

Leicestershire County Council

Operational Policy & Guidance Lone Working

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1.0 Introduction

- 1.1 This Guidance has been designed as a source of advice for the managers of lone workers within the County Council. The guidance aims to be as comprehensive as is practicable and is supported and underpinned by your Service's local arrangements, which will provide the detailed guidance for lone workers within that Section based on appropriate and up-to-date risk assessments. Whilst it is the legal responsibility of senior managers to provide safe systems of work, individuals have a responsibility to follow safe working practices, both within the office environment and outside of it.
- 1.2 Your Line Manager and Health, Safety and Wellbeing Advisor are available to provide further advice and guidance in relation to the Lone Working Guidance if required.

2.0 Responsibilities

- 2.1 In LCC responsibilities for lone working is delegated through a hierarchy to appropriate managers as described below:
 - The Chief Executive has the ultimate responsibility within the County Council for ensuring compliance with the Health and Safety at Work etc Act 1974 and with the enforcement of the County Council's Health and Safety Policy.
 - Senior Managers are responsible for ensuring risk assessments are undertaken, that local policies, procedures and safe systems of work are introduced, training is made available, health and safety training records are maintained, and ensuring statutory compliance with health and safety legislation.
 - Line managers will establish and supervise safe systems of work to ensure compliance with safety rules, provide and ensure that employees have received appropriate training, and ensure that other policies and procedures are followed.
 - All employees are required to comply with the Council's Risk Management policies and attend training as required. They should use all safety equipment at the appropriate time and in the appropriate manner. They should also report unsafe activities or faulty equipment to their line manager and report all adverse incidents or near misses immediately.
- 2.2 It is important to note that lone workers should not be at more significant risk than other employees. This may require extra control measures. Precautions should take account of normal work and foreseeable emergencies.
- 2.3 Managers must ensure that they have put into place the following systems to ensure that lone working is identified and risk assessed:

- Who will be responsible for identifying all possible lone working situations (name the person)?
- Which competent person(s) will carry out the risk assessment (name the person)?
- Who will review the risk assessment (name the person)?
- Who will be responsible for monitoring the lone working system to ensure it is working (name the person)?
- Who will co-ordinate any lone working “buddy system” or other system introduced (name the person)?
- Who will deliver any training identified (identify the trainers)?
- Who will implement any emergency procedures when necessary (name the person(s) involved)?

2.4 See [Appendix 1](#) for a Manager’s Checklist – Lone Working

3.0 Definition of a Lone Worker

3.1 Lone workers are defined by the Health and Safety Executive (HSE) as “those employees who work by themselves without close or direct supervision”.

3.2 All persons falling into this category must have a risk assessment carried out for the time they are working alone, whether a short period or the majority of the time. For example;

- Staff attending late meetings (e.g. Community Forums)
- Working in a building in isolation
- Solicitors attending Court
- Working from home (see [home working policy](#))
- Staffing of “Leicestershire Rural Partnership” business advice trailer
- Attending Courses
- Driving to meetings, etc.
- Social Workers undertaking home visits
- Home Care Assistants

4.0 Risk Assessments

4.1 The key to maximising Health and Safety wherever lone working is being considered is the performance of a suitable and sufficient risk assessment.

4.2 The risk assessment should address three main features:

- a) Whether the work can be done safely by lone workers.

- b) What arrangements are needed to ensure, so far as is reasonably practicable, that lone workers are not exposed to significantly more risks than employees who work together.
 - c) Decide the level of additional controls including training that will be required for persons working alone including the training for line managers.
- 4.3 Risk Assessments will be carried out and must be read, approved and signed by the appropriated line managers.
- 4.4 The risk assessment should be about identifying who is at risk and from what? Deciding if the current control measures for lone working are adequate or if more needs to be done to ensure that the person is not at a greater risk than any other employee. If they are, the employer has a responsibility to eliminate or reduce that risk as far as reasonably practicable.
- 4.5 It is important to note that, where a training need is identified in a risk assessment, then that suitable training that reflects the needs identified must be delivered and is **mandatory**.

5.0 Risk Control methods

There are a variety of means to alleviate or control risk. These include means of monitoring the lone worker and providing suitable training.

5.1 Training and information

Suitable and additional training will be required for lone workers, which can bring about:

- A reduction in the number of possible incidents;
- A reduction in the seriousness of incidents;
- An improved response to incidents;
- An improvement in staff morale.

Training is particularly important where there is limited supervision to control, guide and help in situations of uncertainty. Training may be vital to avoid panic reactions in unusual situations.

Training programmes for lone workers may cover the following areas:

- The lone working guidance, including individual responsibilities.
- The risk assessment in relation to lone working.
- The prevention and control of risks to lone workers.
- The lone working procedures.
- Personal attack alarms or other equipment used to raise the alarm.

- Understanding violence and aggression.
- Any lone working requirements of a job should be explained during the induction procedure
- Assessing and preventing danger and taking precautions.
- The post incident action: reporting, investigation, counselling and other follow-up.

Contact Nominations@leics.gov.uk to book staff on lone working training.

All training delivered to an employee, including lone working training, should be recorded on their training record and should take place during the induction period for new starters who it is known will be expected to undertake lone working or, for other members of staff, before any lone working tasks are undertaken (see [Appendix 5](#) for a Personal Safety Induction Checklist). Also appended is [Appendix 6](#) which details how members of staff, who feel the need or may be particularly vulnerable, may remove their address details from publicly accessible websites and directories.

5.2 Monitoring methods (traceability)

- Supervisors periodically visiting and observing lone workers.
- A “buddy system”.
- Regular contact between the lone worker and supervisor (if depending on mobile telephones ensures that the areas have good reception).
- If longer periods of no supervision are involved, a regular ‘reporting back’ procedure should be put into place.
- Automatic warning devices which operate if specific signals are not received from the lone worker.
- Checks that a lone worker has returned to their base or home on completion of a task.
- GPS mobile phone tracker alert systems, LCC uses this system
<http://www.sitexorbis.com/product-services/monitor/lone-worker-protection/>

One example of good practice for lone working is to use a booking in/out system or wipe-off board at base, which is updated and checked regularly as plans change, to enable staff to be easily traced. Please see [Appendix 7](#) for an Out of Hours Contact Information Form and [Appendix 8](#) for an example Booking In/Out Sheet.

If such a method is adopted, the following factors should be considered:

- This must be completed by all lone workers leaving the department for whatever reason. Any alterations during the course of the time away, must be notified to the office.
- Wherever the estimated time of return is exceeded or if the staff member goes directly home after a visit/meeting, the Line Manager or a colleague should be contacted to up-date the system.

- Emergency personal contact details should be shared with all necessary persons on a 'confidential' basis. Staff partner/family should be provided with their manager's contact details.
- Report failures of the procedures/system.

An alternative process for less regular lone working practices would be the use of a 'Buddy System', where staff pair up and contact each other at pre-arranged times. A process of escalation should a call be missed needs to be established which will involve contacting a senior manager at the appropriate stage (see [Appendix 9](#) on the operation of a buddy system).

Whatever system is adopted, procedures should be rehearsed and tested and all members of staff should be aware of the procedures and their responsibilities under them. This includes escalation procedures should a member of staff be un-contactable or missing/late back. Where a risk assessment establishes a need, managers can obtain GPS navigation phones for staff to use, which can enable immediate traceability (mobile will need to be set up + additional monthly cost).

6.0 Post-incident Reporting

- 6.1 The most sophisticated policies and guidance cannot guarantee that nothing will go wrong.
- 6.2 All incidents, accidents, near misses, etc must be reported here [Accident Reporting System](#). This includes recording the details of any vehicle related incident that occurs whilst travelling to a business meeting.
- 6.3 Since it is impossible to guarantee safety, post incident support will be available to anyone who does become a victim of violence. Such services ensure the organisation is able to respond in terms of providing support, practical help and access to sources of specialist help if required.
- 6.4 Research has shown that most people who have been subjected to violence feel the need to talk through their experience as soon as possible after the event, preferably within 24 hours. Debriefing will be offered within your section. Note; if the violence is serious or significant, the Police may want to interview the employee first. Further sources of guidance and support, including counselling can be requested from the Voluntary Support Group in Human Resources and the LCC Wellbeing Service. (http://intranet/employee_welfare_service.htm).

7.0 Travelling advice for lone workers and their managers

- 7.1 Lone workers should provide their line managers with contact details, a brief explanation of the work they will be doing and the schedule they will be following when away from base or working out of hours.
- 7.2 Duty managers with responsibility for lone workers should ensure that their mobile phones are switched on and that they are available. They should also have available a list of home contact and emergency numbers in the event that concern is raised regarding a significantly delayed contact.
- 7.3 Duty/Line managers have responsibility for following up incidents where lone workers appear to be delayed.
- 7.4 Lone workers should familiarise themselves with any routes they will be taking. Having planned your route in advance, you should ensure that estimated times of arrival/departure/return/etc are recorded at the office base.
- 7.5 If visiting another agency or institution, requests should be made for travel routes and safe parking locations.

7.6 Driving

- Ensure the vehicle being used has sufficient fuel and is well maintained.
- Try to avoid working under undue stress or deadlines that may affect concentration with driving or the ability to deal calmly with problems that arise.
- Drive defensively to avoid the risk of causing road rage.
- If someone is showing signs of aggression, go to a location where people are about, e.g. a petrol station.
- If it is necessary to conceal anything while at a visit or location, do so **before setting off**, so that it is not apparent that things are being hidden when parking up.
- Leave nothing visible.
- The door to the car should be locked.
- Park as near as possible to the address/venue being visited and in a position so as to be able to drive off straight away: if possible, reverse into the position.
- Go in daylight, where possible. If it is necessary to visit at night, park under streetlights.
- Have your car keys ready as you approach your vehicle and, if possible, carry a pocket torch.

Further information on can be found in the LCC Vehicle Driver Policy: http://intranet/driver_and_vehicle_safety_policy This contains a Vehicle and Driver Generic Risk Assessment.

7.7 By Foot

- Don't 'switch off the world' by wearing a personal stereo.

- 'Dress' appropriately to where you are going.
- Keep to busy, well-lit roads.
- Avoid short-cuts, unless they are known to be as safe as the longer route.
- Walk facing the oncoming traffic to avoid kerb crawlers. If it is necessary to walk in the same direction as the traffic and a driver stops, simply turn and walk the other way.
- Stay aware of the nearest place of safety, such as shops.
- Avoid, as far as possible, waste ground, isolated pathways and subways, especially at night.
- Walking in a confident and positive manner has been shown to reduce the likelihood of becoming a victim.

Please remember that the guidance in this document is intended for all staff in the council and if you find that lone working will form part of your job, you should discuss with your manager whether the necessary risk assessment has been carried out and the resultant control methods that you will be using.

Above all, you have responsibility for your own safety and should not proceed with any visit, journey or action that you do not feel comfortable and safe with. In the first instance you should discuss your concerns with your line manager but you may also wish to discuss matters with your departments' Health, Safety and Wellbeing Advisor.

Appendix 1

Manager's Checklist – Lone Working

The list below identifies key actions to be considered when involved with controlling the Health and Safety Risks arising from lone working.

1. Identify any lone working activities that your employees will undertake.
2. Ensure Risk Assessments of these lone working activities are carried out and regularly reviewed.
3. Identify from the Risk Assessments any activities that cannot safely be carried out by a lone worker.
4. Identify any additional control measures that may be required and implement them.
5. Develop a written lone working procedure and communicate it to employees, ensuring they are all satisfied that the safety measures and procedures are sufficient to give them the confidence to carry out their jobs.
6. Ensure all new employees who will be lone working receive personal safety induction information to identify additional support or training needs (see [Appendix 5](#)).
7. Ensure all staff understands that their own safety must be a priority and that they should leave a situation in which they do not feel safe.
8. Staff and managers of each service area should undertake to develop their own Safe Working Practices for their work environment and working arrangements.
9. Testing, monitoring and review of procedures/incidents.

Appendix 2

Risk Assessment Checklist

The following checklist can be used in order to assist when completing the risk assessment proforma.

Activity

1. Describe the lone working tasks/activities that the employees will undertake.

Hazards

2. Consider the foreseeable hazards involved, e.g. violence, physical & verbal, psychological, falls from height, manual handling, etc.
3. Are all employees who will carry out lone working tasks/activities medically fit to work alone? (If NO, discuss with the employee concerned and record separately (for confidential reasons) any adjustments that may be required.)

Control Measures

4. What specific or additional information or training do lone workers receive (provision of written lone working procedure as a minimum),
5. What tasks are prohibited during lone working (e.g. working at height, home visits to persons with known history of violence, etc).
6. What arrangements are in place for supervising lone workers (e.g. occasional call back to manager, etc).
7. What arrangements are in place for emergencies (e.g. lone worker fails to return from visit or lone worker attacked).

Verification

8. Ensure that the risk assessment is signed and dated by the manager, to verify that they are aware of any issues contained therein.
9. Agree a date for the review of the risk assessment.
10. Ensure that the completed risk assessment and information is shared with the employees who will be lone working.

See here for more details on the risk assessment procedure [Risk Assessment Procedure](#)

Example risk assessment form

Activities covered by this assessment:			
Site Address/Location:		Department/Service/Team:	
Note: A person specific assessment must be carried out for young persons, disabled staff and new and expectant mothers conducting this activity.			

Hazard (Something with a potential to cause harm)	Who Might be Harmed & How?	Existing Controls	Initial Risk Rating (SxL)			Further Controls Required (Consider Control Hierarchy)	Final Risk Rating (SxL)			Action Required		
			Severity	Likelihood	Risk rating		Severity	Likelihood	Risk rating	Who: (Initial)	Date By: (--/--/--)	Done? ✓/✗

During this activity, what could go wrong resulting in an emergency situation?	
How could this emergency situation be prevented / controlled?	
Who should respond to a potential emergency situation and how? Have staff been trained to respond to this emergency situation?	
Could any non-routine changes affect the safety arrangements in place for this activity? (Weather, People, etc.) What can be done?	

Risk Assessor(s) Name(s):		Risk Assessor(s) Signature(s):				
Authorised By:		Authoriser Signature:				
Date Conducted:		Date Review Required:		Date of Last Review:		Initial
		Date of Review:		Date of Next Review:		
		Date of Review:		Date of Next Review:		
		Date of Review:		Date of Next Review:		

Potential Severity of Harm	High Death, paralysis, long term serious ill health.	Medium	High	High
	Medium An injury requiring further medical assistance or is a RIDDOR incident.	Low	Medium	High
	Low Minor injuries not resulting in any first aid or absence from work.	Low	Low	Medium
		Low The event is unlikely to happen.	Medium It is fairly likely it will happen.	High It is likely to happen.
Likelihood of Harm Occurring				

Risk Rating Definitions	
Low	This is an acceptable level of risk. No further controls are required as the risk rating cannot be reduced any further. However, it is advised that continual monitoring occurs in order to ensure that no changes / deviation of control measures occur.
Medium	It is advised that further controls are implemented to reduce the risk rating to as low a level as possible. If the risk cannot be reduced to lower than a medium, then on site monitoring should occur to ensure that all stipulated controls are being adhered to.
High	This is an unacceptable risk rating. Urgent interim controls should be implemented to reduce the risk so far as is reasonably practicable. If the risk rating cannot be reduced to lower than a High, then a documented safe system of work should be implemented to control the activity. It may be necessary to seek further professional advice. Serious consideration should be given to the validity of carrying out the activity at all. Monitoring of the activity should occur.

Activities covered by this assessment:	Lone Working		
Site Address/Location:		Department/Service/Team:	
Note: A person specific assessment must be carried out for young persons, disabled staff and new and expectant mothers conducting this activity.			

Hazard (Something with a potential to cause harm)	Who Might be Harmed & How?	Existing Controls	Initial Risk Rating (SxL)			Further Controls Required (Consider Control Hierarchy)	Final Risk Rating (SxL)			Action Required		
			Severity	Likelihood	Risk rating		Severity	Likelihood	Risk rating	Who: (Initial)	Date By: (--/--/--)	Done? ✓/✗
Isolated Location	Staff may be injured as a result an accident, injury, threat to personal safety, delayed assistance in emergency	Lone working restricted to times when problems are less likely, with at least two persons present in the building at vulnerable times (e.g. between 7 and 8:30 am & 5 and 7: 30 pm). Arrangements in place for regular contact between the lone worker and another member of staff. Signing in and work location system that is monitored;	H	L	M							
Staff Medical Conditions, Disabilities, pregnancy.	Staff may be injured as a result an accident, injury, threat to personal safety, delayed assistance in emergency	Pregnant women and those with a medical condition/disability which could lead to an emergency are considered as high risk and specific risk assessments are undertaken if required to work alone. Health clearance for working alone is requested via the OHU provider for employees, who have a medical condition for which any foreseeable emergencies that may impose an additional physical or mental burden cannot be managed safely. An end of shift reporting procedure is set up for employees who live alone. Adequate first-aid facilities available at all times (the minimum requirement is to have an Appointed Person).	H	L	M							

<p>Manual Handling, Plant or equipment, Work at Height , COSHH</p>	<p>Staff may be injured as a result an accident, injury or delayed assistance in emergency</p>	<p>Lone workers trained in safe handling and use of all plant and equipment used during lone working and given adequate information about risks involved with a task and the precautions to be taken e.g. PPE required. Lone workers are given suitable training to allow them to deal with any foreseeable emergencies. Any task identified as hazardous is not to be undertaken out-side of normal operating hours</p>	<p>M</p>	<p>L</p>	<p>L</p>								
<p>Premises & Grounds Security</p>	<p>Staff may be injured as a result an accident, injury, threat to personal safety, delayed assistance in emergency</p>	<p>The premises are locked (but exit from inside is possible in case of emergency) when school is closed and staff work alone. Use systems for raising the alarm in the event of an unexplained absence or emergency Lone worker completes whereabouts boards, desk diaries etc which show their expected locations if working away from normal base Lone worker keeps in regular contact with supervisor or colleagues as instructed Lone worker uses 'end of work' reporting systems to indicate that they have returned safely, e.g. signing out books, Increased security with the use of CCTV, secure access & egress, Increased lighting at final exit doors Cars/motorbike or cycles positioned as close to final exit as possible A security company act as the first key holders and attend 'out of hours' call outs. (e.g. LCC Key holder Service) so site supervisor need only attend if required and accompanied by a security officer.</p>	<p>M</p>	<p>L</p>	<p>L</p>								
<p>Personal Attack / Verbal Aggression</p>	<p>Staff may be injured as a result an accident, injury, threat to personal safety, delayed assistance in emergency</p>	<p>Private meetings with members of the public / people they support do not take place unless someone else is on site and knows about the meeting. Lone workers carry mobile phone to call for help. Before entering the grounds, the lone</p>	<p>H</p>	<p>L</p>	<p>M</p>								

		<p>worker notifies someone of the situation, and their intention to investigate. If a break-in has occurred, the lone worker will not attempt to enter the premises until the police arrive. If confronted by intruder(s) before the police arrive, the lone worker will not attempt to tackle or restrain them.</p> <p>Restraining of intruders should be left to the police who are trained in dealing with such situations.</p> <p>If the lone worker feels a situation is getting out of control, they will try not to freeze, keep moving, listening and talking to the person. They can often use the 'talk and walk' technique to either escape or walk the person to a populated work area, where it is safer.</p> <p>The lone worker will summon help from a colleague or supervisor if necessary.</p> <p>Staff are issued with personal alarms for use on site and when going home in the dark</p> <p>HSE guidance on dealing with violence is followed when dealing with colleagues, people they support, visitors, intruders etc.</p>										
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During this activity, what could go wrong resulting in an emergency situation?	
How could this emergency situation be prevented / controlled?	
Who should respond to a potential emergency situation and how? Have staff been trained to respond to this emergency situation?	
Could any non-routine changes affect the safety arrangements in place for this activity? (Weather, People, etc.) What can be done?	

Risk Assessor(s) Name(s):		Risk Assessor(s) Signature(s):				
Authorised By:		Authoriser Signature:				
Date Conducted:		Date Review Required:		Date of Last Review:		Initial
		Date of Review:		Date of Next Review:		
		Date of Review:		Date of Next Review:		
		Date of Review:		Date of Next Review:		

Potential Severity of Harm	High Death, paralysis, long term serious ill health.	Medium	High	High
	Medium An injury requiring further medical assistance or is a RIDDOR incident.	Low	Medium	High
	Low Minor injuries not resulting in any first aid or absence from work.	Low	Low	Medium
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Likelihood of Harm Occurring				

Risk Rating Definitions	
Low	This is an acceptable level of risk. No further controls are required as the risk rating cannot be reduced any further. However, it is advised that continual monitoring occurs in order to ensure that no changes / deviation of control measures occur.
Medium	It is advised that further controls are implemented to reduce the risk rating to as low a level as possible. If the risk cannot be reduced to lower than a medium, then on site monitoring should occur to ensure that all stipulated controls are being adhered to.
High	This is an unacceptable risk rating. Urgent interim controls should be implemented to reduce the risk so far as is reasonably practicable. If the risk rating cannot be reduced to lower than a High, then a documented safe system of work should be implemented to control the activity. It may be necessary to seek further professional advice. Serious consideration should be given to the validity of carrying out the activity at all. Monitoring of the activity should occur.

Appendix 3

Guidance on carrying out Lone Worker Risk Assessments

Hazards

You need to identify the hazards specific to:

- The process of work: these may include work on electrical systems, with hazardous substances, in the community, interaction with persons with a known/unknown history of violent or aggressive behaviour,
- The equipment used during the work process: these may include manual handling, use of electrical equipment outside of the office, vehicles.
- The workplace: these may include remote areas, outside areas and the need to consider access requirements, transport and parking arrangements, etc.
- The individual: hazards specific to the individual which may create a particular risk for the lone worker. These may include medical conditions, disabilities (physical and mental), expectant mothers, gender, age, inexperience, etc. Access to adequate rest, hygiene, refreshments, welfare facilities, first aid, etc.

In addition, the following must also be considered:

- Work pattern: how the lone worker's work pattern relates to those of other workers, in both time and geography.
- Supervision: level of which is dependent on the level of risk the lone worker is exposed to and the competence/experience of the staff members to be able to identify and handle safety issues. New employees, or those undergoing training, may need to be accompanied for a period of time.
- The level of training and instruction that staff have received. Training needs should be identified in the risk assessment. **Where a training need has been identified in a risk assessment then that training is mandatory and must be delivered.**

The best lone working risk assessments are short, to the point and easily followed.

The risk assessment should follow these five stages:

Stage One: Identification of Hazards

Risk assessment stage one should relate to the following elements involved in the lone working task:

- The level of supervision in place or required, e.g. by regular visits to the lone worker, communication by telephone by the lone worker and/or the supervisor, additional person present (no longer lone working) etc.
- The welfare facilities required, e.g. first aid, toilet facilities, fire precautions, etc.

- The length of time and frequency that lone working is required, e.g. one hour, one day, every day, etc.
- The level of risk of violence to the lone worker, e.g. low, medium or high.
- Any additional training that will be required for the lone worker and their supervisor(s).

Stage Two The risks of lone working

For lone working, as for other work situations, there are degrees of risk. Some of the things to consider when examining possible risks to staff are:

- Does anyone know where they are working?
- Do they work at, or from, home?
- If they change their plans, do they inform you?
- Do they check or vet people they are going to meet alone?
- Can they be contacted?
- Is there a check in system and do they use it?
- Do they think about where they park, is it safe?
- Do they use the quickest route or the safest?
- Do they carry money or valuables?
- Do they carry an alarm and do they know how to use it?
- Is it safe for them to use a particular item of equipment or machinery alone?
- Are they sufficiently competent to use the equipment alone?
- Has their induction procedure covered this area of working?
- Are they currently medically fit to work alone?
- Are they under the age of eighteen?
- Do they have access to a first aid box?
- Do they have facilities for refreshment or to rest?
- Do they use dangerous substances?
- Do they have safe access and egress to a work area?
- Are the methods of working safe for lone workers?
- Is there the potential for acts of violence to the lone worker?

Stage Three The control measures for lone workers

Once the hazards and their corresponding risks have been identified and analysed, it is then necessary to decide how they can be:

- Eliminated (preferred)
- Avoided
- Reduced
- Made less costly.

Stage Four Record your findings

The significant findings of the lone working risk assessment must be recorded including any training requirements. All risk assessments must be brought to the attention of all employees affected by the assessment.

A lone working proforma has been developed to record lone working risk assessments on (see [Appendix 2](#)).

Stage Five Regularly review risk assessments

Assessments must be reviewed regularly: where there are any significant changes in the activities being risk assessed, these changes must be brought to the attention of those they affect immediately.

Appendix 4

Matrix for potential violence or aggression

This matrix is meant to assist in carrying out risk assessments where threats have been made to workers. It is not intended to be a checklist but rather to indicate what information is required to produce a clear picture of the level of risk in a given situation and to determine the appropriate response.

Risk	Low	Medium	High
Frequency of threat	- first visit.	- previous incidents affecting others. - existing current threat involving worker.	- several previous incidents. - previous threats. - further threats.
Focus of threat	- property rather than the worker. - verbal abuse rather than threat.	- property of worker. - threat to person.	- property of worker. - threat to more than one person. - threat to family of worker. - threat to kill/assault worker.
Level of violence	- 1 or none convictions for violence. - history of aggression towards partners. - (depends on the nature of the conviction)	- convictions for violence. - anger management problems. - little respect or trust to authority. - history of aggression towards partners.	- convictions for violence. - use of weapons. - failure to comply with sanctions. - history of aggression towards partners/children.
OTHER FACTORS Environmental	- alcohol. - mental health problems. - misuse of substances.	- alcohol. - mental health problems. - misuse of substances.	- alcohol. - mental health problems. - misuse of substances.

Staff Involvement	- office based. - visits with co-worker.	- visits regularly with colleague. - visits regularly alone.	- visits regularly with colleague. - challenging content to work.
Time of Day	- visits alone.	- challenging content to work.	
CONTROL MEASURES			
Strategy	- discuss supervision with Line Manager. - agree strategies to ensure safety. - continue support through supervision.	- advise Service Manager. - notify and get advice from health and safety officer, and the Police. - risk management meeting to be chaired by Team Manager. - offer additional support to worker. - refer to specific risk assessments. - inform office manager.	- notify and get advice from health and safety officer, and the Police. - advise Assistant Director. - risk management meeting to be chaired by Service Manager. - offer considerable support to worker. - issue satellite phone? - inform office manager.

Appendix 5

Personal Safety Induction Checklist (for all new employees)

This is a very basic form, which can be developed further to suit individual sections' needs. An example of a more extensive form, covering safety issues raised by making home visits to clients, is:

http://cis/pdf/social_services/library/dept/hr/chall_behav/lone/appd/app1.pdf.

This induction aims to provide new employees with sufficient information, which will serve to minimise any risk to their own safety.

Potential risk at work can take on many forms, for example, physical violence, verbal abuse, discrimination, harassment and bullying. Health and Safety at Work is the dual responsibility of both the employer and the employee, and a number of strategies are already in place to minimise presenting risks. Some situations present predictable risk, which is easier to plan and prepare for; however, adhering to all strategies as a matter of routine can help minimise the unpredictable as well.

The following checklist serves to ensure that you both understand and are able to comply with the requirements of the Personal Safety Guidance.

Name:	Position:
Place of Work:	Date:
Have you provided all your personal details to your Team Manager? (Please Note: you must keep your Line Manager informed of any changes of contact details, including car registration and description of your car.)	

Have you completed a Driver/Vehicle Record Document? http://lccedrms4:8087/Intranet%20File%20Plan/Document%20Store/Document%20Repository/Documents/dvp_full_policy.pdf	
Have you taken the contact details of your Team/Line Manager(s)?	
Have you passed these numbers onto someone at home for emergency situations?	
Have you been given a copy of the Lone Worker Guidance?	
Signed:	Date:

Appendix 6

Personal Safety Information (external agencies and traceability)

There are at least 3 organisations that provide personal details such as home addresses and home telephone numbers freely to members of the public. Under the Data Protection legislation you have a right to remove your details if you wish:

www.192.com

It is possible to trace most people through this website, which also provides maps to your home, details of other adults living within the home and even your telephone number (unless your are ex-directory).

You can remove your details from its site by completing from C01, either by calling the Freephone number 0800 0192 192, or you can download the form from http://lccedrms4:8087/Intranet%20File%20Plan/Document%20Store/Document%20Repository/Awaiting%20Publication/personal_safety_form.pdf (you have to then post it or fax it back to them). Upon receipt of this form, your details will be removed from the website and all future I-CD publications, including UK Info Disk and UK Info Disk Pro.

Register of Electors

There are two official Registers of Electors. One is held by your local Council, the other is sold to marketing companies. The one held by your local Council is no longer available in libraries for casual inspection but can be viewed (under supervision) at Council offices. It should be noted that, unless the enquirer has certain information regarding your locality/full name, it could still be difficult to trace you.

Within the electoral registration form, you will see a small box entitled '*opt out box*'. If you choose to tick this box, your details will not be sold to marketing companies and other organisations who are members of the Direct Marketing Association (DMA). This will only apply if you have moved address after 2002. Before this date your information will still be sold on.

Mailing Preference Services (MPS), Telephone Preference Service (TPS) and the Fax Preference Service (FPS)

The DMA is self-regulating and has developed services that allow individuals and households the opportunity to remove their name and address from marketing lists. You can register for these electronically at <http://www.mpsonline.org.uk/mpsr/> or by writing for an application form to: DMA House, 70 Margaret Street, London, W1W 8SS.

MPS does not remove your details if you have contacted a company previously. To remove your name from these companies you need to ask them to refrain from sending any more information. Some companies request you write in to have your name removed from their

database: this is not a legal requirement; it is used to discourage you from removing your details from their mailing lists.

BT Telephone Directory

This directory holds details of all other telephone companies as well as BT customers (unless you are ex-directory). If you are a BT customer and wish to be ex-directory, ring 0845 6045884. You will be removed after 7-10 days but still remain in the printed telephone book until new copies are distributed. If you are not a BT customer, contact your telecommunications provider to advice on becoming ex-directory.

Remember – whenever you fill out a coupon and give your address details to a company, they are legally obliged to give you the option to say that you do not wish them to pass your details on to other companies. So, if you don't want your details passed on, remember to tick that box.

Protect your privacy: take control of Social Networking

How to protect yourself: The ease of customising privacy settings varies by service. Twitter has just one option: On your Settings page, you can select your Tweet Privacy to protect your tweets (meaning that only people you approve can see them). At the other end of the spectrum are services like LinkedIn, which scatters its privacy settings across nine separate screens, and Facebook, whose supposedly simplified privacy settings span menus up to four layers deep.

No matter which service you use, it's incumbent on you to find out where these settings live (Google is your friend in that regard). Once you find them, the most important settings to look for are:

Who can read your profile;

Who can see your posts and activities;

What information is shared with external sites and businesses;

Which applications can access your data;

What information your friends can share about you;

Who can see your pictures and/or location;

Which sites integrate with your social network (for example, Facebook's like feature).

Most services allow you to control tiered privacy levels: one for friends (or immediate contacts); friends of friends (or second-degree contacts); third-parties; or everyone in the world.

Appendix 7

Example Out of Hours Contact Information Form

STRICTLY CONFIDENTIAL

Please complete the table below and hand to your Line Manager.

Name:	Home Address:
Home telephone:	Mobile number: (Network):
Make/Model/Colour of car	Registration number:
Next of kin/emergency contact:	Home address: Contact number(s):

In the event of an emergency, outside normal working hours, you should contact one of the following (please ensure that copies of the information are kept with your home contact and on your person):

.....cut here

Contact Name:	Telephone numbers
E.g. Line manager/buddy/team manager	Office: Mobile: Home:
	Office: Mobile: Home:
	Office: Mobile: Home:
Police	101 (or 999 for emergency calls)

Appendix 8

Example booking in/out Sheet

Date	Name	Departure Time	Expected Time of Return	Visit Details (name and town)	Category of risk	Mobile Phone No.	Special Instructions/ Actions	Actual Time of Return and Initials

See over for notes on completing.

- Departure Time: - Time you actually leave the office. If intending to make your site visit direct from home the following morning, please complete the evening before. If this is not possible, please contact a colleague to complete the booking in/out sheet on your behalf.
- Expected time of return: - Your best guess estimate. If you become aware that your visit is to take longer, telephone the office and ask a colleague to update the booking in/out sheet.
- Visit details: - Name of site/town and a note of the name or the person if applicable. If you are visiting more than one site, please complete the same details for each. If the destination changes, notify a colleague to revise the booking in/out sheet.
- Category of risk: - To be identified from the list of site risk definitions as being high, Medium or Low. Any site defined as High should not be visited until specific arrangements have been made with the appropriate department. A note of the arrangements must be included under Special Instructions. If the assessment of risk changes, inform colleagues, so that arrangements can be changed, if necessary. Remember to ensure you have suitable and sufficient personal protective equipment.
- Special Instructions/Actions: - Make a note of anything unusual about the visit. If anything is noted in this section, you must make a colleague/manager aware that it is their responsibility to carry out/undertake the welfare checks, etc.

Appendix 9

The Operation of a Buddy System

To operate the Buddy System, a Lone Worker must nominate a 'buddy'. This is a person who is their nominated contact for the period in which they will be working alone. A nominated buddy will:

- Be fully aware of the movements of the Lone Worker.
- Have the contact details of the Lone Workers line manager including out of hours.
- The line manager to have all necessary contact details for the Lone Worker, including personal contact details, such as next of kin, car make/model/reg number.
- The buddy to contact the Lone Worker, if they do not contact the buddy as agreed.
- Follow the agreed local escalation procedures for alerting their line manager or the police, if the Lone Worker cannot be contacted, or if they fail to contact their buddy within agreed and reasonable timescales.

Essential to the effective operation of the 'Buddy System' are also the following factors:

- The 'buddy' must be made aware that they have been nominated and what the procedures and requirements for this role are: and
- Contingency arrangements should be in place for someone else to take over the role of the 'buddy' in case the nominated person is called away to a meeting, for example.

Procedures

Arrange appropriate contact times, for example (taking an evening meeting at a location away from County Hall):

- Arrival: 30 minutes before meeting start time;
- End of meeting: 15 minutes after scheduled end time;
- Arrival at home: within 15 minutes of estimated arrival.

The lone worker will contact their buddy on arrival at the venue to let them know they have arrived safely. Check that the mobile phone has a signal! If not, use venue or public telephone and inform your buddy of the situation.

At the end of the meeting the lone worker will call or text their buddy when they get to their car and give an estimated time of arrival at home. (Lock car doors when doing this and keep them locked until you are safely underway).

The lone worker will call or text their buddy when they arrive safely home.

If you have any problems (e.g. car breaks down), remember to call or text your buddy.

NB, if you have to call the emergency services from a mobile, use the number 112 (rather than 999). This number is routed to the emergency services through the mobile network and allows them to use GPS technology to locate you even if you are not sure where you are.

Non-car drivers

Use taxis rather than buses where possible (out of normal hours).

Arrange your taxis in advance and tell your buddy which taxi firm you are using.

If the taxi is not waiting outside, as well as calling the taxi firm, call your buddy and update them. Arrange a time to call them back, if the taxi still does not show. You will need to call your buddy once you are safely in the cab.

If possible wait inside the venue. If the venue is closed, find somewhere safe to wait (i.e. well lit, near other people).

Escalation procedures (for the buddy):

- Allow quarter of an hour after expected time of contact and then call the lone worker. If no reply, wait for five minutes before taking the next step (in case they are driving and have to stop before they can use their mobile phone).
- If the lone worker has missed making either of the calls from the venue (arrival or departure), try the number of the venue to check the situation with them first.
- If you still have no news, contact the persons line manager.
- If the lone worker is using taxis, check with the taxi firm (if you can get hold of them quickly) as to whether they've made the pick-ups or drop-offs.
- (If you are not able to contact the designated manager) call the police and give them as much information as you can about the route and timings.
- Let your Service Manager know as soon as possible.

Lone worker, buddy and nominated manager must have a paper copy of the following:

- Expected time of 1st telephone call (arrival)
- Expected time of 2nd telephone call (departure)
- Expected time of 3rd telephone call (arrival at home).

Lone worker

- Buddy's mobile number
- Taxi firm's number (if using one)
- Nominated manager's mobile

Buddy

- Lone worker's mobile number
- Taxi firm's name and number (if being used)
- Venue's telephone number (out-of-hours)
- Nominated manager's mobile number
- Likely route that the lone worker will be taking
- Line Manager's contact number.

Nominated Manager

- Lone worker's mobile number
- Lone worker's home number
- Lone worker's ICE number
- Buddy's mobile number
- Buddy's home number
- Make, colour, registration number of lone worker's car (if relevant)
- Taxi firm's name and number (if relevant)
- Senior Manager's contact number.

Contact the Health, Safety & Wellbeing Service: healthandsafety@leics.gov.uk