



Lone Working Policy

1.0 OVERVIEW / AIM

This Policy document sets out a framework as to what is required by the Trust in relation to health and safety measures to protect lone workers.

There are no right or wrong answers to lone working and it will depend on the individual risk assessments carried out by managers on the working practices of their staff.

In order for the Trust to meet its legal obligations towards its employees, the Trust requires staff to co-operate with any findings of any risk assessments.

Definition

For the purpose of this policy "Lone Workers" are those workers who meet the following criteria:-

- only one person working on the premises
- staff who work separately from others for long periods i.e. 4 hours or more. Staff who work alone for shorter periods should always ensure they tell their manager / colleagues where they are going, when they are expected back and take a mobile phone with them.
- staff who work outside normal working hours, working on their own

2.0 POLICY

There are no legal requirements in relation to lone working. However, there are certain requirements under the Health & Safety at Work Act 1974 for employers to provide safe systems of work for their employees and the Management of Health & Safety at Work Regulations 1999 to carry out suitable and sufficient risk assessments.

These regulations require the Trust to act in a way which protects the safety of its employees and to control the risks associated with any working practices.

The types of risk which lone workers could meet are:

- a) accident b) illness c) violence d) bravado e) dogs / animals etc.

The risks also vary depending upon whether other non-employees are likely to be aware of any accident or incident, and provide prompt reporting to the Trust. (e.g. lone working in occupied property carries less risk than the same task in an unoccupied property)

There will be certain circumstances where lone working will not be permitted and staff members will be physically supervised. This may include young persons, persons undergoing training or persons with physical or mental disabilities.

When risk assessment shows that it is not possible for the work to be done safely by a lone worker, then alternative measures will need to be considered in order to comply with the Management of Health and Safety at Work Regulations.

Control measures that may be needed would include things like supervision, instruction and training, protective equipment etc.

Risk Assessments for Lone Workers

It is important to remember that the lone workers should not be put at a greater risk than any other employee working for the Trust.

To mitigate this risk and ensure this is not the case, the Trust requires extra control measures where this has been identified through the process of risk assessment.

Supervision

Lone working will be supervised using one of the following means:

- Elimination by two person working (e.g. ladder work)
- Supervisory checks
- Periodic contact by telephone
- Using a 'buddy system'
- Details of journey, destination, contact information and approximate return time are to be left with an appropriate person prior to leaving for a lone visit.
- Electronic Management Systems (e.g. Opti-Time)

It is for the manager to decide which method is the most appropriate depending on the finding of a risk assessment.

Staff have a duty to act safely whilst at work and to assist the Trust to ensure that they are safe by informing their manager of all relevant information whilst they are lone working and by the use of dynamic risk assessment(s).

The Trust provides a detailed set of procedures for lone working and lone working outside of normal hours, which will be issued to all staff and managers who are involved in this activity.

3.0 OUTCOMES FOR CUSTOMERS

Continuation of service can be offered to customers through the Trust's values during "out of hours".

4.0 OUTCOMES FOR THE TRUST

The Trust has adopted a sensible approach to Health and Safety and this policy complements the main health and safety policy and other policies established to manage specific areas of risk. Correct supervision and use of control measures identified will reduce the number of accidents experienced by lone workers whilst carrying out their duties. In turn this will reduce the number of absences from work due to ill-health or accidents. Employee confidence in the Trust will be upheld by supplying support for those staff involved in Lone Working. The Trust can continue to provide a certain level of service during "out of hours".

5.0 EQUALITY AND DIVERSITY

In respect of Health and Safety, the Trust treats all employees, customers and other relevant third parties equally. Anyone who feels they belong to a minority group should not be treated any differently from anyone else in respect of lone working as defined within this Policy but in line with identified hazards and control measures as part of the risk assessment process. A Race and Diversity Impact Assessment has been carried out as part of the policy review procedure and is appended with this policy.

6.0 MONITORING

This policy is monitored by the Health and Safety Forum and by individual staff and managers at monthly team meetings and “one to ones”.

7.0 CONSULTATION

All Health and Safety policies are formulated in conjunction with significant consultation with managers and the Health and Safety Forum. Relevant third parties have been consulted with regard to the issues relating to the formulation of this policy.

8.0 LINKS AND INTERDEPENDENCIES

All elements are covered in the main body of the policy. All Health and Safety legislative responsibilities are incorporated into this and every other Health and Safety policy that is formulated. The Trust’s procedure for contacting assistance in the event of an emergency situation has been formulated and designed to work in conjunction with and support of this policy.

9.0 RESPONSIBILITY

The responsibility for ensuring the effective implementation of the policy lies with the directors of the Trust who in turn delegate managers to ensure the safety of staff lone working whilst in their control.

10.0 COMPLAINTS, COMPENSATION AND APPEALS

The Trust’s Grievance Procedure is available for any staff who consider that the Trust is not operating in accordance with this policy.

11.0 REVIEW

This policy will be reviewed once every 3 years, the next review being conducted by the Director of Property Services in March 2011 or at such time that any legislative changes dictate the policy is deemed no longer valid.

All managers whose staff work alone must review their lone working risk assessments at least annually and maintain a record that working guidance / instruction is discussed with relevant employees at team briefings, toolbox talks and / or 1:1’s.

The health and safety advisor will include a review of lone working in the annual health and safety audit plan.

12.0 ACTION PLAN

The current Lone Working Policy and its relevant procedures are in place and as such no interruption of policy cover should take place with the implementation of these changes.

Race and Diversity Impact Assessment (RDIA)

Name of the service:

Lone Working Policy

Directorate:

The Trust as a Whole



a. Preparation

The work on this section should be done in advance and be used as part of your RDIA. Please attach any examples of currently available monitoring information, research and consultation reports you may have.

1. Do you have monitoring data available on the number of people who are using or impacted upon by your policy?

- Number of people with disabilities
- Black and minority ethnic communities
- Women and men
- People with a hearing impairment
- People with a sight impairment
- People with reading difficulties
- People with a mobility impairment
- People in the 16 -24 age group
- Families with children

Yes	No
<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input checked="" type="checkbox"/>

2. If monitoring has NOT been undertaken, will this be done in future?

Yes	No
<input type="checkbox"/>	<input checked="" type="checkbox"/>

If so, specify the arrangements you intend to make; if not, please give a reason for you decision:

Adequate monitoring currently in action

b. Your Service

1. What is the main purpose of the service?

To provide a policy, procedure and a safe system of work for those staff involved in lone working

2. List the areas of activity of the service, e.g. HR recruitment might have: - advertising, interviewing, short listing etc. as activity areas.

Working alone, Working separately from others for long periods, working alone outside normal working hours

3. Who are the main beneficiaries of the service?

Trust staff employed to conduct their duties which may include lone working, Customers requiring assistance outside normal working hours

4. In your view, does the service assist customers in meeting their most basic needs, i.e. shelter and income?

Yes No

5. What number of people may be affected by the service? Staff and Customers

unknown

6. Are you expecting to make any changes to the service which may impact on minority groups during the coming year?

Yes No

7. If you are planning changes how will they impact on any minority groups?

N / A

c. The Impact

1. Complete the following tables using ticks.

Where you think that the service could have a Negative impact on any of our customer groups, i.e. it could disadvantage them

Where you think that the service could have a Positive impact

Where you think that the service could have a Neutral impact

- a) Does the service affect men and women in different ways, e.g. flexible working arrangements might have a positive impact on women with caring responsibilities

Gender	Positive impact	Negative impact	Neutral	Reason
Women	X	<input type="checkbox"/>	<input type="checkbox"/>	Feeling of security in the knowledge of support and back up in the case of emergency
Men	X	<input type="checkbox"/>	<input type="checkbox"/>	
Lesbians, Gay Men, Bisexuals or Transsexuals	<input type="checkbox"/>	<input type="checkbox"/>	X	Similar impact on all groups

- b) Do people from different black and minority ethnic communities use Trust services differently, e.g. will women from certain minority communities communicate more easily if same sex interviewing arrangements are in place?

Race	Positive impact	Negative impact	Neutral	Reason
White British	<input type="checkbox"/>	<input type="checkbox"/>	X	Similar impact on all groups
White Irish	<input type="checkbox"/>	<input type="checkbox"/>	X	"
White Other	<input type="checkbox"/>	<input type="checkbox"/>	X	"
Chinese	<input type="checkbox"/>	<input type="checkbox"/>	X	"
Asian Indian	<input type="checkbox"/>	<input type="checkbox"/>	X	"
Other	<input type="checkbox"/>	<input type="checkbox"/>	X	"

- c) How will the service impact on people with disabilities, e.g. if information about rechargeable repairs is not made available in large print or alternative formats, customers with a visual impairment or learning disability may not understand their liability.

Disability	Positive impact	Negative impact	Neutral	Reason
Visually impaired	X	<input type="checkbox"/>	<input type="checkbox"/>	Personnel in these categories at greater risk than others when working alone. Policy and control measures will ensure greater level of safety when adhered to.
Hearing impairment	X	<input type="checkbox"/>	<input type="checkbox"/>	
Physical impairment	X	<input type="checkbox"/>	<input type="checkbox"/>	
Learning disability	X	<input type="checkbox"/>	<input type="checkbox"/>	
Mental health problem	X	<input type="checkbox"/>	<input type="checkbox"/>	

2. a) Could you minimise or remove any negative impact that is of low significance? Yes No
 Explain how
Gender: N / A
Race: N / A
Disability: N / A

b) Could you improve the positive impact? Yes No
 Explain how
Gender: Adequate Control Measures for all groups. No dissatisfaction of systems reported.
Race: “
Disability: “

3. If there is no evidence that the service promotes equality, equal opportunities, or improved relations, could it be adapted so that it does? Yes No
 Explain how
Gender: N / A
Race: N / A
Disability: N / A

4. As a result of this Impact Assessment, what is the impact of your service on the equality target groups? Low Medium High

Completed by: Ivan Hilditch
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