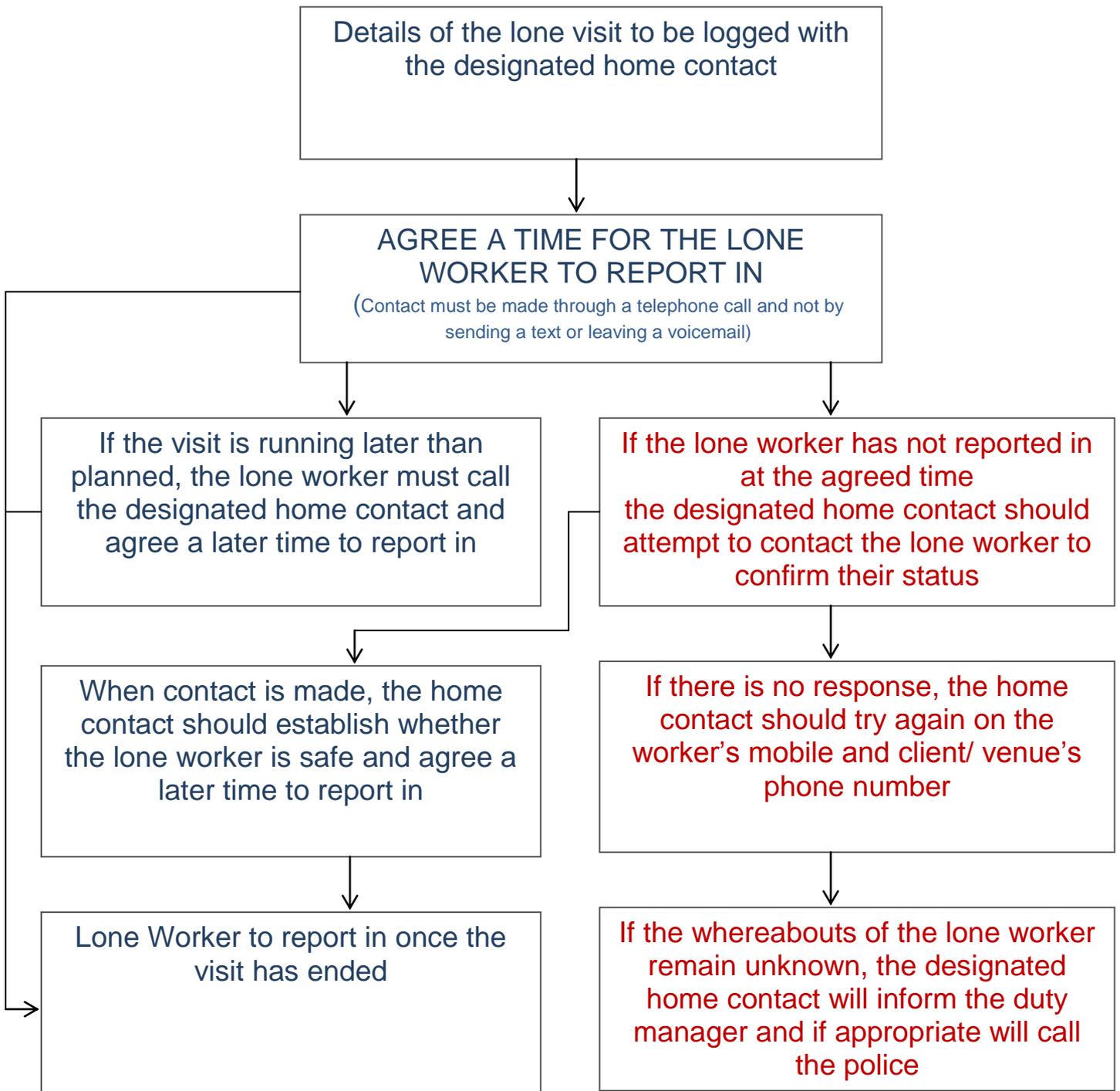
Any control measures implemented must be effectively communicated to staff and monitored as to their effectiveness. Lone working should be avoided if there is a risk of violence which cannot be adequately controlled. Depending on the situation, two-person working may be required, or additional measures may be needed to provide the necessary support when the lone worker is involved in complex decision-making, problem-solving or conflict resolution.

<b>Issue</b>	<b>Examples of possible control measures</b>
<b>Ensuring effective management and supervision</b>	<ul style="list-style-type: none"> <li>• Active supervision of all workers, remotely or indirectly as necessary</li> <li>• Effective risk management arrangements</li> <li>• Monitoring workers' activities and whereabouts as appropriate when away from base</li> <li>• Appropriate levels of support and assistance and prompt response</li> <li>• Site visits involving two people to locations, homes or people where services are to be delivered</li> <li>• Incident reporting systems and systems for reporting incidents away from base</li> <li>• Co-operating with host employers, employment agencies and contractors</li> <li>• Monitoring incident records and information provided by community safety officers regarding risks of violence</li> <li>• Including home workers and lone mobile workers in display screen equipment (DSE), manual handling, fire and COSHH assessments</li> <li>• Periodic site visits and workplace inspections</li> <li>• Consultation with lone workers and their representatives</li> <li>• Ensuring lone workers are included in staff meetings and communications, wherever they are based</li> </ul>
<b>Ensuring a safe system of work</b>	<ul style="list-style-type: none"> <li>• Extra precautions for lone workers carrying out hazardous activities, or specific controls on when, where and how those activities take place if working alone</li> <li>• Preventive measures to avoid manual handling injuries, such as equipment at outreach sites to enable lifting operations to be carried out by the lone worker</li> <li>• Effective communications systems for lone workers</li> <li>• Establish a phone in procedure</li> <li>• Introduce signing in/out logs to help track movements of staff and clients</li> <li>• Identify whether security devices are required i.e. mobile panic alarms to take to meetings rooms or panic alarm system for reception staff.</li> <li>• Checking for safety alerts on the client database and by speaking to other professionals involved with the individual or family.</li> </ul>
<b>Providing information, instruction, and training for workers and managers</b>	<ul style="list-style-type: none"> <li>• Develop a lone working policy</li> <li>• Permission for lone workers to remove themselves from situations they feel unsafe in due to threats of violence</li> <li>• Raising awareness of the risks to lone workers of stress-related illness and violence at work and what can be done to prevent them</li> <li>• Training in use of protective equipment or communication systems designed for lone workers' protection</li> </ul>

Issue	Examples of possible control measures
	<ul style="list-style-type: none"> <li>• Information about fire instructions and emergency procedures for lone workers away from base</li> <li>• Explicit instructions to all workers about prohibited lone working activities</li> </ul>
<p><b>Ensuring workplace health, safety and welfare</b></p>	<ul style="list-style-type: none"> <li>• Avoiding or minimising lone working in unoccupied premises</li> <li>• First aid and welfare provisions for all workers, including lone workers, accessible at all times</li> <li>• Including lone workers in fire drills, emergency procedures and fire risk assessments</li> <li>• Adequate security and monitoring arrangements for lone workers, including protective barriers and communications systems (with responders) if appropriate</li> </ul>
<p><b>Ensuring safety for remote working (off site, between sites, in the community)</b></p>	<ul style="list-style-type: none"> <li>• Effective supervision of lone workers through use of PPE, surveillance and communications systems, checks on lone workers' safe arrival/return, etc, if necessary</li> <li>• Effective personal safety plans and back-up systems for lone workers with named responders at all necessary times</li> <li>• Checks on sites, clients, locations and early warning systems to inform managers and lone workers of any known trouble spots and risks of violence, e.g. violent clients</li> </ul>
<p><b>Reducing risks of lone working time arrangements</b></p>	<ul style="list-style-type: none"> <li>• Avoiding the need for lone working at certain times</li> <li>• Adjusting start and finish times when working alone</li> <li>• Providing extra support, back-up and supervision for lone workers</li> <li>• Relocating the work to avoid it being done in isolation</li> <li>• Limiting or redistributing overtime and emergency duties, including on-call arrangements</li> <li>• Avoiding the need for lone working after hours in empty buildings</li> <li>• Avoiding lone working at hazardous times, e.g. late at night in places with public access or poor security</li> <li>• Adjusting working times and/or staffing levels or skill mix</li> <li>• Improving lighting and security at times of darkness and in remote areas</li> <li>• Ensuring safe access and exit at all times, including hours of darkness</li> </ul>

# LONE WORKING

## Reporting in Procedure



## **APPENDIX F: EMERGENCY DUTY TEAM LONE WORKING PROCEDURE**

### **4 Borough Children's EDT Lone Working Policy**

**This policy is in addition to the LBR Children's Services Lone Working Policy 2014 and sets out the unique requirements for all EDT staff. As such the procedures below either replace or are in addition to those contained within the main policy.**

#### **5.1 Lone visits outside of the workplace**

**Where there are concerns about staff safety visits must be undertaken jointly with another member of staff or a Police Officer.**

#### **Employee Reporting in Procedure**

**The designated home contact should be the EDT SW on duty in the other team. If they are not available, then the On Call Manager becomes the designated home contact. If both EDT SW's make a visit, then the On Call Manager becomes the designated home contact for both workers.**

**Prior to leaving to attend the visit the SW should provide an address where they are going, how long they are expected to be at the visit and a brief synopsis of the reason for the visit.**

**If no contact is established at the end of the visit as expected, the designated home contact will phone the worker to establish that they are safe. If there is no response the designated home contact will escalate the matter to the next senior manager on call to discuss the action to be taken.**

#### **In an Emergency**

**If there is any cause for concern and the lone worker is unable to call the Police, they should attempt to call the designated home contact with the message " I left my computer on, please shut it down". The designated home contact will then contact the Police.**



# **LONE WORKERS IN AN EMERGENCY**

Call the office and use the phrase:

***“ENTER CODE PHRASE  
HERE”***

## **A member of staff will call 999**

The member of staff taking the call should also alert CAIT (Child Assessment Investigation Team) on 0208 345 3693.

Make sure your visit and service user details are logged before you leave the office.