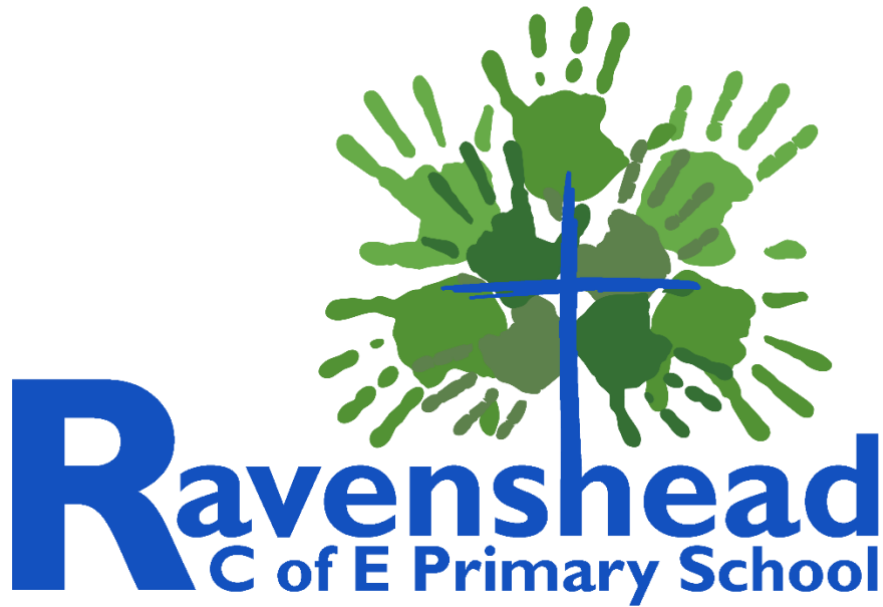




LONE WORKING POLICY

This policy was last reviewed: October, 2024.

This policy will be reviewed: October, 2025.

Statutory policy: No.

Source: School.

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Our School Vision

Our school vision is based on the theme of '**Taking Care**'. We strive to encourage our children, staff and wider community to 'take care' of one another through the core Christian Values of:

Kindness, Hope, Courage and Respect.

Our vision is inspired by the words in Corinthians:

"Let love and kindness be the motivation behind all that you do."

(1 Corinthians 16.14)

Ravenshead C of E Primary School is committed to valuing diversity and to equality of opportunity. In biblical tradition, children in particular are seen to hold a special place in the priorities of God. Furthermore, we hold to the foundational belief that all people are created in God's image and are intrinsically valuable. Everyone should be treated as fundamentally precious, irrespective of behaviour, achievements or potential.

Therefore, we aim to create and promote an environment in which pupils, parents/carers and staff are treated fairly and with respect and feel able to contribute to the best of their abilities. The school's biblical foundation provides a model of Christian community described as the 'body of Christ', in which everyone has a part to play, and everyone without exception has God-given gifts which are to be used for the benefit of others.

1. Definition of Lone Workers

1:1 Lone Workers, as defined by the Health and Safety Executive, are, **"those who work by themselves without close or direct supervision."**

2. Examples of Lone Working at Ravenshead C of E Primary School

- 2:1 Staff that are required to work alone for all or most of the time, such as cleaning staff and site supervisors during the evening, early morning or during the holidays.
- 2:2 Staff staying on to finish urgent work after others have left, or those who regularly work late or start early, before anyone else gets into the building.
- 2:3 Staff who are key-holders or who are left to turn out the lights, set the alarm and lock up the premises after everyone else has gone home.
- 2:4 Peripatetic workers whose work involves travelling or home visits to service users.
- 2:5 Staff that work at home.
- 2:6 Staff that move between locations in order to carry out their daily schedule.

3. Staff Responsibilities

- 3:1 Staff must:
 - Always sign in and out.
 - Be aware and follow all policies or procedures.
 - Always plan ahead.
 - Be fully aware of the risks when working alone.
 - Not put themselves in potential danger.

- Ensure that they have made themselves aware of the nearest place of safety.
- Be aware of the on-site security procedures.
- Ensure that access is available to personal alarms/mobile phones or some form of personal communication.
- Ensure that the site is secure (all external gates and doors locked and closed).
- After 3.35pm, inform another member of staff that they are leaving if they are aware that this will leave a person lone working in the building.
- When working alone in school make sure that you have your mobile telephone with you at all times.
- Ensure that an adult (usually an adult at home) knows where you are and the times that you are expected home.
- If working for longer than two hours alone, make sure that you arrange a check-in system with the identified adult at home on a two-hourly basis.

4. Manager Duties

- Provide safe systems of work for all staff.
- Ensure that there are appropriate security systems in place to secure the building.
- Carry out personal risk assessments for all staff working alone. Identify any training needs and ensure these are met.
- Ensure that the staff members are suitable to be left working alone.

5. Procedures for Caretakers/Site Supervisors working alone on-site.

- Ensure premises and buildings are secure.
- During holiday periods, use sign-in records for other staff and ensure that they have left the building before locking up.
- Hazardous jobs (e.g. working at height, using power tools, hazardous or flammable liquids) not to be undertaken. This list is not exhaustive. All jobs should be assessed for dangers and a decision made as to their suitability for lone-working.
- Use phone-in system above.
- When responding to alarm out-of-hours, take another person into the building or inform another adult that you are entering the building. Call 999, if there is any risk, however slight, and wait for assistance.
- If the alarm does not set, do not leave the building unsecured. Contact the Site Manager or the Alarm Company (number available from Headteacher or Head of Pupils and Personnel). Wait for an engineer to restore the system.

6. Procedures for Cleaners working alone on site

- Lone working is the last resort – relief cleaners will be used where possible. Cleaner in charge to secure building on arrival.
- Cleaner in charge to secure premises on arrival (all external gates to be locked as soon as possible).
- Mobile phones and contact for Premises staff and Leadership Team to be kept on person at all times.
- Cleaner in Charge to be aware of all cleaning staff and ensure that they have left safely at the end of each shift.
- Ensure all staff have left the building before locking and alarming the premises. If cleaning or locking up alone, ensure that phone-in system above is used and tasks undertaken are not hazardous.

- If alarm does not set, do not leave the building unsecured. Telephone the Site Manager and wait for assistance.

7. Procedures for home visits by school staff

- Consider paired working.
- Agree visit with Line Manager/Headteacher.
- Mobile phone to be kept with member of staff at all times.
- Leave timings, address and contact details with a named person in the school office or a member of the Senior Leadership Team.
- Phone school office to confirm safe arrival.
- Use agreed password if situation is unsafe.
- School to telephone police if safe arrival call is not made or staff does not arrive back at school at the expected time.
- Risk assess each visit and situation. Always leave the home and telephone school with the agreed password if there is any risk. Phone 999 for serious risk.

Appendix 1 – Lone Working Risk Assessment

Lone Working Risk Assessment (H&S Update – August 2017)

Operations/Work Activities covered by this assessment:		LONE WORKING										
Site Address/Location:		Ravenshead C of E Primary School				Department/Service/Team:						
Note: A person specific assessment must be carried out for young persons, pregnant women and nursing mothers												
Hazards Considered <i>Step 1 (Clause 3.1)</i>	Who might be harmed and how <i>Step 2 (Clause 3.2)</i>	Existing Control Measures: <i>Step 3 (Clause 3.3)</i>	Risk Rating			Further action <i>Step 3</i> <i>Consider hierarchy of controls i.e. elimination, substitution, engineering controls, signage/warning and/or administrative controls, (PPE as a last resort)</i>	Actions Step 4 (Clause 3.4)			Risk Rating		
			Likelihood	Severity	Risk Rating		who (Name)	when (Date)	complete (Date)	Likelihood	Severity	Risk Rating
Inadequate planning / preparation	Staff may be at risk of injury, ill-health, physical/verbal abuse and stress.	Wherever possible lone working should be avoided. Staff are 'competent' (e.g. trained) to carry out the activity. Formal procedures in place within the section / team relating to lone working activities. All staff are made aware of the procedures (within induction for new members of staff). Arrangements are in place for reviewing lone working procedures, i.e. following an accident / near miss / incident, or on a periodic basis (termly). Arrangements are in place for staff to raise their concerns relating to working arrangements e.g. staff meetings.	M E D I U M	L O W	M E D I U M	Formal procedures relating to lone working activities need to be reviewed and refreshed and communicated to staff annually. Staff to be reminded to report any incidents/near misses to Headteacher/Deputy Headteacher.						

Staff specifically at risk	Staff may be at risk of infection, miscarriage or exacerbate pre-existing medical conditions.	Consideration is given to staff particularly at risk e.g. new or expectant mothers, females, individuals who may be medically unfit to work alone, new staff etc. and lone working activities are avoided for this group, as far as practicable. When lone working activities cannot be avoided for this group of individuals, are adequate monitoring arrangements in place and a specific risk assessment is produced.	L O W	L O W	L O W						
Inadequate arrangements for staff working early / late / weekends / holidays	Staff may be at risk of injury, ill-health, physical/verbal abuse and stress.	Lone working procedures are in place for staff work alone during early / late / weekends / holidays. These procedures include security arrangements, i.e. ensuring that external doors / windows secured to prevent unauthorised access into the premises.	L O W	L O W	L O W	Procedure for staff to make each other aware when they leave so that they know if they are alone in the building detailed in the Lone Working policy. Staff to be reminded to close windows for their own security once the children have left. Staff to be reminded to ensure that all external doors are locked once all the children have left.					

Inadequate means of communication	Staff may be at risk of injury, ill-health, physical/verbal abuse and stress.	Staff have access to means of communication , i.e. mobile phones, two-way radios.	L O W	L O W	L O W	Remind staff of emergency school mobile number.						
		Contact details for staff displayed at the school / base, i.e. mobile phone numbers or contact numbers for locations being visited.										
		Arrangements are in place to ensure cover is available at the school / base to receive calls from staff on visits.										
		When staff carry out visits out of normal working hours, i.e. evening meetings, are arrangements in place for reporting in / signing off.										
		There is regular communication between the lone worker and line manager / supervisor.										

Inadequate reporting in / out procedures	Staff may be at risk of injury, ill-health, physical/verbal abuse and stress.	There are arrangements for staff to record details of their visit, i.e. on a designated notice board / white board / signing in and out log. Details include expected time of return. There are arrangements for staff to contact the school / base between visits if carrying out multiple visits. There are procedures in place if staff do not report back to the school / base by their expected time of return. There are effective 'signing in / off' procedures for staff attending site directly from home or returning home directly from site.	L O W	L O W	L O W						
Home visits	Staff may be at risk of injury, ill-health, physical/verbal abuse and stress.	Wherever possible lone working is avoided, i.e. attending home visits in pairs / conducting interviews in 'controlled' locations, i.e. at the place of work rather than making a home visit. Staff are familiar with the premises being visited. A preliminary visit been carried out, where necessary, with at least two members of staff attending. Staff instructed to ask for dogs to be kept secure e.g. in another room where necessary.	L O W	L O W	L O W						

Attending to alarm call outs	Staff may be at risk of injury, ill-health, physical/verbal abuse and stress.	An alarm company is appointed to attend to security alarm call outs where possible. When staff attend to alarm call outs, are arrangements in place to avoid lone working, i.e. 'buddying' with a neighbouring school Caretaker / Site Manager, two members of staff attending together, meeting an alarm company representative on site, etc. When staff attend to call outs, are there arrangements in place to inform others when visiting the site, ensuring that an alarm is raised in the event of an accident / incident occurring on site, etc.	M E D I U M	L O W	M E D I U M							
Consider if any additional hazards are created and control measures are required if this activity is undertaken in non-routine or emergency conditions							Review Date (Step 5) : Review Date: 10.25					
Assessors Signature: Sophie Keightley			Date: 1.10.24		 Authorised By:				Date: 1.10.24			

Potential Severity of Harm	High (e.g. death or 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 requiring first aid)	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 Definitions	
Low	Controls are adequate, no further action required, but ensure controls are monitored and any changes reassessed.
Medium	Consideration should be given as to whether the risks can be reduced using the hierarchy of control measures. Risk reduction measures should be implemented within a defined time periods. Arrangements should be made to ensure that the controls are maintained and monitored for adequacy.
High	Substantial improvements should be made to reduce the level to an acceptable level. Risk reduction measures should be implemented urgently with a defined period. Consider suspending or restricting the activity, or applying interim risks controls. Activities in this category must have a written method statement/safe system of work and arrangements must be made to ensure that the controls are maintained and monitored for adequacy.

Appendix 2: Lone Working Procedure

{This procedure is for guidance only and must be adapted to suit the individual needs of the team}

This document details the procedures which have put in place to protect lone workers safety (including arrangements for out of office hours/holidays and weekends where applicable). The procedure includes:

- Identifying who lone workers are visiting, the location of the visit, the order of visits and when they have finished.
- The contact details for the lone worker.
- The procedure which should be followed in case of an emergency.
- Action to be taken in the event a lone worker fails to call in on time or is not following the schedule and cannot be traced.

Off site visits are normally carried by staff working alone unless:-

- It has been identified that staff must visit in pairs.
- A member of staff has concerns about visiting alone.
- It is anticipated that an individual may be abusive, angry or sexually inappropriate.

DAILY RECORDING OF EMPLOYEE WHEREABOUTS

Employees must ensure:

- 1) There is always an accurate up to date record of your current whereabouts in the school diary or by informing a member of the office team or Senior Leadership team. Ensure you record the parent/carer/meeting/training event name in full, the planned location to be visited and expected time of return.
- 2) If your calendar changes during the day (e.g. completing additional visits, or a visit has been cancelled) inform the school.
- 3) If you are running late, you must notify the office or a member of the Senior Leadership Team.
- 4) If visiting the home of a parent/carer, report into the office at no more than 4 hourly intervals, i.e. a member of staff going out at 9 a.m. should telephone/text into the office at no later than 1 p.m. and again no later than 5 p.m.
- 5) On days when you go straight to a visit from home you must ring the office or a member of the Senior Leadership team staff prior to the first meeting or before 10.00 a.m. (whichever is the earliest) and before 5.00 p.m. in the evening.

- 6) Telephone the office or inform a member of the Senior Leadership Team once you have left your last visit if you plan to go straight home. Where this visit is expected to finish later than 5 p.m., and the office will be unattended you should use the buddy system (arrange with the appropriate member of the team, to telephone them). You are still required to ring in before 5.00 p.m. to ensure colleagues are aware of your whereabouts.
- 7) If you are working on **unscheduled late finishes** you must advise a member of the Senior Leadership Team who will expect a call from the employee once they are on their way home.
- 8) It is essential if you work **after 18.00 hours** you contact the appropriate person to sign off.
- 9) If you are attending a course or meeting you must make contact with a member of the Senior Leadership Team, thus ensuring that they have arrived at destination and are not at risk. It is not essential that you make an evening call where courses/ meetings run a full day.

You must carry a mobile phone with you at all times and ensure it is always charged and switched on. You should ensure key contact numbers (including the office, line manager, buddy, etc) are saved in the phone's contacts list.

You should never knowingly put yourself at risk. If you are ever in any doubt with regard to your own personal safety, you should remove yourself from the situation immediately and contact your line manager.

ASSESS IF LONE WORKING IS APPROPRIATE

Employees should not be working alone if a risk assessment shows that the task is potentially too hazardous to be carried out alone. Some visits may require employees to carry out their roles in pairs – to ascertain if this is the case consider the following:

Previous history, check if the person has a previous history of violence and aggression – Use Framework for flagging details.

Nature of the visit. Some visits may give rise to violence or aggression more than others i.e. serving of a warrant, investigation of an offence, unwanted treatments, etc.

Is the location isolated and out of mobile phone reception range?

Have you any reason to feel unsafe i.e. by previous telephone conversations, medical history changing?

Some areas have very limited mobile phone coverage. Circumstances where it is acceptable to work alone in a non-reception area would include a visit where the individual is already known or has been visited in the past without any incidents. If the individual is unknown or there is the potential of violence/aggression, you should discuss this with your line manager.

Try to avoid visits (especially new assessments) at the end and at the start of the day where possible; especially if a risk has been identified prior to the visit.

Employees are not expected to attend visits alone if they feel there is reason to doubt their safety

Lone Working In An Unknown Potentially Hazardous Environment

1. Ensure you have completed full details in the school diary and have informed a member of the Senior Leadership Team.
2. Agree a nominated buddy (generally your line manager or another member of staff) and brief them on the details of the visit and complete a 'Buddy Form' – Example shown at the end of this document. Ensure that you have both the land line and mobile phone number for the nominated buddy
3. Call the nominated buddy at every agreed set time to advise you are still carrying out the visit.
4. Call the nominated buddy when you are safely **away from** the premises. This is important in isolated areas where exits could be blocked.
5. If you feel that you are at risk and unable to leave safely (held hostage) and are able to use the phone, call the office/line manager telephone number and say **"I have been delayed will you cancel my next meeting in the red folder"**. This will result in the Police being alerted

Where the history indicates potential violence and aggression i.e. high risk then in addition to the above:

6. Undertake a risk assessment of the situation and carry out the visit with another employee if considered necessary.
7. Call the nominated buddy before entering the premises to let them know you are about to commence the visit. Advise them when you will be calling again. This will be a prearranged frequency depending on the circumstances but should usually be between 30 to 45 minute intervals.
8. When entering the premise advise the individual as soon as possible that you will need to leave your mobile switched on at all times during the visit and you will need to answer any calls and will need to contact base if the visit extends beyond the expected time. Ensure that you have a reception and keep the mobile phone where it can be easily accessed.

Out Of Hours Working

- 1) Prior approval from the Headteacher or Head of Teaching and Learning is needed for any out of hours working (i.e. outside standard office hours of 8.30 a.m. to 5.00 p.m.) There must be good reasons why the visit cannot be conducted during normal office hours.
- 2) The employee must provide the Headteacher or Head of Teaching and Learning with all the details of the visit.
- 3) The Headteacher or Head of Teaching and Learning will decide whether a lone visit is appropriate or whether the employee should be accompanied.
- 4) The employee must make arrangements with the Headteacher or Head of Teaching and Learning to contact them before and after the visit to ensure their safety.

NON-RETURN PROCEDURES

If an employee does not return to the office or make contact at the appropriate time, the following actions should be taken by the Duty Officer/admin staff (if not available the person taking the call) should:

- 1) Telephone the employee on their mobile phone or at the office where they have been working or last known destination requesting contact.

- 2) After three unsuccessful attempts to make contact with the Headteacher or Head of Teaching and Learning.
- 3) Continue to try to contact the employee checking the employee's last whereabouts, checking if relevant client notes, any issues or risks. Where possible ring last known contact/whereabouts to establish how many clients were visited.
- 4) Team Manager/Person in Charge should contact the employees home contact numbers/emergency contact persons identified in the folder.
- 5) If unsuccessful, contact the Police to inform them that an employee is missing and provide details of last known address.
- 6) The information the Police will require will be found on the Emergency Contacts list accessible by the Headteacher or Head of Teaching and Learning and will include make and colour of vehicle, home address, mobile telephone numbers and personal emergency contact number. In addition, give details of the last known location and details from the school diary and a description of the employee.

KEY MESSAGES FOR EMPLOYEES

- 1) Agree a call plan of your activities with the nominated buddy who will know what to do if you do not make the call at the expected time.
- 2) Make sure the nominated buddy and work colleagues are aware that you are doing something with increased risk such as visiting/inspecting in a remote location. Let them know where you will be and what you will be doing.
- 3) If your Headteacher or Head of Teaching and Learning is not in e.g. annual leave, sick etc, make sure you are aware who is your main contact in an emergency.
- 4) Make sure you make provisions for your own safety, it is your responsibility.
- 5) If you have any doubt and do not feel safe then do not go. Contact the Headteacher or Head of Teaching and Learning to discuss alternative action to be taken to get the job done.
- 6) Avoid situations by being aware of them – do not put yourself at risk
- 7) It is the responsibility of all employees to complete and keep up to date their emergency contact details and let their manager know of any changes as soon as possible. Emergency contact details are to be kept in a secure folder: i.e. change of address, telephone numbers, car registration, personal description, etc. by accessible to key personnel

WHAT TO DO IF SOMETHING GOES WRONG DURING A VISIT:

- 1) If on arrival or during a visit an individual present becomes abusive, angry and/or threatening, you should make your excuses and leave immediately, saying you will return at a later date.
- 2) If on arrival or during a visit a client is in state of undress, you should ask them to get dressed, or arrange to visit at a later date and leave
- 3) If something goes wrong on the visit and you are unsure what to do, you should telephone your line manager for advice from a safe place.

In the event of any of the above occurring, on your return to the office you must make a full report to your line manager, entering all the details on 'Wellworker' accident reporting system. As soon after the incident, the Headteacher or Head of Teaching and Learning in conjunction with employees will be required to review and update information i.e. risk assessment, procedures, etc and communicate it to all concerned. If the client/an individual has been abusive or threatening, you must notify all other parties involved with that person, both internally and external agencies.

Flagging system (Framework) – system for flagging up potentially violent people and are able to recommend who should or should not visit those people – e.g. females/males/lone workers, etc. Usually two employees visit clients flagged by this system. Police can accompany staff attending potentially violent locations, where repeated and extreme threats have been made to them.

If an employees has been previously threatened may request another employee to visit in their place (putting relevant controls in place).

- 1) All missing persons will be reported to the Headteacher or Head of Teaching and Learning (or another member of the Senior Leadership Team in their absence) immediately by the office staff.

Appendix 3 – Example of a Buddy Form

{Section A should be completed prior to each visit}

SECTION A

Date of Visit

Client Details

Client Name

Client Address

Client Tel No

Arrival Time Departure Time

Are you returning home after the visit? Yes / No

If **NO** please give alternative contact details

SECTION B

Staff Details

Name of Worker

Address of Worker

Home Tel No Work Mobile

Personal Mobile (if applicable)

Car Details

Car Make

Car Model

Car Registration

Car Colour

Emergency Contact Details

Name Relationship

Tel No



B30: Health and Safety Guidance on Lone Working

Background

This document provides guidance to County Council employees to enable them to implement the County Council's Health and Safety Policy. A copy of the Policy can be found in the Policy library at;

<http://intranet.nottsc.gov.uk/index/policies-and-performance/policies/policy-library/>

The Health and Safety (H&S) Policy documents reflect the 'safety culture' of the County Council and define its broad H&S objectives, responsibilities and the OHSMS (occupational health and safety management system). The policy has three sections;

A1: Statement of corporate commitment

A2: Definition of roles and responsibilities

A3: Health and safety management system arrangements

The policy is supported by a series of guidance documents. These provide information to employees on the actions that are necessary to comply with the policy. Guidance documents cover the OHSMS, specific hazards and specific legal or other standards. There are also guidance documents that are designed to pull together information on a subject, job or situation that might involve a number of different H&S issues.

Context

This document is designed to reflect good practice in relation to the protection of lone workers. It should be used to develop or revise local policies, procedures and systems to protect lone workers, reflecting the local needs of employees and the environments in which they work.

The term 'lone worker' is used in this guidance to describe a wide variety of staff who work, either regularly or occasionally, on their own, without access to immediate support from work colleagues, managers or others. This could be inside a fixed establishment or in a community setting.

Working alone is not in itself against the law and it will often be safe to do so. However, the law requires employers to consider carefully, and then deal with, any health and safety risks for people working alone.

Lone workers should not be at more risk than other employees. This may require extra risk control measures. Managers/supervisors therefore need to consider what precautions are required to protect employees, taking into account normal work and foreseeable emergencies e.g. fire, illness, failure of equipment. Employees are required to adhere to the procedures which are in place and take practical steps to help improve their personal safety while they are out and about.

B30: Health and Safety Guidance on Lone Working

Action required to achieve the standard	Guidance
Identify the activities which involve lone working and the members of staff who may be 'at risk'.	Managers/supervisors are required to identify activities which involve lone working and staff who may be at risk. Lone workers are those who work by themselves without close or direct supervision, for example: • In fixed establishments e.g. cleaners, youth workers, caretakers, evening and night workers, people working alone in small buildings • Mobile workers working away from a fixed base e.g. school crossing patrols, homecare workers, social workers, building surveyors, staff on call.
Complete a suitable and sufficient assessment of the risk posed by lone working and put in place control measures to avoid/reduce the risks	Managers/supervisors need to ensure the risks of lone working are included in a suitable and sufficient risk assessment of the activity. This requires identifying hazards of the work, assessing the risks involved, and putting measures in place to avoid or control the risks. Section B2 of the Safety Manual provides guidance on the risk assessment process. Lone workers should not be at more risk than other employees. This may require extra risk-control measures. Precautions should take account of normal work and foreseeable emergencies, e.g. fire, equipment failure, illness and accidents. Managers/supervisors should identify situations where people work alone and ask questions such as: Is there a risk of violence which is increased by a worker being alone? Does the workplace present a special risk to the lone worker? Is there safe access/egress for one person? Can any temporary access equipment which is necessary, such as portable ladders or trestles, be safely handled by one person? Can all the plant, substances and goods involved in the work be safely handled by one person? Consider whether the work involves lifting objects too large for one person or whether more than one person is needed to operate essential controls for the safe running of equipment. What happens if the person becomes ill, has an accident or there is an emergency? What additional risk controls can be put in place to support workers with known, acute medical conditions?

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	If the work has the potential to cause significant harm how will the lone worker raise assistance or how will their team know of the incident? Are there any reasons why the individual might be more vulnerable than others and be particularly at risk if they work alone (for example if they are young, pregnant, disabled or a trainee)? If the lone worker's first language is not English, are suitable arrangements in place to ensure clear communications, especially in an emergency? The risk assessment will help decide the right level of supervision. There are some high-risk activities where at least one other person may need to be present. Examples include high-risk confined space working where a supervisor may need to be present, as well as someone dedicated to the rescue role, and electrical work at or near exposed live conductors where at least two people are required. When the risk assessment shows that it is not possible for the work to be done safely by a lone worker, arrangements for providing help or back-up should be put in place. Dynamic Risk Assessment Most risks can be pre-empted. However, in some cases a dynamic risk assessment may be necessary. A dynamic risk assessment is a process where employees themselves have to make operational decisions based on risks which cannot necessarily be foreseen. It covers risks which may arise such as if there is a hostile dog or a person in a client's home who is under the influence of drink or drugs and abusive. Dynamic risk assessments are not a substitute for a comprehensive risk assessment but in some cases it is not always possible to identify all hazards relating to a role where the working environment is outside the managers/supervisors control. Where a risk assessment identifies circumstances where a lone worker may have to undertake a dynamic risk assessment they must receive proper training on what to do. They must also get support for their decisions. <i>Employees should contribute to the risk assessment process and ensure they implement the control measures which have been put in place for their safety. Visits should be planned and, continual dynamic risk assessment should be applied during a visit.</i>
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B30: Health and Safety Guidance on Lone Working

	For further guidance on lone working risk assessments see HSE Publication indg73 Working Alone Health and Safety Guidance on the Risks of Lone Working <i>Employees should never put themselves or their colleagues at risk and if they feel at risk they should withdraw immediately and seek further advice or assistance</i>
Document procedures, safe systems of work, provided in Appendix 1 and a risk assessment can be found on the publications and forms section of the intranet. or guidelines on the controls measures which are in place and ensure these are communicated to relevant personnel.	Lone working risk assessments often identify the need for documented procedures. An example of a procedure is provided in Appendix 1 and a risk assessment can be found on the publications and forms section of the intranet. or Effective communication and monitoring arrangements are essential for lone workers. Procedures should include: • Identifying where the lone worker is, what they are doing, who they are meeting and how long they will be. • The contact details for the lone worker 1. Pre-agreed intervals of regular contact between the lone worker and supervisor, using phones, or email, bearing in mind the worker's understanding of English; 2. The procedure which should be followed in case of an emergency 3. The arrangements for ensuring lone workers have returned to their base or home once their task is completed. 4. Action to be taken in the event a lone worker fails to call in on time or is not following the schedule and cannot be traced. Procedures should be produced and agreed with the team. Arrangements which have then been agreed must be adhered to. The hazards, control measures, including documented procedures must be communicated to all employees' concerned i.e. lone workers and those who may be back at the office who communicate with lone workers. <i>Employees should put into practice procedures and instruction given to avoid putting themselves or their colleagues at risk. Employees should raise any concerns regarding lone working and/or seek advice were required from their manager/supervisor.</i>

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Employees must receive relevant information, instruction and training so they are aware of the risks to them as lone workers and what action they need to take.	Lone workers require relevant information, instruction and training. Training which is currently available for lone working includes:- • Safety Talks. This is a good way of raising awareness at for example a team meeting. It can help to identify personal safety issues within the teams which can then be addressed. A template for lone working safety talks is available on the intranet. • The Suzy Lamplugh website has a number of leaflets on personal safety tips. • Interactive training packages are available on Skillport. These include dealing with challenging behaviour and violence and aggression. • Managing Actual and Potential Aggression Training (MAPA) As referred to above, employees should also receive training in dynamic risk assessment and exit strategies. Consideration should be given to the levels of experience of the employee and how best to ensure their safety and supervise them. <i>Employees are required to undertake relevant training and/or receive information before entering into a lone working situation.</i>						
Lone working protection device should be considered where appropriate	The best way to establish if your staff would benefit from lone working devices is by carrying out a risk assessment. It should also be noted that implementing lone working devices will not on their own mitigate or remove the risks. Lone working devices form part of a total solution that also incorporates effective procedures, dynamic risk assessment and robust and regularly refreshed personal safety training. If the risk assessment indicates lone working devices may support lone workers as they go about their work, and a new device is required, please contact the following: <table><tr><td>Children’s, Families and Cultural Services</td><td>-</td><td>Karen Wharton email karen.wharton@nottsc.gov.uk</td></tr><tr><td>All other departments</td><td>-</td><td>Karen Thornton email karen.thornton@nottsc.gov.uk</td></tr></table>	Children’s, Families and Cultural Services	-	Karen Wharton email karen.wharton@nottsc.gov.uk	All other departments	-	Karen Thornton email karen.thornton@nottsc.gov.uk
Children’s, Families and Cultural Services	-	Karen Wharton email karen.wharton@nottsc.gov.uk					
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	<i>Employees should properly utilise all appropriate technology which has been provided for their own personal safety, ensure that they attend training in the use of the technology and associated support services.</i>
All accidents, incidents and near misses relating to lone working should be recorded on Wellworker and investigated to determine if existing control measures are adequate.	Reporting accidents/incidents/near misses provides valuable information about individuals, unsafe environments and other important information on the risks faced. Managers/supervisors must investigate all incidents to establish if there are potential problems which had not previously been identified and if additional prevention measures are required. Any changes necessary should be recorded in the risk assessments and implemented. Where there has been a 'near miss' or an incident involving a team member, it is essential that information is shared with other team members and colleagues who may be visiting the individual concerned, or going into an otherwise risky environment. The support managers/supervisors provide to employees is essential. If employees feel in serious or imminent danger when working alone, managers/supervisors should support any decision they make to withdraw to a place of safety. Support should be provided following an incident and time allowed for employees to attend counselling if required. <i>Employees should report all incidents even where they consider it to be a minor incident, including 'near misses' to enable appropriate follow up action to be taken.</i>
Regularly review arrangements which are in place	Managers/supervisors should undertake regular reviews of the arrangements which are in place to ensure that all measures are effective and continue to meet the requirements of the lone worker. Risk assessments should be reviewed and revised after each incident. Accurate records of risk assessments must be retained, and when reviewed, revised, previous versions archived.

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Further Guidance

General Guidance

Safety Manual Section A5: [Accident and Incident Reporting \(NCC Guidance\)](#)

Safety Manual Section B2: [Risk Assessment \(NCC Guidance\)](#)

[Violence at Work a Guide for Employers \(HSE Guidance\)](#)

Safety Manual Section B11: [Violence and Aggression \(NCC Guidance\)](#)

Specific Guidance

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

[Skills for Care Publication: 'We Care Because You Care' Guidance for Managers Guide for employers to control risks from lone working \(HSE Guidance\)](#)

[Skills for Care Leaflet: 'Work Smart, Work Safe'](#)

[Suzy Lamplugh Trust](#)

[HSE Publication indg73 Working Alone](#)

[Health and Safety Guidance on the Risks of Lone Working Lone Working Safety Talk](#)

Lone Worker case studies <http://www.hse.gov.uk/violence/loneworkcase.htm>