

Lone Working Policy

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Lone Working Policy

1. Introduction

West Lindsey District Council are committed to protecting the health, safety and welfare of employees and members and recognises that lone working is a health and safety issue and acknowledges the importance of identifying and reducing risks to lone workers. We acknowledge that we should act to prevent or reduce risks that are reasonably foreseeable.

The policy will apply to everyone in the Authority. Managers are responsible for implementation, and the Authority is responsible for providing the necessary resources. The council recognises that it's most important resource is its employees. This policy shows our determination to identify risks from lone working and eliminate or control these risks where possible.

Definition of a lone worker

The Health and Safety Executive (HSE), defines a lone worker as someone who works by themselves without close or direct supervision *they don't need to be a lone worker 100% of the time*. They are found in a wide range of situations, such as:-

People in fixed establishments where:

- Only one person works on the premises, for example, in small workshops/buildings and people working from home.
- People work separately from others, for example, in large buildings such as leisure or entertainment centers.
- People work outside normal hours, for example, cleaners, security, and maintenance or repair staff.

Mobile workers working away from their fixed base:

- Street cleansing operatives, housing, technicians, planning and environmental health officers, community officers and enforcement officers.

2. Policy Statement

To ensure that all employees and members working in this way are not under any greater risk than any other form of working.

To achieve a safe system of work it is the duty of team managers and/or supervisors to ensure that potentially high-risk lone working situations are identified and risk assessments carried out. These will be regularly reviewed to ensure that appropriate control measures and/or contingencies are put in place and acted upon.

3. Equal Opportunities/Generic Equalities

West Lindsey is committed to equal opportunities. We will promote the equality of current employees and will ensure no one receives less favourable treatment than another on the grounds of race, gender, colour, nationality, ethnic or national origins, sex or sexual orientation, religion, marital status, age or disability or any grounds not relevant to the performance of the job or the service delivery.

4. Scope

All Council employees, volunteers, agency employees and anyone working on behalf of the council.

The policy is to provide advice and support to all employees who may be lone working. The policy shall be adhered to by all employees.

The policy should also be read in conjunction with other relevant policies, procedures, guidance and risk assessments.

Adhering to the policy will ensure safety of employees whilst at work and on council business.

To ensure that a safe system of work is employed whenever individuals are working alone, for and on behalf of the council, and comply with legislation as detailed in the Health and Safety at Work etc., Act 1974, and other associated legislation.

Any member of staff who disregards the policy may be subject to disciplinary action.

Whilst members are not in the scope of the policy there is guidance in **Appendix E** and training can be provided.

5. Legal Obligation

Under the Health and Safety at Work etc., Act 1974, (HASAWA) employers have duties to ensure, as far as is reasonably practicable, the health, safety and welfare of employees and the health and safety of others that maybe affected by the employers undertaking.

Employees shall also cooperate with the employer by taking reasonable care for their own health and safety, and of other people who may be affected by their acts or omissions at work.

The Management of Health and Safety at Work Regulations (MHSW) requires employers and self- employed people to make a suitable and sufficient assessment of the risk to the health and safety of employees to which they are exposed whilst they are at work and make appropriate arrangements for protecting these people's health and safety.

6. Roles and Responsibilities

6.1 Chief Executive, Directors, and Assistant Directors

Chief Executive will ensure that there is provision for adequate resources and support to enable:

- The services to comply with their duties and specific responsibilities.
- The implementation of the policy.
- The policy to be fully understood by all.

Assistant Directors and Directors will;

- Fully understand the policy.
- Make employees aware of the policy.
- Adequately monitor the lone working.

6.2 Team Managers and Supervisors

Will ensure:

- Information between services is shared in accordance with Data Protection Act and the Information Sharing Agreement.
- Lone working is not permitted where there is a known history of violence.
- Lone working is not carried out outside of normal hours unless it is essential and control measures are in place.
- Suitable and sufficient risk assessments are undertaken prior to lone working activities being carried out, making sure adequate controls are in place and are they are regularly reviewed.
- Sufficient monitoring and supervision is carried out of lone working.
- Information to the lone worker is provided on the findings of the risk assessment.
- Employees who require training are identified and make provision for appropriate training available.
- Employees are encouraged to report all incidents/accidents and near misses, including acts of verbal or physical violence towards them.
- All incidents/accidents and near misses are investigated with the assistance of the Managers and the Health and Safety coordinator.
- Resources are available, with suitable and sufficient equipment, according to the level of risk identified in the risk assessment (personal alarms, mobile phones, radios, lone worker devices etc.).
- Lone workers have no medical conditions which make them unsuitable for working alone (any information provided to the manager must be treated in the strictest confidence).
- Check the Complex, Difficult and Dangerous Customers register before visiting and ensure employees know where to find this information.

6.3 Health and Safety coordinator

Will:

- Review the policy annually or if there are any significant changes in legislation.
- Consult with the Joint Staff Consultative Committee.
- Horizon scan for future changes to legislation, assess and advise on the impact to the organisation.

6.4 Lone Workers

Will:

- Follow the appropriate team systems of work laid down for their safety.
- Use all equipment and systems provided for their safety properly.
- Co-operate with their managers on all health and safety matters.
- Inform their managers if they identify any shortfalls within the safety arrangements.
- Report all incidents/accidents and near misses, including acts of verbal or physical violence towards them.
- Inform their manager if they have any medical conditions which make them unsuitable for working alone.
- Check electronic systems before visiting.
- Communicate with manager or colleague if there are changes in their work pattern.
- Follow (**Appendix A**) General Preventative Guidance for Lone Working Employees

6.5 Safety Champions Group

Will:

- Support managers and peers in the implementation of adherence to this policy.
- Assist managers in investigation of work-related incidents.

7. Provision of Information, Instruction and Training

Employees and others on behalf of the council are to be given all necessary information, instruction, training and supervision to enable them to recognise the hazards and appreciate the risks involved with working alone.

Employees are required to follow any safe working practices, procedures or emergency measures put in place by the manager. Where new or altered hazards are encountered the employee should make their own dynamic assessment of the risk. Should they feel that their health and safety is compromised they should report back to their team manager before continuing. The team manager must update risk assessments/procedures in light of the new information. All training and briefing records must be recorded.

8. Planning

All work activities involving lone working must be suitably planned to ensure the proposed work can be carried out in reasonable safety. This includes assessing the risks applicable to the task and implementing suitable controls. Ad-hoc or unauthorised lone working should be avoided.

Line managers are responsible to agreeing and facilitating lone working arrangements and, importantly, organising and setting the limits of the work in accordance with the known operating conditions and risks.

Those involved in lone working must be fully briefed of the task, the related risks, the agreed control measures and the limitations to that work.

Lines of communication need to be established i.e. checking in/out, fall back and the emergency arrangements. Staff movements and their expected starting, finishing or return times should be known and suitable methods of contact to be agreed.

9. Risk Assessment

Managers are legally required to identify the hazards arising from working tasks and activities, assess the foreseeable risks involved, and implement measures to avoid, eliminate or control those risks. In some cases, a dynamic risk assessment may be necessary, see section 9.1.

A risk assessment is simply a careful examination of what work, activity, premise, workplace, groups or individuals could cause harm. It is a process that helps managers make decisions that are informed, rational and structured to manage the risks, and take action that is proportionate to the risks identified.

For a risk assessment process to be successful, managers need to consult with staff to find out what they consider to be the hazards and risks of working alone. It is important to talk to staff as they are a valuable source of information. Their input will help to ensure that all relevant hazards are identified and appropriate controls chosen.

(Appendix B) *The existing WLDC risk assessment template should be amended to ensure it is fit for purpose for the service area and work being carried out. It can be used as a useful reference to formally record the risk assessments.*

The risk assessment process should consider the following as a minimum:

- The context – nature of the task, any special circumstances
- The environment – location, security, access, weather conditions
- Equipment to be used
- The individual(s) concerned – indicators of potential or actual risk,
- Person carrying out the task, including any medical conditions, young, old, new or pregnant
- History – any previous incidents in similar situations

- Lack of, or no, training and instruction
- Emergencies (ill health, accident, incident, violence, equipment failure etc.)
- Any other special circumstances
- Supervision and Monitoring
- Review.

9.1 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/supervisor's 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. Employees can use the Dynamic Risk Assessment form (**Appendix C**) as a quick guide in the field, to help decide if to proceed with the current job. It does not replace the full risk assessments/safe working procedures which should be referred to for further guidance. Working outside in rugged, demanding locations means the job intrinsically carries higher risks due to the very nature of the work and the location.

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.

10. Safe Working Arrangements

Service Managers should use the 'Security Protocols for Lone Workers' information.

10.1 Managers should ensure that risk assessments have been undertaken, recorded and where necessary remedial action implemented for all employees who are required to work alone. The control measures put in place will depend on the results of the risk assessment.

10.2 Standard Lone Working Reporting Process (normal office hours)

A local procedure should be put in place to ensure the health, safety and welfare of lone working employees during normal office hours (defined as between 8.30 - 17.00 Monday – Thursday and 8.30 – 16.30 Fridays) (**Appendix D**, Security Protocols for Lone Workers). This should also include arrangements for contacting and monitoring the whereabouts of employees when carrying out lone working outside of Council premises.

10.3 Out of Hours Lone Working Process

A local procedure should be put in place to ensure the health, safety and welfare of lone working employees whilst working outside of normal working hours, including evenings and at weekends. This should also include arrangements for contacting and monitoring the whereabouts of employees when carrying out lone working outside of Council premises.

10.4 Failed Contact Process

A Failed Contact Process should be put in place when an employee working alone fails to report in, or cannot be contacted. This should include an escalation process, which may include using emergency contact details for example contacting next of kin and may culminate in the missing employee being reported to the Police.

11. Monitoring and Supervision

Although lone workers cannot be subject to constant supervision, managers still have a duty to ensure their health and safety at work. Supervision can help staff to understand the risks associated with their work and the necessary safety precautions that must be followed. Managers can provide guidance in situations of uncertainty and act as a point of contact.

The extent of supervision required is a managerial decision based on the findings of the risk assessment process, and the ability of the lone worker to identify and handle health & safety issues. The higher the risk, the greater the level of supervision required. Those new to a job, undergoing training, doing a job that presents special risks, or dealing with new situations, may need to be accompanied in the initial stages.

12. Report all accidents, incidents and near misses.

Reporting accidents/incidents/near misses provides valuable information about individuals, unsafe environments and other important information on the risks faced.

Managers with the assistance of the Health and Safety coordinator 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.

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.

All incidents should be reported in Minerva – Communities – Health and Safety – [Report an incident](#)

General Preventative Guidance for Lone Working Employees

Safety is a shared responsibility; the council has a duty, as your employer to protect you from foreseeable risk. However, for your part you can help to make sure that systems in place are followed and report all incidents. When visiting people at home or other non office based environment, employees must not compromise personal safety at any time; employees are advised to: -

1. Check Difficult and Dangerous Customer register before the visit to ensure you have prior knowledge of the client.
2. Obtain information on the area to be visited and make sure you know and others within the team know where you are going.
3. Park as close as possible to the address you are visiting, if that is the most appropriate area. In some cases, it may be better that your vehicle is not identifiable, for example, when investigating ASB or related issues.
4. Always leave the car facing the exit route, for example in dead end streets. Don't park the car in the driveway of household or anywhere it could become blocked in.
5. If visiting whilst it is dark, park in a lighted area (it is anticipated that employees will not home visit whilst it is dark and this should be agreed on a case by case basis with your line manager).
6. Avoid (as far as possible) waste ground, isolated pathways and subways, particularly at night.
7. Visit known problem areas where possible, at times of the day where, for example, drunkenness and drug activity is likely to be minimised.
8. Risk assess the situation as you approach the property.
9. Stand clear of the doorway after ringing or knocking.
10. Do not enter the house if the person answering the door gives any cause for alarm. (Use a simple excuse to rearrange)
11. Always follow the occupants into a building.
12. Maintain an escape route and ensure door is not locked.
13. Always treat occupants courteously.
14. Do not enter the property if, at the time, it is occupied, solely, by someone aged under 16 years old.
15. Carry out a dynamic risk assessment for the duration of visits and lone working situations.

Rearrange visit if there is any risk to your safety.

In the event of an incident occurring, employees must –

1. Put your own safety first and leave the situation.
2. Not be confrontational.
3. Use panic alarms only where there is a clear escape route and for surprise only to avoid escalating risk.
4. Call for assistance from the emergency services, manager, or colleague as appropriate.
5. Return to office base as soon as possible, meet with team manager for debriefing of the incident.
6. Allow time to recover and seek support from colleagues.
7. Share information with others who may visit and pass information on to the customer strategy services team manager or health and safety coordinator who will make a decision to complete the Difficult and Dangerous Customer Register.
8. Report the incident using the corporate incident reporting forms with the guidance of your team manager and/or safety champion.
9. Lone workers should not be more at risk than other employees.

Appendix B

Risk Assessment



Date:	17-08-2022	Assessment Reference No:	RA -001
Assessors Name:		Review Date:	17-08-2023
Managers Name:			
Department:			
Activity:	Lone Working – Site Visits		
Location:	Various		

NOTE: See guidance notes on final page before completing this Risk Assessment

Identified Hazards	Who may be affected	Risk Level before control measures S x P = R				Detail existing controls Provide details of control measures already in place. If measures are detailed in other documents, state where.	Detail further action required to reduce risk Note the action required, responsible person and target date where appropriate.	Final Risk level S x P = R			
		S	P	R	RR			S	P	R	RR
Working in remote locations No or poor back-up or emergency support available Out of hours work, late evenings, dark nights etc.	Officer	3	2	6	M	Officer to conduct a visible assessment of site on arrival. Where the site is more complex, officer to complete the paper based Dynamic risk assessment form. Work should not be undertaken if officer has concerns over safety. Manager to be informed. Ensure lone worker has full charged work mobile phone. MS Teams App and What3Words are downloaded to phone. The whereabouts of each lone working member of staff is to be monitored in accordance with the individual service departments monitoring procedure. Check Complex, Difficult and Dangerous Situations Register before leaving for site.	Update MS Teams/ Outlook calendar to inform colleagues (advising of anticipated times) Avoid out of hours working where possible. Where working out of hours can't be avoided consider two people for the task. A lone worker information sheet is held within the department for each worker with personal contact details.	3	1	3	L

Identified Hazards	Who may be affected	Risk Level before control measures S x P = R				Detail existing controls Provide details of control measures already in place. If measures are detailed in other documents, state where	Detail further action required to reduce risk Note the action required, responsible person and target date where appropriate.	Final Risk level S x P = R			
		S	P	R	RR			S	P	R	RR
<p>Travelling to and from sites, appointments and meetings etc.</p> <p>Poor weather, visibility, extreme cold/heat, heavy rainfall, snow/ice, high winds.</p>	Officer	2	3	6	M	<p>Review weather conditions if visiting isolated communities for suitability to travel.</p> <p>Ensure your car is winter safe and has adequate fuel.</p> <p>Carry winter driving essentials (coats, warm drinks, snacks etc.)</p> <p>Take extra time to plan your route using all available information sources.</p> <p>Undertake a risk assessment of weather conditions running up to and on the day of any site visits.</p> <p>Take note of Local Weather Warnings and corporate stance on Travel during adverse weather conditions.</p>	<p>The whereabouts of each lone working member of staff is to be monitored in accordance with the individual service departments monitoring procedure.</p> <p>Postpone any car journeys that are at risk of being undertaken in unduly adverse weather conditions.</p>	2	1	2	L
<p>Risks at point of initial visit</p> <p>Uneven surfaces: Slips, Trips & Falls</p> <p>Sprains, muscle damage & broken bones.</p>	Officer	2	3	6	M	<p>Additional care will be taken on uneven ground personnel will be extra vigilant with regards to kerbs.</p> <p>Work in well-lit areas.</p> <p>Good awareness at all times.</p> <p>A dynamic risk assessment carried out at inspection.</p> <p>Appropriate work attire and footwear for general visits</p> <p>PPE should be worn where necessary (hi vis safety shoes where necessary)</p> <p>Do not enter any areas where you may put yourself at risk.</p> <p>Report any incidents</p>	<p>Report any areas that are to unsafe to manager, and stop work.</p>	2	1	2	L

Identified Hazards	Who may be affected	Risk Level before control measures S x P = R				Detail existing controls Provide details of control measures already in place. If measures are detailed in other documents, state where	Detail further action required to reduce risk Note the action required, responsible person and target date where appropriate.	Final Risk level S x P = R			
		S	P	R	RR			S	P	R	RR
Risks at point of initial visit Work at Height	Officer	2	3	6	M	Avoid if at all possible, if unavoidable ensure onsite Risk Assessment by competent officer Ensure any ladder is used as per instructions. Instructions to be kept with ladder at all times. Checks made to ladder prior to using.	Officers will not work at height if they have not had the relevant training	2	1	2	L
Risks at point of initial visit Unstable / unsafe building / trees	Officer	3	2	6	M	PPE – hard hat, safety boots, hi viz tabard to be sought by employee/provided by manager in advance of visit and worn appropriately Follow any site safety procedures if in place Each officer to carry out their own risk assessment of the site/hazards in line with Lone workers protocol.	Do not enter the site if in any doubt of any potential hazard.	3	1	3	L
Building works at property / site / business premises	Officer	3	2	6	M	PPE – hard hat, safety boots, hi viz tabard Follow site safety procedures if in place Speak to applicant about access/safety concerns. Each officer to carry out their own risk assessment of the site/hazards in line with Lone workers protocol. Where properties are deemed very unsafe or hazardous visits must be discontinued or scope limited	Follow safety instructions from site manager	3	1	3	L

Identified Hazards	Who may be affected	Risk Level before control measures S x P = R				Detail existing controls Provide details of control measures already in place. If measures are detailed in other documents, state where	Detail further action required to reduce risk Note the action required, responsible person and target date where appropriate.	Final Risk level S x P = R			
		S	P	R	RR			S	P	R	RR
<p>Restricted Access/egress problems</p> <p>Awkward or difficult access or egress to and from the work Area.</p>	Officer	2	3	6	M	<p>Identify and assess access routes prior to works commencing and ensure all trip/fall/climb hazards Identified.</p> <p>Attend site induction and ensure all officers aware of building emergency procedures at all times.</p> <p>Ensure all officers are signed in with site security or reception and receive instruction, I.e. designated work area emergency signals/alarms.</p>	<p>Take care where access to work area requires you to climb any gates or fences etc.</p>	2	1	2	L
Confined space	Officer	3	3	9	H	<p>No-one to enter chambers / confined spaces without confined spaces training and safe system of work in place including escape equipment.</p>	None	3	1	3	L
<p>Officers being struck by moving vehicles (on site/along highway verges/footpaths)</p> <p>Parking vehicle</p>	Officer	3	3	9	H	<p>All personnel involved in this operation will have been made fully aware of the hazards associated with the task and will have received suitable training.</p> <p>The use of headphone Bluetooth earpiece or other devises of this nature are not permitted with the expectation of a hearing aid.</p> <p>Avoid close proximity to traffic if possible.</p> <p>Stay off the highway.</p> <p>Be aware of the vehicles around you at all times.</p> <p>Planned routes and times</p> <p>All officers must wear the appropriate PPE, Hi-vis vest or jacket.</p>	<p>Walk on the right-hand side of the road so that you are facing the oncoming traffic</p> <p>Where possible avoid parking in deserted, poorly lit locations or in a confined space that you may get blocked into</p> <p>Secure the vehicle when you leave it, do not leave belongings on show in the vehicle</p>	3	2	6	M

Identified Hazards	Who may be affected	Risk Level before control measures S x P = R				Detail existing controls Provide details of control measures already in place. If measures are detailed in other documents, state where	Detail further action required to reduce risk Note the action required, responsible person and target date where appropriate.	Final Risk level S x P = R			
		S	P	R	RR			S	P	R	RR
Substances (storage/exposure to domestic, commercial, agricultural/animal)	Officer	3	2	6	M	<p>Each officer to carry out their own risk assessment of the site/hazards in line with Lone workers protocol.</p> <p>Correct PPE available and worn at time of site visit. If not postpone the site to another day.</p> <p>Do not approach or touch any potentially hazardous waste.</p> <p>Seek medical attention if exposed to pesticides, insecticides or other chemicals – record any label details.</p> <p>Avoid touching eyes or mouth.</p> <p>Wash hands and arms thoroughly on completion of any site visits.</p>	Do not enter the site if in any doubt of any potential hazard.	3	1	3	L
Violence/ Aggression	Officer	3	2	6	M	<p>Check the difficult and Dangerous Situations register</p> <p>Follow lone worker policy</p> <p>Dynamic risk assessment and to continue evaluating changing conditions.</p> <p>Leave property / site calmly without alerting / aggravating resident if situation demands</p> <p>Staff to have a pre-planned exit strategy to utilise in such circumstances</p> <p>Staff have completed or will complete personal safety and/or difficult customer training.</p>	<p>Manager Ensure all staff are made aware of the procedures.</p> <p>Manager to assess staff training needs and pass on details through appraisal process</p> <p>Do not visit if there is any doubt and follow the lone workers procedures.</p> <p>Report any incidents to manager.</p>	3	1	3	L
Working near deep or fast flowing water the risk of falling into water and drowning	Officer	3	2	6	M	<p>Any worksite near or on water is assessed each time before work commences.</p> <p>Work in deep or fast-flowing water is avoided.</p>	<p>Account is taken of weather forecasts and the likelihood of changing conditions.</p> <p>Safe access and egress routes are identified</p>	3	1	3	L

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		S	P	R	RR			S	P	R	RR
<p>Extreme weather conditions: (while working)</p> <p>Sunstroke, gales, ice etc.</p>	Officer	2	3	6	M	<p>All officers will be made aware of the hazards associated with working in extremes of weather.</p> <p>Don't carry out visits in adverse weather conditions</p> <p>All necessary protective clothing will be available.</p> <p>Undertake a risk assessment of weather conditions running up to and on the day of any site visits.</p> <p>If the weather is extreme non-urgent visits should be rearranged</p> <p>Advance preparations for travel should be made (e.g. warm clothing, water bottle)</p> <p>Breaks should be taken in shade if working outside in hot weather.</p>	<p>On site assessment</p> <p>Take note of local weather warnings and corporate stance on travel during adverse weather conditions.</p> <p>Carry and wear appropriate clothing and PPE.</p>	2	1	2	L
<p>Animal encounters, (dogs, pests, insects)</p>	Officer	2	3	6	M	<p>Dynamic risk assessment during visit</p> <p>Wash hands following visit, prior to eating, drinking, smoking or contact lens application.</p> <p>Good personal hygiene</p> <p>Carry antibacterial hand wipes/ gels.</p> <p>Clean /change footwear if likely to be contaminated</p> <p>Avoid contact with animals.</p> <p>Ask for relevant pets to be put in garden or another room during inspection</p>	<p>Seek medical attention as soon as possible after being bitten or scratched.</p>	2	1	2	L

Identified Hazards	Who may be affected	Risk Level before control measures S x P = R				Detail existing controls Provide details of control measures already in place. If measures are detailed in other documents, state where	Detail further action required to reduce risk Note the action required, responsible person and target date where appropriate.	Final Risk level S x P = R			
		S	P	R	RR			S	P	R	RR
Injury/illness reporting Lone workers with medical conditions - Some medical conditions may increase the risks of the job	Officer	2	2	4	M	Fully charged mobile phone to be carried at all times for contact to colleagues and emergency services. Lone workers to inform manager of any medical conditions before commencing work. First aid kits available.	Managers to check with staff regarding any health issues	2	1	2	L
Stress	Officer	2	2	4	M	Staff to be have regular 121's with line manager to discuss workload and any other issues related to demands, control, support, change, relationships, role Staff all have access to Employee Assist programme for advice and guidance	None	2	1	2	L

GUIDANCE NOTES

S = SEVERITY

P= PROBABILITY

R = RISK

SEVERITY x PROBABILITY = RISK

RR = RISK RATING, High, Medium or Low

(Risk Matrix) SEVERITY

Degree of Risk	1	2	3
1	1	2	3
2	2	4	6
3	3	6	9

PROBABILITY

SEVERITY	PROBABILITY
1 = Low (L) Possibility of minor injury only	1 = Low – (L) Remote possibility – harm will seldom occur
2 = Medium (M) Possibility of significant injury or over 3 day absence occurring	2 = Medium – (M) Might Happen to Probable – harm will often occur
3 = High (H) Possibility of fatality/serious injury occurring	3 = High – (H) Almost certain to happen, <u>Highly</u> probable – certain or near certain that harm will occur

RISK SCORE	RISK RATING	ACTIONS REQUIRED
1-3	LOW	No further action required. Continue to review working practices on a regular basis and implement any additional control measures required within the time scale given in the Risk Assessment.
4-6	MEDIUM	If it is not possible to lower risk further, you will need to consider the risk against the benefit. Monitor risk assessments at this rating more regularly and closely. Implement control measures within time scale shown in risk assessment and review working practices on a regular basis. Review tooling and working practices used to reduce the probability of an accident to the lowest level possible (employee consultation should be included in the review)
7-9	HIGH	Do not allow work to start and review working practices immediately. Implement all the additional control measures identified in the Risk Assessment within the given times scales. Continue to review and implement additional control measures until the probability of an accident is reduced to the lowest level possible. (employee consultation should be included in the review)

Additional Assessments Required	Time Scale	Date Actioned	Reviewed	Person Responsible

Appendix C

Dynamic Risk Assessment for Lone Working

This Dynamic Risk Assessment is to be used as a quick guide in the field. It does not replace the full risk assessments/safe working procedures which should be referred to for further guidance. Working outside in rugged, demanding locations means the job intrinsically carries higher risks due to the very nature of the work and the location. The location itself could be hazardous with inhospitable terrain, these environmental risks increasing the chances of slips, trips and falls for instance.

Ask the question. If the answer is **GREEN – GO**. If the answer is **RED – STOP**.



GENERAL			
1	Have I seen a copy of the Lone Working Risk assessment?	YES	NO
2	Have I applied all the control measures?	YES	NO
3	Have I checked the need for any additional measures and applied if necessary?	YES	NO
PERSONNEL			
4	Am I trained for this activity?	YES	NO
5	If I am lone working does someone know where I am?	YES	NO
6	Do I feel safe working at this site?	YES	NO
7	Am I fit to do the job?	YES	NO
EQUIPMENT			
8	Am I trained and competent to use the equipment?	YES	NO
9	Do I have the correct equipment?	YES	NO
10	Is the equipment free from defects?	YES	NO
11	Have I got the correct safety equipment (PPE)?	YES	NO
12	Is the safety equipment free from defects?	YES	NO
SITE			
13	Are adverse weather conditions going to increase the risks to an unacceptable level?	YES	NO
14	Are there any other activities taking place which may increase the risk to an unacceptable level?	YES	NO
15	Am I working near deep or fast flowing water?	YES	NO
16	Does the site present a specific risk to the lone worker, where it is not possible for the work to be conducted safely by a lone worker, for example occupied derelict buildings, unsafe access to site or work at height?	YES	NO
OTHER			
17	Do I have any other concerns about the work I am about to undertake?	YES	NO
18	Is it safe to continue?	YES	NO



Appendix D



Security Protocols for Lone Workers

Review Date: August 2022

Next Review Date: August 2024

This document is the operational security protocols for:

- **All staff attend sites alone in the course of their duties**

Any concerns or high-risk activities should not be carried out alone.

The protocols stated are applicable for all Officers who may visit a site alone, unless specifically stated.

Security Information held within each team

A security (lone workers) sheet is held within the department, on each lone worker and updated by Team Manager on a need basis.

The sheet is to be saved on the Department/Team drive, in a Health and Safety Folder: Information retained consists of:

- Name of Officer (photo held with the coms team)
- Car Make, Colour and registration number
- Mobile number used for work purposes
- Home Address and telephone number
- Next of kin contact details

Managers should ensure the following;

- Set up a MS Teams '**Site Visits and Office Attendance Channel**' with everyone in the team added.
- That all officers have channel notifications switched on for all activities.
- That one person in the team is assigned either daily / weekly to check when officers have logged out of the office, and that they have returned at the completion of the visit.
- All team members understand the procedure and follow at all times.

Each lone working officer should have and before leaving the office/home ensure the following;

- Work Mobile phone that is fully charged and switched on (with MS Teams App and What3Words downloaded)
- First Aid Kit
- Relevant identification (i.e. staff ID card)
- Required Personal Protective Equipment (PPE)
- Check complex, difficult & dangerous situations register (<https://itshared.sharepoint.com/sites/Minerva/SitePages/Complex,-Difficult-and-Dangerous-Situations-Register.aspx>)
- Check weather forecast
- Should an officer be using a different vehicle/phone number than the one held on the lone working information then it is the responsibility of the officer to identify the alternative vehicle number within their calendar on the day of the visit(s).
- A list of visits posted on MS Outlook
- Posted on MS Teams – Site Visits and Office Attendance Channel (see below)
- When expected to return after 5pm, have in place arrangements with a colleague

Record of Planned route – MS Outlook / MS Teams

A daily planned route must be noted on the officer's MS Outlook calendar and / or MS Teams, and shall include any relevant information and site address.

They should be listed in order of the intended route. If the officer deviates from the planned route, they must update MS Teams via the phone app; or call and update a colleague in order to do so on their behalf.

All pre-arranged appointments within a person's home must be specifically noted in the officer's calendar with any relevant information, name of the customer and their contact telephone number.

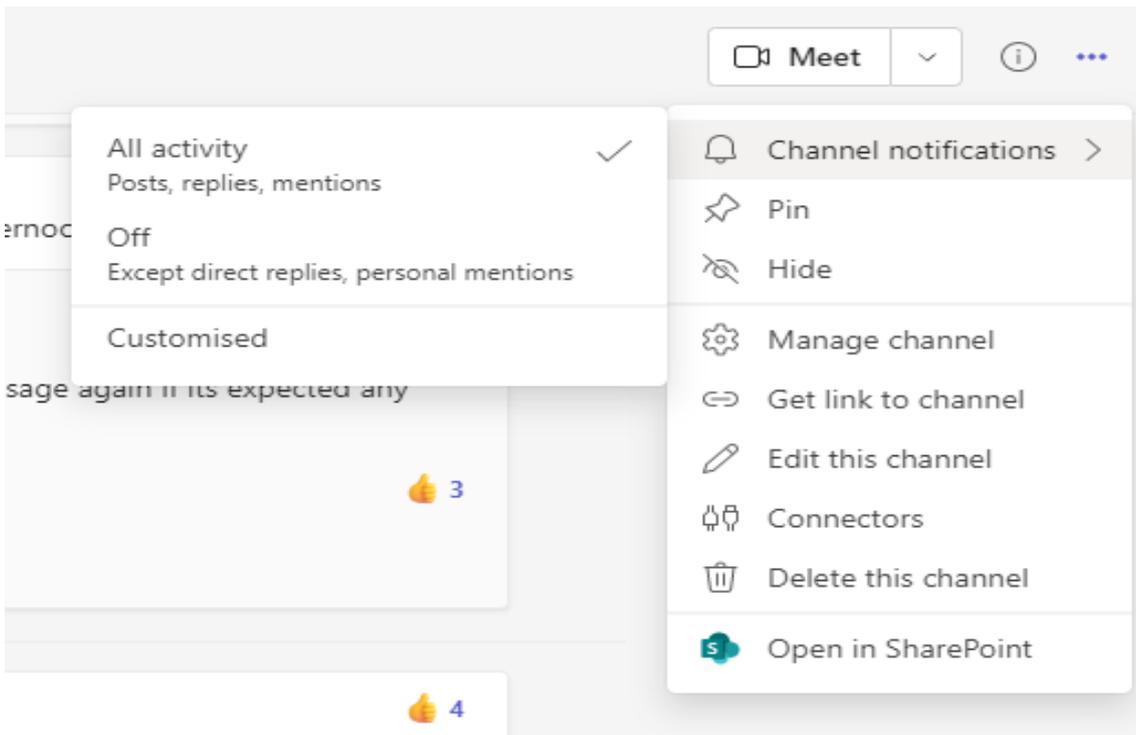
Officer Log Ins / Out

To monitor an officer's safety whilst out in the district the following procedures are to be adopted.

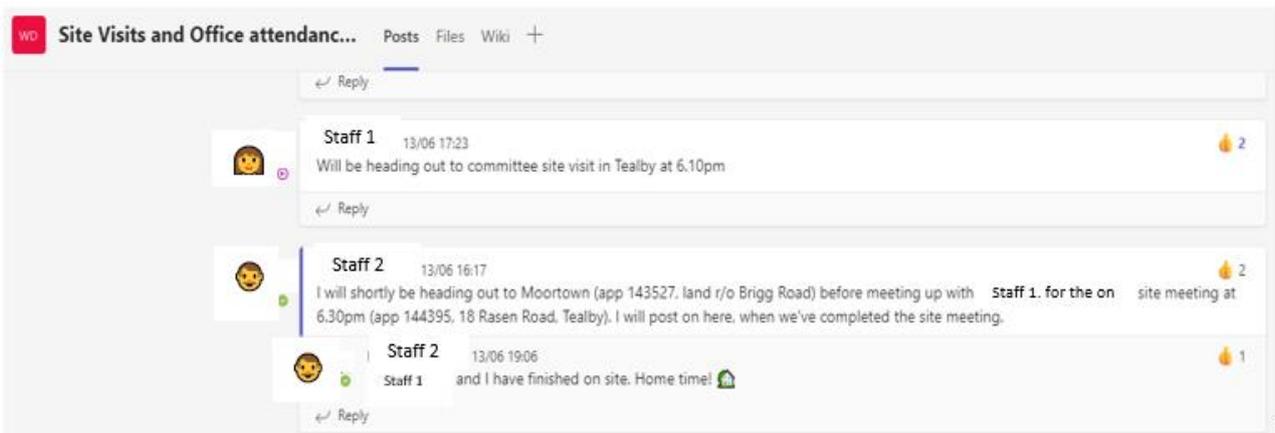
Prior to leaving, the officer must post on the **MS Teams - Site Visits and Office Attendance Channel**, providing the following information –

- Destination(s), in order of visit – or give reference to list on MS Outlook. (Provide application numbers where applicable; or site address)
- Expected time of return.

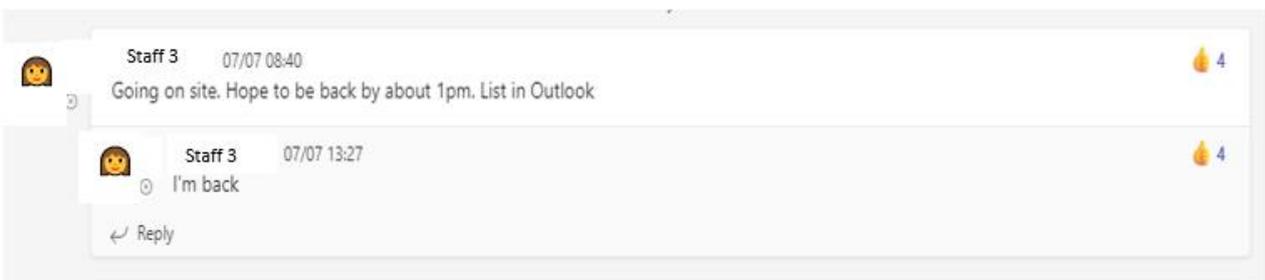
It is important that all officers have channel notifications switched on for all activities, in order they can see when officers have logged in / out of the office.



Example 1:



Example 2:



When an officer has logged “out” of the office, remaining desk-based officers are required to acknowledge this (a thumbs up emoji is sufficient – see examples).

Upon returning to the office, the officer is required to update the Site Visits channel. All other officers should acknowledge this (again, 'thumbs up' emoji will suffice).

The person in the team that is assigned to do the end of day checks, for when officers have logged out of the office, and that they have returned at the completion of the visit, must check that everyone 'out' has returned and has left a message in the chat.

If you unexpectedly find you are unable to return before 5pm – you should update MS Teams via your phone app; and/or contact a colleague in order to advise of this (who should update the channel on your behalf).

If you expect to return after 5pm, you should directly advise a colleague of this and ask that they monitor (and acknowledge) your return – see "Out of Hours" section below.

Officers protocol during site Visit

- Officers are responsible for assessing their personal safety and the safety of a site and its surroundings when undertaking a site visit. The site risk assessment sets out what to consider. Usually a visible assessment will be sufficient. However, for more complex sites, officers may need to complete a paper-based assessment prior to going to/accessing the site. For operational building sites the site foreman is responsible for site safety and advising what PPE is needed. Do not enter the site without their consent.
- Carry out a risk assessment of each site you visit and its surroundings, including any other areas where it is relevant for you to access to carry out your site visit.
- Wear any necessary PPE identified through the risk assessment. If you are ever in doubt of the risk or do not have the necessary PPE do not enter the site or surrounding area/neighbouring properties.
- Do not work at height, unless suitable training has been undertaken.
- Never enter a property alone where you feel threatened/vulnerable or where there is not a clear means of access or exit/escape.
- Have excuse ready if you start to feel uncomfortable and leave at the earliest time possible.
- Should the feeling of being threatened or insecure occur after entering a property the officer is to 'pull out' from the situation/site visit.
- In the event that during the visit you feel 'uncomfortable' and not confident to immediately leave then:
 - Ring the police on 999 and/or
 - Ring the office and ask the office-based officer to: 'confirm my next appointment and state your current location'. This will alert the office that something is not quite right and allow them to ring the police.

A record of any such instances should immediately be reported to the Manager and the Health and safety coordinator. Incidents of threatening behaviour should be reported through Minerva Communities, Corporate Health and Safety, report an accident on line, the associated procedures followed.

[Report an Incident](#)

No officer call-in at required time(s):

- If the lone working officer has not logged their return on MS Teams within two hours of when was stated; or by the lunch period (if expected morning return); or by 5pm (if expected afternoon return), a first call to the lone working officer (work/home/next of kin) is to be made by the officer's line manager or any more senior officer available.
- If no contact is made/managed within 1 hour then the missing persons protocol should be implemented in the relevant stages:

Missing Persons Protocol.

Stage 1:

Service Manager to be notified and the following actions to be taken

- Line Manager/Service Manager continues to try and contact officer using details off the lone working spreadsheet.
- Line Manager/ Service Manager to contact the last site/address noted in officers' calendar. If the officer has visited this site, try and establish the time of their visit; if there is no evidence that the officer has reached this address then telephone the prior site addresses consecutively.
- If still no contact can be made after more than 1 hours following the agreed call in time then the officer's next of kin should be contacted to establish if contact has been made with them and current whereabouts known.
- If no contact has been established after more than 2 hours or the above steps have not located the officer concerned within Stage 1, implement Stage 2 but continue to implement points 1 – 3 of stage 1.

Stage 2:

- Line Manager/ Service Manager to escalate missing person's protocol to the Health and Safety Coordinator and HR Manager.
- Lincolnshire Police should be informed of missing person
- The Health and Safety Officer, HR Manager, any Director involved and Police to manage situation
- On-going contact with officer's next of kin

Out of Hours Work (post 5pm) –

Prior to 8.00am is covered in Officer Call Ins noted above:

Out of hours lone working is not principally necessary or essential; however, some late appointments can occur with officer's work.

Specifically, in relation to out of hour's meetings/site visits the following will apply.

1. Details of the name and address of person being met/location of the meeting/site visit(s) is to be given to an agreeable and available buddy (unless agreed otherwise).
 - The expected finish time is to be established /shared.
2. On the meeting completion the lone worker shall contact the agreeable work buddy.
3. If any unexpected delay occurs, the lone working officer must contact the agreeable work buddy to revise expected finish time.
4. If no contact is received from the lone working officer by the expected finish time, the work buddy is to contact the lone working officer (work/private/home available on the lone working database).
5. If the lone working officer cannot be contacted within 1 hour of agreed finish time, the work buddy should contact the line manager to continue to contact the lone working officer and their next of kin (on the lone working spreadsheet).
6. If the lone working officer is still not contactable after 2-3 hours, the line manager shall inform Lincolnshire Police.

Appendix E

Personal Safety: A Guide for WLDC. Members

The relationship between members and the communities they serve has always been at the heart of what being a West Lindsey District Council member is all about. Face to face contact, when members of the public can share problems and concerns, is vital to making that relationship work. In recognition of this vital role, we feel that it is essential that members are helped to carry out this role safely and effectively. This leaflet contains advice aimed at members but it should also be read and acted on by council officers.

Introduction

An important role for members is to keep in touch with their communities. This includes helping individuals with any problems they might have. Often this extends beyond just the delivery of council services. These contacts are usually rewarding and friendly. Members become experienced in calming down and treating with respect and sympathy angry and frustrated residents who often resort to their elected representative when they feel that they are getting nowhere in resolving their problems through other channels.

Circumstances will vary and members will take their own decisions about how to conduct their duties as members while remaining easily accessible to their residents.

The purpose of this guide is not to make members nervous but to set out what personal safety measures can be taken to prevent, and to deal with, those rare circumstances when they might find themselves in situations where they become anxious for their safety. In general terms, the guidance follows advice given to others who, by virtue of public duties or employment, meet many people that they do not know.

Ward Surgeries

The arrangements each member makes will vary accordingly to local circumstances. You will be fortunate to find premises for a surgery which meet every aspect of good practice and are also accessible to the community. These are suggestions about how to make a surgery safe and effective. Some apply wherever the surgery is held, while others are good practice to be followed if the opportunity arises. Most members will go through their entire service on the council without experiencing any serious problems, but a little time given to preparation and planning can reduce the already small risk further.

The basics:

- If possible do not hold surgeries alone in an otherwise empty building. Try to get someone to act as 'receptionist'. This not only makes you safer but makes it much easier to manage a busy surgery. If you are currently doing surgeries alone, arrange to discuss how this can be overcome with fellow members, council officers or members of the local party.
- If you cannot avoid doing surgeries on your own, make sure you remember a few simple guidelines. The layout of the room should suit you - you should sit nearest to the door with the residents seated on the other side of the table. Seating is best set out at an angle of 45 degrees (seating directly opposite can be confrontational).
- If there is no separate waiting room, try to make sure that the waiting people are as far as possible away from those that you are talking to.

- Make sure there are no heavy items in the room that could be used as weapons.

If you are at the stage of looking for suitable premises in which to hold a surgery, try to get a space with as many as possible of the following features:

- public premises (for example libraries) during opening hours or other premises where there are many other people about
- premises where the names of any visitors for members are recorded
- premises where there is a comfortable waiting area
- the surgery room:
 - is in view of the reception or public area
 - is connected to the reception by an alarm and there is a procedure for dealing with a call for assistance
 - has a vision panel in the door
 - is decorated in calming (pastel) color's
 - has a swift means of escape and any visitors are not able to lock the door from the inside

Dealing with Emotional Constituents

It is inevitable that some of the people you will meet will be angry or upset - if everything in the garden was rosy, they probably wouldn't be coming to see you. You need to be prepared to handle all types of emotion. For example, it is worth having some tissues on hand for the person that it is just too much for and who bursts into tears.

Members have to develop the quiet skill of being concerned about people's problems without being so involved that they become too emotional to be a help. Calmness in the face of whatever comes up will help you and the residents.

You may find that racist or other offensive remarks are made. If they are directed at you - do not respond - this will only make the situation worse. Instead bring the interview to an end as quickly as possible. If they are more general remarks, you should indicate that this is not acceptable and that you cannot continue the interview. Often this will elicit an apology. Otherwise ask the person to leave. However, you must use your own judgment and **if you are alone and in a vulnerable situation do not put yourself at risk** no matter how angry the remarks make you.

Comprehensive training is available to help those who have to deal with aggressive and difficult people. A wide range of advice is included in such training (for example Dressing sensibly-not wearing anything around your neck, (scarves and so on) that a person could get hold of). If you feel you would benefit ask the council to provide you with suitable training?

Home Visits

Members do sometimes visit residents in their homes especially those who are elderly or disabled or where they simply want to see for themselves conditions that are the subject of complaints.

It is for you to decide whether a particular visit should be made, especially if the person to be visited is unknown to you. Most of you will trust your own instincts as to whether to meet someone alone. Sometimes you might prefer to be accompanied by a ward colleague or get an initial report from Council officers or invite the person to a more public place. It is always advisable for you to keep a record of your whereabouts. If necessary, you can let the person that you are visiting know there is such a record or that you are expected at another place by a certain time or make a call on your mobile phone during the visit.

Personal Callers

Most members try to maintain a balance between their personal and public lives and do not want to encourage any callers at their private homes. Good publicity by the council on how to contact members and details of ward surgeries reduces the chances of unwanted callers.

Malicious and nuisance telephone calls

As members you occasionally get the odd nuisance or abusive call. Although infrequently, you can become the target of a persistent, anonymous caller who may have a grudge against the council. These calls need to be dealt with in accordance with police advice:

- keep the caller talking
- note any clues the caller may provide as to sex, age, accent and so on
- listen for any clues as to the motive and intention of the caller
- write down the details immediately to assist police at a later stage
- listen for background noise which may provide valuable information (for example railway sounds, industrial noises, machinery, music, animals)
- inform the police

Mail

As with telephone calls, on rare occasions you can become the target of a malicious letter/email. Any such correspondence should be given immediately to the police.

Car Safety and Parking

You need to take the same precautions as most car owners do:

- consider whether an area will be dark and isolated when you return to your car
- park, where possible, under street lighting
- lock car doors as soon as you get into the car
- take boxes/bags to the car when other people are around

Reporting Incidents

Any incidents of concern, even if fairly minor or 'nearly happened' should complete the electronic form on the Extranet report an accident/incident. This helps us to carry out the proper monitoring and decide if any action needs to be taken to prevent a similar incident reoccurring. You may also consider it advisable to warn your ward colleagues.

Training

We have responsibilities for the safety of members whilst on council business as we do for our officers.

As mentioned earlier training is available. Training may help members do their jobs with a minimum of personal risk. If you think you would benefit from this type of training please talk to member services and ask them to look at arranging training for members

Other Guidance Available

- General Preventative and Safety Guidance for Lone working staff (**Appendix A**)
- Loan Work Risk Assessment (**Appendix B**)
- Complex, Difficult and Dangerous Customer Procedure

This policy will be reviewed annually by the Human Resources Team.

Policy Statement

West Lindsey District Council has a commitment to equal opportunities. It seeks to ensure that no potential or current employee receives less favourable treatment than another on the grounds of age, disability, gender, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

If you would like a copy of this document in large print, audio, Braille or in another language:

Please telephone 01427 676676

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