Hampshire
County Council

Health and safety corporate procedure

Lone working

Lone working

Hampshire County Council

This procedure replaces all previous policies and procedures relating to lone working.

Purpose

Hampshire County Council (HCC) employs many people in varying roles which require them to work, at times, alone. Working alone can present additional or increased levels of risks to individuals and complications which may, in turn increase risks to colleagues. This procedure recognises these risks and sets a structured way to determine appropriate systems and equipment that can be used to reduce these risks. This procedure only addresses the additional risks arising from working alone. Non lone working risks are to be addressed as a separate risk (see the Corporate Risk Assessment Procedure).

Scope

This procedure sets out a framework for categorising the type of lone working to ensure there is consistency in how the risk of working alone is assessed and managed. It identifies control measures that may be suitable and sufficient in reducing the risks to an acceptable level. These suitable and sufficient control measures should be discussed and agreed with colleagues and then recorded in the generic and/or individuals' lone working risk assessment.

This procedure does not seek to limit a manager's authority to go beyond these control measures, specifically, if when the risk assessment concludes these controls would not be suitable or sufficient to adequately reduce a risk. It may not always be possible to adequately control the risks of lone working, under these circumstances a manager may decide not to allow lone working to take place, requiring instead, that more than one person carry out a role/task or, in extreme cases, not carry out the task at all.

Appendix 1 provides a flow chart for categorising the lone worker category. This flow chart will help to guide managers and simplify the risk assessment process.

Appendix 2 provides a menu of suggested control measures for each category of lone worker (this list is not exhaustive).

Appendix 3 contains a form for recording lone working risk assessments.

Terminology

Lone workers are those who work by themselves without close or direct supervision. Examples include social workers visiting domestic premises, maintenance staff working outside normal hours and those working at home.

Procedure

Managers should consult with employees when making decisions in relation to implementation of this procedure, to ensure all parties are content, that the risks presented by lone working are assessed and suitably and sufficiently controlled.

Lone working without supervision

There will always be greater risks for lone workers with no direct supervision or anyone to help them if things go wrong.

Lone working

Government guidance due to the risk created by Covid-19, is for workers to work from home where possible. This means more Hampshire County Council employees are working from home and it is important that managers are in regular contact to make sure they are healthy and safe. If contact is poor, workers may feel disconnected, isolated or abandoned. This can affect stress levels and mental health.

Associated records

Appropriate records will be informed by local risk assessment and guidance.

Records must be kept and maintained to comply with this procedure and will be retained in accordance with Hampshire County Council's data retention policy.

Categorisation process

Assessing the risk of lone working managers should categorise each employee's role and the lone worker risk presented using the flow chart in Appendix 1. The conclusions of this process should be recorded on the Lone Working Risk Assessment record form (Appendix 3).

If the role does not appear to fit a one of the categories below or falls within a category that appears to be incorrect, the manager can modify the decision derived from the chart in agreement with the employee.

Categories of lone worker role

The following categories describe general types of lone worker and should assist managers to categorise the relevant roles. However, the descriptions below have been produced to enable discussion between colleagues, to ensure roles are appropriately categorised and lone workers identified.

Category 1

Lone workers who are at risk from people around them. This category would include roles such as Social Workers, Trading Standard Officers, care staff working in Adult Health and Care and Children's Services etc. Often there will be an enforcement type role or a role where a colleague has authority or power over people who pose a potential threat.

Category 2

Lone workers who have nobody around and carry out work which poses a significant risk of serious harm. This category would include working with dangerous machinery, or livestock, in a remote area.

Category 3

Lone workers who work in the wider community but the people around them do not pose an elevated threat. This category would include roles such as School Crossing Patrols, some Highways staff, delivery drivers etc. They will be the only HCC employee at work, but they are in the normal community and so there is no reason for an elevated threat from other people. In many cases people around them would come to their assistance in an emergency and therefore reduce the risk of lone working.

Category 4

Lone workers who work in isolated locations where the work does not pose significant risk. This category would include lone working in a data centre out of hours or a caretaker/site manager in a school. The environment and equipment in general does not pose a significant risk however, in the event of a medical issue (heart attack etc.) the person may not be detected for some time which may affect the medical outcome.

Control Measures Menu

Appendix 2 contains four sections. Each section has a menu of possible control measures that could be used to control the risk from lone working. Some control measures are only available in certain sections. However, all measures are available at the manager's discretion and managers are authorised to overrule these menu choices where necessary. Moreover, managers can choose to not deploy staff to work alone if they feel the risks associated with lone working are not acceptable.

Managers should discuss with their staff their role and suitable lone working controls. Agreement should be sought on the appropriate controls and application. Should no agreement be reached, the decision should be escalated to the next senior manager to decide on appropriate controls to be put in place.

Lone Working Risk Assessment Record

Appendix 3 contains a form to record your assessment of the risks from lone working and to record your discussions with colleagues and finally what control measures you have decided to put in place to reduce the risk to an acceptable level. Alternative departmental recording arrangements may be substituted.

Guides

HSE leaflet INDG73(rev3) "Working alone"
HSE advice for lone workers and work-related violence

APPENDIX 1 – LONE WORKER CATEGORY FLOW ASSESSMENT CHART

Row	Question	Answer	Action
1	Do you undertake lone working?	No	No further action required
		Yes	Move on to row 2
2	Do people pose a significant risk? (e.g. Social Work, Trading Standards vulnerable children and adults care staff)	Yes	Category 1
		No	Move on to row 3
3	Does your work pose a significant risk? (e.g. work with dangerous machinery or livestock)	Yes	Category 2
		No	Move on to row 4
4	Do you undertake lower risk lone work where other people are present? (e.g. Crossing patrol, delivery driver)	Yes	Category 3
		No	Move on to row 5
5	Do you undertake lower risk lone work where other people are not present (e.g. Out of hours work at a data centre)	Yes	Category 4

APPENDIX 2 – POTENTIAL CONTROL MEASURES MENU

CATEGORY OF ROLE	DESCRIPTOR	MENU OF POSSIBLE CONTROL MEASURES
1	Lone workers who are at risk from people around them	No visit Police escort where appropriate Visits to be carried out in pairs Installing worker's mobile phone with suitable Lone Working Monitoring App *(App to meet BS8484 standard)* Buddy system Panic alarms Details of visit recorded in an Outlook Calendar, team diary or on an office whiteboard – e.g. location, reference number and timings. Refer to APPX 1 (Control Measures Menu) of the Corporate Violence and Aggression procedure.
2	Lone workers who have nobody around and carry out work which poses a significant risk of serious harm.	work to be carried out in pairs Installing worker's mobile phone with suitable Lone Working Monitoring App *(App to meet BS8484 standard)* and/or "Man Down" facility Vehicle location by GPS Two-way radio communication system Buddy system Details of visit recorded in an Outlook Calendar, team diary or on an office whiteboard – e.g. location, reference number and timings
3	Lone workers who work in the wider community but the people around them do not pose an elevated threat	Mobile phone Phone in at end of shift
4	Lone workers who work in isolated locations where the work does not pose significant risks.	Installing worker's mobile phone with suitable Lone Working Monitoring App *(App to meet BS8484 standard)* and/or "Man Down" facility Two-way radio communication system /Buddy system Details of visit recorded in an Outlook Calendar, team diary or on an office whiteboard – e.g. location, reference number and timings

Lone working

APPENDIX 3 – LONE WORKING RISK ASSESSMENT RECORD

NAME OF EMPLOYEE	Alan Hussey Site Team	Adrian Hunt Site team	Alan Cole Site team	Adam Brown Site team	Mark Hinton Site Team
Lone working role	4	4	4	4	4
Category of lone working	4	4	4	4	4
Control measures selected from menu	4 (Man down)	4 (Man down)	4 (Man down)	4 (Man down)	4 (Man down)
Is employee aware of what they are required to do?	Yes, in an emergency the employee should raise the alarm for help by using the Man Down contact on the Site/ and minibus Mobile Phones Site Staff personnel updated on the procedures 19th April 2021	Yes, in an emergency the employee should raise the alarm for help by using the Man Down contact on the Site/ and minibus Mobile Phones Site Staff personnel updated on the procedures 19th April 2021	Yes, in an emergency the employee should raise the alarm for help by using the Man Down contact on the Site/ and minibus Mobile Phones Site Staff personnel updated on the procedures 19th April 2021	Yes, in an emergency the employee should raise the alarm for help by using the Man Down contact on the Site/ and minibus Mobile Phones, New Site Staff personnel will be updated on there induction in March 2024	Yes, in an emergency the employee should raise the alarm for help by using the Man Down contact on the Site/ and minibus Mobile Phones Site Staff personnel updated on the procedures 19th April 2021
Does the employee and manager agree on suitable controls?	Yes, shared by the Bursar (Site, Facilities & Transport Lead August 2023	Yes, shared by the Bursar (Site, Facilities & Transport Lead August 2023	Yes, shared by the Bursar (Site, Facilities & Transport Lead August 2023	Yes, shared by the Bursar (Site, Facilities & Transport Lead TBC	Yes, shared by the Bursar (Site, Facilities & Transport Lead August 2023

Name	Alan Hussey		
Signature	*Alan Hussey*	Date: March 2024	

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APPENDIX 3 – LONE WORKING RISK ASSESSMENT RECORD

NAME OF EMPLOYEE	BEN SAYERS	IVOR SMITH	DOUG GRAY	JACK VOWLES	GARY HYDE
Lone working role	4	4	4	4	4
Category of lone working	4	4	4	4	4
Control measures selected from menu	4 (Man down)	4 (Man down)	4 (Man down)	4 (Man down)	4 (Man down)
Is employee aware of what they are required to do?	Yes, in an emergency the employee should raise the alarm for help by using the Man Down contact on the Site/ and minibus Mobile Phones Site Staff personnel updated on the procedures 19th April 2021	Yes, in an emergency the employee should raise the alarm for help by using the Man Down contact on the Site/ and minibus Mobile Phones Site Staff personnel updated on the procedures 19th April 2021	Yes, in an emergency the employee should raise the alarm for help by using the Man Down contact on the Site/ and minibus Mobile Phones Site Staff personnel updated on the procedures 19th April 2021	Yes, in an emergency the employee should raise the alarm for help by using the Man Down contact on the Site/ and minibus Mobile Phones Site Staff personnel updated on the procedures June 2023	Yes, in an emergency the employee should raise the alarm for help by using the Man Down contact on the Site/ and minibus Mobile Phones New Site Staff personnel will be updated on there induction in March 2024
Does the employee and manager agree on suitable controls?	Yes, shared by the Bursar (Site, Facilities & Transport Lead August 2023	Yes, shared by the Bursar (Site, Facilities & Transport Lead August 2023	Yes, shared by the Bursar (Site, Facilities & Transport Lead August 2023	Yes, shared by the Bursar (Site, Facilities & Transport Lead August 2023	Yes, shared by the Bursar (Site, Facilities & Transport Lead TBC

Name	Alan Hussey		
Signature	*Alan Hussey*	Date: March 2024	

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APPENDIX 3 – LONE WORKING RISK ASSESSMENT RECORD

NAME OF EMPLOYEE	ALEX WHEELER	NIGEL FERN	BRADLEY MORTIMER		
Lone working role	4	4	4		
Category of lone working	4	4	4		
Control measures selected from menu	4 (Man down)	4 (Man down)	4 (Man down)		
Is employee aware of what they are required to do?	Yes, in an emergency the employee should raise the alarm for help by using the Man Down contact on the Site/ and minibus Mobile Phones Site Staff personnel updated on the procedures 19th April 2021	Yes, in an emergency the employee should raise the alarm for help by using the Man Down contact on the Site/ and minibus Mobile Phones New Site Staff personnel will be updated on there induction in March 2024	Yes, in an emergency the employee should raise the alarm for help by using the Man Down contact on the Site/ and minibus Mobile Phones Site Staff personnel updated on the procedures 19th April 2021		
Does the employee and manager agree on suitable controls?	Yes, shared by the Bursar (Site, Facilities & Transport Lead August 2023	Yes, shared by the Bursar (Site, Facilities & Transport Lead TBC	Yes, shared by the Bursar (Site, Facilities & Transport Lead October 2023		

Name	Alan Hussey	Date: March 2024	
Signature	*Alan Hussey*		