Health and safety corporate procedure

Lone working

Lone working

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.

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

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 <u>Hampshire County Council's data retention policy</u>.

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

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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

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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

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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	Gary Hyde 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 April 2025	Yes, shared by the Bursar (Site, Facilities & Transport Lead April 2025	Yes, shared by the Bursar (Site, Facilities & Transport Lead April 2025	Yes, shared by the Bursar (Site, Facilities & Transport Lead April 2025	Yes, shared by the Bursar (Site, Facilities & Transport Lead April 2025

Name	Alan Hussey	Date: April 2025
Signature	*Alan Hussey*	

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APPENDIX 3 – LONE WORKING RISK ASSESSMENT RECORD

NAME OF EMPLOYEE	BEN SAYERS	IVOR SMITH	DOUG GRAY	FRANK TREBILCOCK	EDWARD CARTER
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 April 2025	Yes, shared by the Bursar (Site, Facilities & Transport Lead April 2025	Yes, shared by the Bursar (Site, Facilities & Transport Lead April 2025	Yes, shared by the Bursar (Site, Facilities & Transport Lead April 2025	Yes, shared by the Bursar (Site, Facilities & Transport Lead April 2025

Name	Alan Hussey	
Signature	*Alan Hussey*	Date: April 2025

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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 April 2025	Yes, shared by the Bursar (Site, Facilities & Transport Lead April 2025	Yes, shared by the Bursar (Site, Facilities & Transport Lead April 2025	

Name	Alan Hussey	
Signature	*Alan Hussey*	Date: April 2025

CRESTWOOD
COMMUNITY SCHOOL

Lone Worker Policy

Updated: April 2025 Review
cycle: 3 yearly

Background

There are times when staff are expected to work on their own either during the school day with students, in the office during holidays, home visits and for the Site Team at various times during their normal working week and in the holidays. This policy is written in order to promote safe working practices that will reduce the risks of incidents or injuries occurring. This policy combines risk assessments for the types of lone worker with appropriate preventative and protective measures to reduce those risks as far as is reasonably practicable.

The Governing Body has adopted Hampshire County Council's Corporate Lone Working Procedures (Appendix 1) and Lone Working Risk Assessment.

Aims:

- To ensure the safety of school staff
- To promote good practices that will reduce the risks of incidents or injuries occurring

Standards:

1. Lone workers will receive appropriate information about safe working practices and training as required, staff will have access to equipment which is safe and well maintained.

2. Persons who work alone receive adequate support, so far as is reasonably practicable, during their period of lone working.

3. Staff who work alone and have concerns about their lone working will have the opportunity to raise concerns to senior managers at any point.

4. Staff who work alone are aware of their own responsibilities with regard to their health and safety, including the need to co-operate with management on health and safety matters and to implement the strategies recommended to them.

5. The school managers will review the risk assessment for lone working regularly and immediately after a serious accident/incident in which a person working alone is involved.

Who are Crestwood Community School Lone Workers, how high is the risk and what support and procedures are in place to reduce the risk?

1. Several staff are expected to work on their own with students during the school day. These may be small groups of children without challenging behavior or highly complex medical need. This has been assessed as having a low risk. Staff will always have a telephone to request additional help.

2.   Staff regularly work on an individual basis with individual children, e.g. Individual Learning Needs. This has been assessed as having a low risk. Staff can easily call for additional help using staff in adjoining rooms or the telephone.

3.   Occasionally individual students are supported to access the community by an individual member of staff. Prior to any such off site visit a more detailed risk assessment is completed and a mobile phone given to the member of staff by which they can request additional support. This has been assessed as having a low risk. Any child with more complex medical needs or extreme challenging behaviour would not be sent out with just one member of staff.

4.   All home visits should be entered in the main school diary with the expected duration of visit and anticipated time back at school or home. If the visit is to be completed after school, at weekends or during school holidays the home visitor should arrange the following:

        a)   to phone or text a member of the senior management team on their return home.   If this call is not received after one hour of the expected time police should be alerted with the child's address given.

        b)   to give their mobile phone number to a member of the senior management team who may decide to ring them part way through the visit to check that all is going according to plan.

This has been assessed as having a medium risk.   NOTE: Wherever possible two staff complete home visits thus reducing the risk to low, the same reporting in procedure should still be followed.   See additional guidance at end of this policy.

5.   There may be times when a member of the office staff is working alone in the offices.   During term time staff will use the telephone to call for additional support if concerned with the conduct of a visitor.   This has been assessed as having a low risk.

6.   The Business Manager or Head Teacher sometimes works alone in the school during school holidays.   Sometimes contractors may be on site on these days. All contractors will sign in and out of school and all contractors attendance will be planned and known in advance.   If contractors turn up unannounced the Business Manager or Head Teacher will check their identification badges or phone their managers to verify their details.   The telephone can be used to summon additional help if needed. This has been assessed as having a low risk.

7.   The Site team and cleaners regularly work alone in the building at the end of the day and during school holidays.   These staff adhere to all the County safe practices of work guidelines.   The school site is well lit and all appropriate safety equipment is provided.   The site staff can summon additional help

using the main telephone if needed or their mobile phones.   This has been assessed as having a low risk.

Additional Guidance for Staff Personal Safety incorporating NPA guidelines when working with families

1.   Staff must ensure that their personal mobile phones are charged and at hand.

2.   If the venue is considered to be of any danger, then two people should make the visit.

3.   For venues that cause concern, visits should be made in the morning, not afternoon.

4.   Always park your car ready for easy exit and have car keys readily accessible.

5.   Always sit, if possible, near the door if you are at all uncomfortable with the venue.

6.   When travelling, always ensure that your car is appropriately serviced, to avoid unnecessary breakdowns.

7.   When driving alone, the doors of your car should be locked and when leaving the car no files or valuables should be left inside.

8.   It is vital that any relevant information from other services about a family be routinely shared, so that sensitive and potentially dangerous issues are known.

9.   Ensure you have a first aid kit with you in your car.

Signed Head teacher:-

Print Name: -   KRISTA DAWKINS   Signature:

Signed Chair of Governors: -

Print Name: -   ANGELA WRIGHT   Signature:

Date: April 7, 2025

Updated: - April 2025
Updated: - January 2019
Review Date: - November 2018