



Lone Working Procedure

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Section 1 Procedure Status

This is a procedure in support of the Health, Safety & Wellbeing Policy. This procedure will be included in the Health and Safety manual.

Section 2 Introduction

The Health and Safety at Work etc Act 1974, Section 2, sets out a Duty of Care on employers to ensure the health, safety and welfare of employees whilst at work.

Although there is no specific legislation in respect of working alone, the Management of Health and Safety at Work Regulations 1999, Regulation 3, states that every employer shall make a suitable and sufficient assessment of 'foreseeable' risks that employees might face in the course of their duties. The Health & Safety Executive (HSE) has highlighted this issue by making it the subject of a Guidance Note (Working Alone INDG 73).

Following risk assessment, control measures must be put in place to manage those risks. Risk assessment must devise safe working arrangements for all workers considered to be lone workers. Special attention is required when assessing lone working as the risks inherent in such work are exacerbated by the lack of normal channels of support. Training is particularly important, as there will be no direct supervision of work. Monitoring procedures also need to be established to ensure that lone workers are following safe systems of work.

You will see from HSE's definition of Lone Worker (Section 4) that it is considered to include not only workers who go out to other non-workbase sites by themselves, but also those who may work in workbase buildings on their own, particularly when outside normal working hours. This is a slightly different situation, and can potentially apply to a far higher number of employees. For this reason, specific guidance on these workers is provided at Appendix 2 to assist managers in assessing this situation.

Section 3 Purpose of this Procedure

The purpose of this procedure is to ensure systems are devised and implemented to support the Policy commitment made by the University of Glasgow (GU) to protect employees who are required to work by themselves for significant periods of time, so far as is reasonably practicable, from the risks associated with working alone, and to meet the requirements of legislation. This procedure has been developed in conjunction with Managing Health at Work pin policy "Protecting the Health, Safety and Welfare of People Working Alone", and all staff should be fully aware of this pin policy.

Section 4 Definitions

| Term | Definition |
|-------------|---|
| Lone Worker | <p><i>"An employee whose work activities involve working time operating in situations without the benefit of interaction with other workers, or without any kind of close or direct supervision". (Health & Safety Executive)</i></p> <p>It is recognised that any member of staff may spend a limited amount of their time working alone. However, for the purpose</p> |

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| | <p>of this procedure, lone workers are those who work by themselves without close or direct supervision such as:</p> <ul style="list-style-type: none"> • Employees working away from their base where their work may be carried out in e.g. client's home and other University or business premises; • Employees working alone in fixed establishments i.e. only one member of staff works on the premises, staff working separately from others, staff working outside normal hours; and • Employees transiting between sites whilst on company business. |
| Hazard | Something which has the potential to cause injury, illness or harm. |
| Risk | Risk is the likelihood that a hazard will have an adverse outcome with a consideration of how bad the outcome is likely to be. |
| Risk Assessment | An overall process to identify risk and evaluate whether the risk is acceptable or not taking into account new/best practice. |
| Reasonably Practicable | The most practicable solution, taking into account cost, time and effort against the level of risk. High risk would warrant more money, time and effort to reduce the risk. |
| Severity | Most predictable consequence to the individual or organisation if the circumstances in question were to occur. |
| Likelihood | Probability of an event occurring, wherever possible based upon the frequency of previous occurrences. |
| Risk Assessors | Those who are trained and have the skills and experience to undertake risk assessment. |
| Competent | <p>For the purposes of risk assessment, Risk Assessors shall only be deemed competent if they:</p> <ul style="list-style-type: none"> • have the necessary blend of skills and experience in the work activities being assessed; and • have attended and successfully completed Risk Assessment training |

Section 5 Accountability, Responsibility, Compliance and Role

The Principal remains responsible for Health and Safety. In addition to the responsibilities laid down in the Management procedure, there are further specific duties inherent within this procedure. These are detailed below:

5.1 Heads of College, Heads of School, Directors of Research Institutes and Heads of Service

Heads of College, Heads of School, Directors and Heads of Service are responsible for:

- Putting procedures and safe systems of work into practice which are designed to eliminate or reduce the risks associated with working alone;

- Ensuring that staff groups and individuals identified as being at risk are given appropriate information, instruction and training;
- Ensuring that the lone worker risk assessment is communicated to all staff members involved in the activities and keeping signed documentary evidence that those employees have read and understood the risk assessment and will comply with the control measures put in place for their safety;
- Ensuring that all reported incidents are fully investigated;
- Ensuring that appropriate support is given to staff involved in any incident; and
- Managing the effectiveness of preventative measures through an effective system of reporting, investigation and recording of incidents.

5.2 Line Managers (whether in Schools, Research Institutes or University Services)

Line Managers are responsible for:

- Ensuring that all staff are aware of the procedure;
- Nominating in writing departmental risk assessors and making sure that those nominated attend the Risk Assessment in Practice Course to ensure competence;
- Ensuring that risk assessments are carried out and reviewed regularly.

5.3 Health and Safety Representatives

Trade Union Representatives will represent the interests of all members of staff and will:

- Work in co-operation within the University and in particular with the Health, Safety & Wellbeing Service Department in managing issues of a Health & Safety nature;

Health and Safety Representatives are appointed Trades Union members who have been nominated by their union to represent other union members in matters relating to health and safety in the workplace in accordance with the Safety Representatives and Committees Regulations 1977 . Below are highlighted key aspects of the role of Health & Safety Representatives:

- Have an understanding of the hazards and risks to the Health, & Safety of their colleagues within their work area; investigate potential hazards and dangerous occurrences at the workplace, and to examine the causes of accidents in the workplace working with management to introduce and monitor the controls necessary to minimise these;
- Are encouraged to complete the accredited, formal Health and Safety training program of their Professional Organisation/Trade Union;
- Ensure that the University is notified in writing by the union that a safety rep has been appointed and that their manager is aware of their accredited status as such within their Professional Organisation/Trade Union; the safety rep is then entitled to carry out their functions under Regulation 4 of the Safety Representatives and Safety Committees Regulations.

These functions include:

- Represent members who have grievances related to health and safety;

- Investigate potential hazards and dangerous occurrences at the workplace, as indicated above;
- Investigate complaints by any member relating to health, safety or welfare at work;
- Make representations to the University on matters arising out of the above investigations and on general matters affecting the health, safety and welfare of employees at the workplace;
- Carry out inspections in accordance with Regulations 5 and 6 of HASAWA;
- Represent members in consultations at the workplace with inspectors from the HSE, the Environment Health Department or the Fire Service;
- Receive information from inspectors from the three above enforcing authorities.
- Attend meetings of the Safety Committee as prescribed in Regulation 9 of HASAWA;

Accredited Trade Union Representatives are legally entitled to carry out these duties with the full assistance of the employer and without fear of victimisation or reprisal.

5.3 Employees

There is a legal requirement for employees to bring to the notice of their employers any workplace health and safety risks or incidents. There is also a requirement for employees to co-operate with their employers to enable compliance with statutory duties. Therefore, employees are responsible for:

- Taking reasonable care of themselves and others affected by their actions;
- Familiarising themselves with the lone worker risk assessments in place for activities they are involved in;
- Co-operating by following all procedures designed for safe working;
- Reporting all incidents that may affect the health and safety of themselves or others and asking for guidance as appropriate; and
- Taking part in training designed to meet the requirements of this procedure.

Section 6 Procedures

6.1 Risk Assessment

Risk assessment is essential to good risk management, and must be carried out only by nominated competent persons. This principle also applies to specific risk assessments, including those conducted for lone working activities.

Lone work is work which is specifically intended to be carried out unaccompanied or without immediate access to another employee. It is not the same as the chance occurrence of finding oneself on one's own. For example, in every workplace there is somebody who arrives first or leaves last, or an individual may need to go into an unoccupied storeroom.

Lone working can occur:

- During normal working hours at a remote location either within the normal workplace or during a domiciliary or other offsite visit; and
- When working outside normal working hours.

Departmental procedures need to take account of the possibility of both situations arising and should define what constitutes 'normal working hours'. Flexible working hours are a valuable and necessary component of the working environment. However, the argument for working outside normal working hours should not be used to justify poor planning and undisciplined working arrangements. Wherever reasonably practicable, work should be contained within recognised working hours.

Working alone is specifically prohibited by law only in a small number of well established dangerous situations such as working with live electrical conductors, entry into confined spaces, etc. However, there is no general legal prohibition on lone working and the University's responsibility is to ensure the health and safety of staff and others affected by its activities apply to anyone working alone.

The process of conducting a risk assessment for lone working is no different to that followed when assessing more conventional activities. The important point is to carry out the assessment in the following way:

- Identify the hazards associated with the work and carrying it out unaccompanied;
- Assess the risks associated with the work and decide on the safe working arrangements to control these risks;
- Record the findings of the assessment;
- Implement the safe working procedures; and
- Monitor and review the safe working procedure.

6.2 Identify the hazards associated with the work and carrying it out unaccompanied

The hazards associated with the task are likely to be the same whether it is carried out alone or accompanied, although the possibility of violence towards the lone worker should always be considered. Those carrying out assessments should therefore use the techniques they normally employ for hazard identification when considering the hazards of lone working.

6.3 Assess the risks associated with the work and decide on the safe working arrangements to control the risk

Although working alone may not introduce any new hazards, the risks may differ significantly when a task is carried out unaccompanied.

Assessments may need to be conducted on the following basis:

- Generically, for example to consider one particular discipline; or
- Individually, for example to consider a particular risk relating to a domiciliary etc. visit.

Some of the issues that need special attention when evaluating the risks and planning safe working procedures are as follows:

Can one person adequately control the risk?

Lone workers should not be placed at more risk than other employees and extra control measures may be required. Precautions should take account of normal work and foreseeable

emergencies such as fire, equipment failure, illness and accidents. Those with responsibility for carrying out risk assessments should ask questions such as:

- Does the workplace present a special risk to lone worker?
- Is there safe access and egress? (This may include the immediate local environment)
- Can one person safely handle any necessary temporary access equipment, such as portable ladders or trestles?
- Are the welfare facilities adequate?
- Can one person safely handle all plant, substances and goods involved in the work?
- Is there a risk of violence?

These and many more questions are contained in the Lone Worker Risk Assessment at Appendix 4.

What training is required to ensure competency in safety matters?

Training is particularly important where there is limited supervision to control, guide and help in situations of uncertainty. Training may be critical to avoid panic reactions in unusual situations. Lone workers need to be sufficiently experienced and be able to understand the risks and precautions fully. Managers should establish clear procedures and set the limits to what can and cannot be done while working alone. There should be an agreement as to the circumstances in which it is reasonable to stop work and seek advice. It is a management responsibility to ensure employees are competent to carry out the work unaccompanied and are competent to deal with circumstances that are new, unusual or beyond the scope of training.

How will the person be supervised?

Although lone workers cannot be subject to constant supervision, there is still a duty on the employer to provide appropriate control of the work. Supervision compliments the information, instruction and training provided and helps to ensure that staff understand the risks associated with their work and that necessary safety precautions are carried out. It also provides guidance in situations of uncertainty.

The extent of supervision required depends on the risks involved and the ability of the lone worker to identify and handle health and safety issues. The level of supervision required is a management decision which should be based on the findings of the risk assessments. The higher the risk, the greater the level of supervision required. It should not be left to individuals to decide whether they require assistance.

Procedures that may need to be in place to monitor lone workers include:

- Supervisors periodically visiting and observing people working alone;
- Supervisors maintaining contact with lone workers using either a telephone or radio or possibly e-mail or SMS as available.
- Contact arrangements should be documented as part of the risk assessment;
- The use of signing in/out system; and
- Checks that a lone worker has returned to their base or home on completion of their tasks.

Contingency plans should specify the action to be taken if a pre-arranged contact cannot be reached, or an alarm device operate, and should be included as part of the risk assessment.

Is the person medically fit and suitable to work alone?

Medical fitness should not be a significant factor when considering typical office activities conducted outside normal hours. However, where a manager is aware that a lone worker has a medical condition, they should check whether they require any additional support in order for them to work alone safely. When medical advice is necessary, the Occupational Health Unit should be consulted.

What happens if a person becomes ill, has an accident, or there is an emergency?

The assessments should take account of the fact that a lone worker is more vulnerable when the unexpected happens. Risk assessment should identify foreseeable events and emergency procedures should be established and employees trained in them.

6.4 Record the findings of the assessment

A generic assessment is most usefully recorded as part of the procedures of the Health, Safety & Wellbeing Policy. Specific assessments need to be recorded individually. The aim should be to record the findings in a way that provides a useful working document for supervisors and staff. They will understand the action they need to take and will find it easier to decide when the assessment needs to be reviewed or where further preventative measures are necessary.

All records of risk assessments should include information on:

- The hazards identified;
- The safe working procedures that are necessary, including the physical controls, training, supervision and monitoring/contact arrangements;
- The contingency plan, should the monitoring/contact arrangements fail to operate;
- The limits to what can and cannot be done while working alone; and
- In the case of work outside normal hours, the definition of the term 'normal hours'.

A blank template for a Risk Assessment for Lone Workers, with helpful prompts, is provided at Appendix 4.

6.5 Implement the safe working arrangements

The risk assessment will have identified the physical controls, systems of work, training and supervision necessary to ensure the safety of the lone worker. If all of these arrangements are not already in place, they will need to be implemented in a structured way before the lone working can be permitted to commence. An action plan with target dates for completion of the outstanding work is often the most appropriate way of ensuring that the necessary arrangements are put in place effectively.

6.6 Monitor and review the safe working arrangements

Once the safe working arrangements have been implemented they need to be regularly monitored and reviewed to ensure they remain effective. Monitoring the way in which people are working is a routine day-to-day management function. More formal monitoring of the arrangements will also take place as part of the health and safety audit programme. Lone workers must be actively encouraged to report any incidents which could affect their safety, to allow a proper review of the adequacy of the working arrangements.

All risk assessments should be reviewed at regular intervals, at least once a year or whenever there is a reason to believe that the existing assessment is no longer valid. A record should be made of every review carried out.

Whether staff work alone in buildings or carry out domiciliary etc., visits, managers should first complete the relevant lone worker risk assessments. Appendix 1 provides guidance on how to assess workers undertaking domiciliary visits. Appendix 2 provides guidance on lone workers working in buildings and surrounding areas and Appendix 3 provides guidance for lone workers transiting between GU sites whilst on duty. Appendix 4 is provided as a basis for a generic risk assessment.

Section 7 Information, Instruction and Training

Managers responsible for staff identified as lone workers must ensure that information is communicated to them regarding the hazards and risks associated with their activities. The outcomes of risk assessments must be shared with employees, including control measures put in place to minimise the risk to their safety and well-being. Staff should be instructed on the appropriate procedures to follow to carry out their duties as safely as possible. In particular they should be given information on the limits as to what can and cannot be done whilst working alone. There should also be instructions on the circumstances in which it is appropriate to stop work and seek advice.

In addition they should be instructed on local management systems (e.g. the use of “checking in” systems and sharing information on their expected schedule of appointments with colleagues etc.). The importance of compliance with procedures must be stressed.

The contents of this Procedure must also be communicated to all relevant staff. This will include temporary staff, agency staff, students, volunteers and contactors. Managers must make staff aware of their individual responsibility to adhere to the arrangements.

New staff should be made aware of their responsibilities, in terms of both local management procedures and the contents of the Lone Working Procedure, as part of their local induction on commencement of employment.

Training will be provided by the organisation for all employees identified as lone workers. The purpose of this is to increase staff awareness of the personal safety issues associated with lone working and to equip staff with the knowledge and skills required to recognise hazards and what measures to take to minimise the risks to their safety.

The level of training required by each staff group will be determined by the outcome of local risk assessments.

Those identified within the high or medium risk categories, i.e. those who provide domiciliary or community services, and those who work alone within the grounds of GU buildings, must

receive from their line manager the appropriate instructions and training to their department's protocols on working safely.

Those who are identified within the lower risk category, i.e. those who work alone within the GU buildings, must receive from their line manager the appropriate instructions and training on their department's protocols on working alone safely.

It is the responsibility of the line manager to ensure that employees are trained in, and comply with, all local risk management systems. This will include, where appropriate, the use of the automated monitoring system, which has been put in place by the organisation as an additional control measure to minimise the risks to their personal safety.

Section 8 Measuring Performance

It is essential that the instructions provided within this procedure are monitored and accurately evaluated in order to ensure its continued effectiveness. This will be done by the Safety & Environment Protection Service (SEPS) as part of the Health, Safety & Wellbeing Audit process.

Section 9 Review of Procedure

This policy and associated procedures will be reviewed by SEPS at least every two years, or in the event of any significant change which impacts on the validity of the document.

Appendix 1 to Lone Worker Procedure PN09

Lone Working – Domiciliary etc, Visits and Mobile Workers

Introduction

This Appendix has been written with the intention of ensuring the safety of staff who are expected to carry out work in private homes. This could include, for example, HR practitioners, line managers or Occupational Health staff conducting home visits to staff, researchers visiting the homes of NHS patients taking part in medical research projects or other similar situations.

Risk Assessment

As most risk is attached to the unknown, it is essential that all such visits are subject to a suitable and sufficient risk assessment. Therefore, when considering the associated risks, managers must take into account factors including:

- Known history of the person being visited;
- Family circumstances;
- Living arrangements;
- Concerns considered relevant by the referrer;
- Travelling to isolated or rural areas;
- Travelling between appointments;
- Communication availability ; and
- Personal safety and security.

To reduce the risks to the lowest level reasonably practicable, the risk assessment must consider control measures such as:

- Arrange for meetings to be held in GU or other suitable premises rather than at the service user's home where possible;
- Allocate two members of staff to make visit, particularly if this is a first visit;
- Implementation of a management control system ensuring that information (such as where the lone worker is going; who they are visiting; contact address and telephone number; estimated arrival time and duration of visit; time expected to return to office; time and location of next visit or, time when they are due to arrive home to at base) is shared with colleagues;
- Training appropriate to the level of risk. This may include any or all of the following:
 - Information and instruction on contact procedures and local risk management protocols
 - Basic personal safety awareness
 - Strategies to prevent and/or manage violent and aggressive incidents
 - Moving and handling training
 - Violence and Aggression training in Breakaway Techniques
 - Procedures for safe handling of any substances or waste
 - Instructions on the procedures for reporting of all incidents, however minor.

Lone Working – Working Alone in Buildings and Surrounding Areas

Introduction

The purpose of this appendix is to provide information relating to the safety of workers working alone in GU buildings and surrounding grounds.

Risk Assessment

When considering the associated risk of working alone in a building and/or its grounds, managers must take into account the following factors:

- Risk associated with the activity being undertaken;
- The individual's capacity to undertake the activity; and
- Security of the building and grounds.

To reduce the risks to the lowest level reasonably practicable, risk assessment must consider control measures. Entry to buildings should be controllable so that unwanted visitors do not gain access. Progress beyond a reception area should be restricted to staff who are responsible for admitting people into the body of the building. A risk assessment for lone workers in buildings and grounds (maintenance, cleaners, porters, security staff etc.) should be put in place.

In particular, it is vital that local management systems are in place to protect employees alone in an area of the building or surrounding grounds. Contact procedures should be agreed and implemented so that others are aware of the presence and movement of lone workers and what procedures to follow should the lone worker fail to make contact at predetermined times. These procedures are especially important during **out of hours** work, as there will be fewer staff members in other areas of the premises to offer support should an incident occur. Entrance security systems (e.g. Digilocks or Swipe Card access) should be in place in areas where staff work alone to ensure there are no unwanted callers. Panic buttons, linked to a manned location, should be considered. Within the grounds, consideration should be given to the quality of lighting and whether security cameras are also required.

In addition to the above, all lone working staff must undergo training appropriate to the level of risk, as determined in the risk assessment. This training shall include any or all of the following:

- Information and instruction on contact procedures and local risk management protocols;
- Basic personal safety awareness;
- Strategies to prevent and/or manage violent and aggressive incidents;
- Moving and handling training;
- Procedures for safe handling of COSHH substances; and
- Instructions on reporting procedures for incidents, however minor.

Staff working alone within a Department **during working hours** should:

- Ensure they have access to a telephone to call for help if needed;
- Ensure that keys are secured;
- Call security or emergency services as appropriate if they become anxious regarding their safety; and
- If an incident occurs, report the circumstances, no matter how minor to your manager as soon as practicable after the event.
- Be aware of any personal risk factors arising from a medical condition

Staff working alone within a Department **outside office hours**, as a matter of routine, should:

- Ensure that all windows and doors are secured to prevent unauthorised access, so that the working environment is as safe as possible;
- On leaving the Department, ensure that all windows are closed and doors locked; and
- If an incident occurs report the circumstances, no matter how minor to your manager as soon as practicable after the event.

Staff working alone in GU grounds should:

- Make themselves aware of the activity risk assessment and the necessary control measures which require to be implemented; and
- Ensure that they comply with safe systems of work put in place for their safety.

Lone Working – Field Work in remote and/or rural areas

Introduction

The purpose of this appendix is to provide information relating to the safety of workers working alone in the course of carrying out field work which may be in remote and/ or rural areas.

Risk Assessment

When considering the associated risk of carrying out field work in remote areas, whether urban or rural, managers must take into account the following factors:

- Risk associated with the activity being undertaken;
- The individual's capacity to undertake the activity;
- Suitability of equipment in use for exposure to elements
- Availability/ Suitability of personal protective equipment for use in exposed situations
- Distance from nearest A&E and other emergency services and First Aid provision;
- Risks associated with travel in remote areas;
- Likelihood of having to deal with confrontation
- Communication availability ; and
- Personal safety and security

To reduce the risks to the lowest level reasonably practicable, the risk assessment must consider control measures such as:

- Whether a minimum of 2 people should be allocated to this field activity
- Whether alternative communication technology is available for use in isolated situations
- Implementation of a management control system ensuring that information (such as where the field work is taking place; the duration of the activity; anticipated time of arrival on site, departure from site and return to normal work base; any special contact arrangements; location and contact details of accommodation etc.) is easily available to manager or other suitable colleagues.
- Provision of alternative work equipment for use in exposed conditions
- Provision of basic or enhanced first aid equipment
- Advanced notification of field work activity to emergency services
- Training appropriate to the level of risk. This may include any or all of the following:
 - Information and instruction on contact procedures and local risk management protocols
 - Basic personal safety awareness
 - Strategies to prevent and/or manage violent and aggressive incidents
 - Moving and handling training
 - Violence and Aggression training in Breakaway Techniques
 - Procedures for safe handling of any substances or waste
 - Procedures for safe use of equipment
 - Instructions on the procedures for reporting of all incidents, however minor
 - First Aid training suitable to the circumstances.

Lone Working – Call-out Staff

Introduction

The purpose of this appendix is to provide information in relation to the safety of those employees required to attend work outside normal working hours as part of a call-out service. Whilst this applies commonly to trades employees operating in Estates and Buildings it equally applies to all other situations where members of staff provide call-out responses.

Risk Assessment

When considering the risks to staff associated with call-out duties, managers must take into account the following factors:

- Risks associated with the activity being undertaken;
- The individual's capacity to undertake the activity; and
- Risks associated with other on-going activities in the area where the response is required and availability of relevant information from client departments
- Risks associated with reduced supervision
- Security of the building and grounds where the activity is being undertaken
- Travel (at times when public transport may not be available for instance);
- Communication availability ; and
- Personal safety and security
- Likelihood of having to deal with confrontation

To reduce the risks to the lowest level reasonably practicable, the risk assessment must consider control measures such as:

- Whether a minimum of 2 people should be allocated to this activity
- Whether alternative communication technology is available for use in isolated situations
- Provision of basic or enhanced first aid equipment
- Checking-in and out arrangements through a pre-agreed contact point (such as the Gatehouse for instance)
- Training appropriate to the level of risk. This may include any or all of the following:
 - Information and instruction on normal and emergency contact procedures and local risk management protocols
 - Basic personal safety awareness
 - Strategies to prevent and/or manage violent and aggressive incidents
 - Violence and Aggression training in Breakaway Techniques
 - First Aid training suitable to the circumstances.

Lone Working – Transiting between sites

Introduction

It has been estimated that up to a third of all road traffic accidents involve somebody who is at work at the time. Health and safety law applies in the same way to on-the-road work activities as to all other work activities and the risks to employees, and to others who may be affected by out work-related driving activities, require to be effectively managed. These requirements are in addition to the duties of drivers under road traffic law. Recognition should be taken of the particular risks to lone workers, and effective measures require to be put in place to reduce the risks to the lowest level practicable.

Managers' Responsibilities

Managers should undertake a risk assessment based on the frequency of lone worker travel and the location and distance between sites, times of travel (i.e. during hours of darkness or in daytime), the potential for threat to personal safety etc. (See attached Lone Worker Risk Assessment Form.) Systems should be in place to control the risks to lone workers. These controls should be documented and may include:

- Training on safe working procedures (e.g. planning ahead for the journey, the use of checking in procedures and other contact schemes etc);
- Personal safety awareness training;
- Procedures to follow in the event of vehicle breakdown; and
- Procedures to follow in the event of an accident or other incident.

An evaluation of the remaining risks requires to be taken and a decision made as to whether existing precautions are adequate or whether more should be done. Where further controls are required, these require to be implemented and monitored for effectiveness.

Where mobile phones are the preferred method of contact, employers have a right to expect employees to drive safely and conduct themselves in a manner that does not contravene the Road Traffic Act or endanger the safety of others. Similarly, they should not expect an employee to endanger themselves, other road users or pedestrians by expecting them to make or receive calls whilst driving. Employers can be held liable, as well as the driver, if they require employees to use a mobile when driving.

Employees' Responsibilities

Employees are responsible for taking reasonable care of themselves and others affected by their activities and also for co-operating with their employer on health and safety issues. They have a duty to comply with procedures put in place to minimise the risk to their health and well being and not to misuse any equipment provided for their safety.

If issued with a mobile telephone for use with the AMS, it is the responsibility of the lone worker to use it appropriately, and to logon and off or extend their login times whilst parked safely. It is also their responsibility to ensure that they do not breach road traffic legislation by

making or receiving calls while driving. Depending on the circumstances, drivers can be charged with “failing to have proper control of their vehicle”. The Organisation does not encourage any telephone use while driving and will co-operate with police enquires resulting from a road traffic collision and will supply the police with all relevant information, including call times.

Employees are also reminded that, where they are using their own vehicles to travel between work sites, they must ensure that they are maintained in a roadworthy condition, have a current MoT(where necessary) and that their insurance extends to business use. They must conduct themselves in a manner that does not contravene the Road Traffic Act or endanger the safety of others. They should ensure that they never drive under the influence of alcohol or drugs. Some prescription drugs can also adversely affect the ability to drive safely and advice should be sought from GPs or pharmacists. Additionally, employees should make their managers aware of any health problems or personal circumstances which could make driving more hazardous.

Employees must report any accident and also follow the reporting procedures for any incident which affects, or may have affected, personal safety during the course of transiting between sites.

Lone Working Risk Assessment Form.

Appendix 6 of Lone Working

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| Description of work activity or danger: | Role of people exposed to risk: | Number of people exposed: |
|--|--|----------------------------------|

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| Directorate/Area | Department: |
|-------------------------|--------------------|

| | | |
|--|------------------------|---------------------|
| Risk assessment carried out by: | Date completed: | Review date: |
|--|------------------------|---------------------|

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| Assessor's signature: |
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| Main risks and issues of concern | Domiciliary Visits | Working Alone in Buildings | Transit Between Sites | Remote Field Work | Call-Out Duties |
|---|--|----------------------------|-----------------------|-------------------|-----------------|
| | Fill out if appropriate to work activity | | | | |
| Do staff work alone? | Yes/ No | Yes/ No | Yes/ No | Yes/ No | Yes/ No |
| Are staffs easily identifiable as GU workers or wear easily identifiable uniforms? | Yes/ No | Yes/ No | Yes/ No | Yes/ No | Yes/ No |
| Do staff carry out visits/travel to high-risk locations (for example, areas with high crime rates)? | Yes/ No | Yes/ No | Yes/ No | Yes/ No | Yes/ No |
| Do staff carry out visits/get called out during unsociable hours or out with normal office hours? | Yes/ No | Yes/ No | Yes/ No | Yes/ No | Yes/ No |
| Is there a security provision? | Yes/ No | Yes/ No | Yes/ No | Yes/ No | Yes/ No |
| Does any member of staff have medical problems (e.g. a heart condition) that may put them at a higher risk of becoming unwell when working alone? | Yes/ No | Yes/ No | Yes/ No | Yes/ No | Yes/ No |
| Is First Aid available if staff becomes ill or injured? | Yes/ No | Yes/ No | Yes/ No | Yes/ No | Yes/ No |
| Do staff activities involve handling dangerous substances (Chemicals, Bio-Hazards)? | Yes/ No | Yes/ No | Yes/ No | Yes/ No | Yes/ No |
| Can all the equipment required for the activity, be carried safely by one person? | Yes/ No | Yes/ No | Yes/ No | Yes/ No | Yes/ No |
| Do staff carry valuables or drugs? | Yes/ No | Yes/ No | Yes/ No | Yes/ No | Yes/ No |
| Once on site do staff work in isolation? | Yes/ No | Yes/ No | Yes/ No | Yes/ No | Yes/ No |
| Once on university property, does the job involve working in different areas around the university alone? | Yes/ No | Yes/ No | Yes/ No | Yes/ No | Yes/ No |
| Is there poor access/bad lighting to the building? | Yes/ No | Yes/ No | Yes/ No | Yes/ No | Yes/ No |

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|---|------------|------------|------------|------------|------------|
| Do staff carry out visits or meet with clients (including staff who are clients) or patients in isolated areas? | Yes/ No | Yes/ No | Yes/ No | Yes/ No | Yes/ No |
| Do staff visit unfamiliar clients or relatives? | Yes/ No | Yes/ No | Yes/ No | Yes/ No | Yes/ No |
| Do staff visit a high-risk or unstable or unpredictable client group? | Yes/ No | Yes/ No | Yes/ No | Yes/ No | Yes/ No |
| Do you use staff that are new or inexperienced in domiciliary work? | Yes/ No | Yes/ No | Yes/ No | Yes/ No | Yes/ No |
| Is the travel to sites or clients a regular occurrence? (E.g. same places on a certain day) | Yes/ No | Yes/ No | Yes/ No | Yes/ No | Yes/ No |
| Do staff visit multiple sites on same journey | Yes/ No | Yes/ No | Yes/ No | Yes/ No | Yes/ No |
| Do supervisors know where staff are going? (e.g. Do staff decide the order and when to do visits) | Yes/ No | Yes/ No | Yes/ No | Yes/ No | Yes/ No |
| Others (Please give details): | | | | | |
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| Existing control measures – Tick if these are in place | | | |
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| Do you assess new research clients in an NHS or GU setting rather than their home? | | Have you issued personal attack alarms? | |
| Do you provide accompanied visits when there are concerns about safety? | | Do you use two-way radios/mobiles or other communication systems? | |
| Do you have access to known risk factors in NHS referral documents and care plans where relevant? | | Do staff have information and training on basic personal safety? | |
| Do you receive from and share risk information with other professionals and agencies? | | Are staff trained in strategies for preventing and managing violence? | |
| Are there systems for monitoring staff whereabouts and movements and for regularly reporting to base? (Please give details) | | Do staff have access to report incidents or near misses and appreciate the need for this procedure? | |
| Do you provide joint working for high-risk activities (in other words, in confined spaces and with dangerous substances)? | | Do staff know procedures in event of work vehicle breakdowns? | |
| Do you use closed-circuit television within or around the building? | | Is there a procedure in place if staff fail to turn up at a site? | |
| Do you use entrance security systems (for example, Digilocks or swipe cards)? | | Do you have safe working plans and training highlighting the risks? | |
| Is there security lighting around access points and parking areas? | | Do staff have the ability to contact base if stranded? | |
| Have you installed panic buttons linked to manned locations? | | Does the department have a Booking IN/OUT system for off site visits? | |
| If moving and lifting equipment, have staff attended moving and handling courses? | | Other? | |
| Other? | | Other? | |

| Risk(s) remaining after existing control measures are in place | RISK RATING (Using Severity Consequence index) Severity X Likelihood |
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N.B. This is a Generic Risk assessment and during the course of work additional hazards may occur specific to the job or condition of the employee that will warrant a person specific risk assessment.

| Additional controls required: (To reduce residual risk(s) if reasonably practicable to a Risk Rating of 6 or below) |
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| Additional controls Agreed: (Yes or No). If 'Yes' detail the action to be taken, include target dates for implementation. If 'No' comment on reason for disagreement. |
|---|
| <p>Name: _____ Signature: _____</p> <p>Designation: _____ Date: _____</p> |