Lone Working Policy

1. Introduction

The Health & Safety at Work Act 1974 requires that employers have a duty to ensure the safety and welfare of their employees ('so far as reasonably practicable').

The Health and Safety Executive (HSE) define a lone worker as someone who "works by themselves without close or direct supervision".

This Guidance is intended to help minimize the risks that lone workers face and enable appropriate measures to be put in place to improve their safety whilst working on their own. The Guidance is designed to alert staff to the risks presented by lone working, to identify the responsibilities each person has and to describe procedures which will minimise such risks. It is designed to give staff a framework for managing potentially risky situations.

2. Violence and Abuse

All Adopt North East Staff have the right to be treated with consideration, dignity and respect. Adopt North East will not tolerate any instances of work-related violence, including verbal, racist, threatening, intimidating, bullying behaviours, assaulted or abuse. Staff must immediately report incidents of violence, harassment or intimidation to their Line Manager and to the Police.

3. Staff responsibilities for their Personal Safety and Care

Details about you

- Staff should ensure that their Line Manager has contact telephone numbers, including:
    - Your current personal mobile number
    - Your home number
    - A number for your next of kin or the people you live with, if applicable.
- Staff should ensure that their Line Manager has their car details
    - Make
    - Model
    - Colour
    - Registration number.
- Staff should ensure that their Line Manager is aware of any health issues that may affect you whilst lone working

Using Supervision Effectively

- During supervision meetings, staff should ensure that any issues related to lone working and safeguarding are raised, any risk assessments reviewed and issues of concern discussed, including training issues or requests for further support.

Assessing the Risk Prior to Lone Working

- Staff members should check records to ascertain the type of client you are about to visit and decide what, if any, safety precautions may be required
- Where there is any recorded risk or it becomes apparent that the visit may include an element of potential risk, staff members should avoid working alone and where possible double up for the visit with a colleague
- Where there is any recorded risk or it becomes apparent that the visit may include an element of potential risk, an assessment of the risks involved should be made in conjunction with the Line Manager.

Details of the Lone Working Arrangement

- Staff should inform their Line Manager or other identified person when they will be working alone, giving accurate details of their location
- Staff should ensure that their appointments / whereabouts are known and are recorded before leaving the office by keeping schedules/diaries up-to-date, using wipe boards etc or communicating by e-mails their arrangements.
- Staff should make their Line Manager aware whenever they deviate from the details of their planned work
- If for any reason staff are to be delayed, they must inform their Line Manager.

Use of a Mobile Phone

- Staff working away from the office should ensure that they have access to a mobile phone at all times;
- Staff are responsible for checking that the mobile phone is charged, and in working order prior to lone working
- Where it is known or anticipated that there will be no mobile coverage at the location of the lone working, lone working should not take place

Use of a Personal Attack Alarm

- Staff may use their discretion about whether they should carry a personal attack alarm.

Reasonable Precautions

- Staff should take all reasonable precautions to ensure their own safety, as they would in any other circumstances.
- Staff should minimising the risk to themselves by not doing anything that puts them in danger. If they are unsure or have a sense of danger, they should not proceed with the lone working task

Informing when the lone working task is completed

- Staff must make arrangements to confirm all is well at the conclusion of a lone working task. This includes occasions when a staff member expects to go home following an external commitment rather than returning to their base.

Reporting

- Staff must immediately report an incident to their Line Manager and, where appropriate, to the Police

4. Managers' responsibilities for staff Personal Safety and Care

Familiarity with Guidance and procedures

- Managers are responsible for ensuring all staff within their teams are familiar with the procedures for reducing the risks associated with lone working
- Organising sufficient mentoring arrangements for new or inexperienced staff

Identifying risks associated with Lone Working

- Managers are responsible for ensuring appropriate risk assessments are undertaken and control measures are introduced where possible to reduce the risks

Support and Training

- Managers are responsible for providing staff with the necessary information, instruction and training relating to Lone Working

Responding to Incidents

- If a member of staff does not report in as expected, their Line Manager should put into operation the agreed response plan, for example initially to check on the situation and then to respond as appropriate using emergency contact information, if necessary.
- Managers are responsible for recording and investigating all incidents of violence directed towards staff, and taking any remedial action that may be required
- Managers are responsible for providing emotional welfare and support mechanisms in the event of an incident for staff.

5. Where to find more help and advice

The Health and Safety Executive is responsible for the regulation of almost all the risks to health and safety arising from work activity in Britain. **www.hse.gov.uk**

Victim Support is an independent charity which helps people cope with the effects of crime. UK Victim Support line: 0808 1689 111 E-mail: **supportline@victimsupport.org.uk   www.victimsupport.org.uk**

The Samaritans are available 24 hours a day to provide confidential emotional support for people who are experiencing feelings of distress or despair. Tel: 116 123 (UK) E-mail **jo@samaritans.org   www.samaritans.org.uk**

Crimestoppers, if you need to report a crime you can do so anonymously. Tel: 0800 555 111 **www.crimestoppers-uk.org**

Suzy Lamplugh Trust delivers training and seminars on many different workplace safety issues and has a number of other resources you may find useful. Call on 020 7091 0014 for further information.   **www.suzylamplugh.org**