**Lone Working Management and Control Policy**

Aberdeenshire council will demonstrate that, in regard of managing the risks associated with Lone Working it will:

* Identify and assess sources of risk
* Prepare a control system for preventing, reducing or controlling the risk
* Implement and manage and monitor precautions
* Maintain suitable and sufficient records of the precautions implemented and will carry this out for each Aberdeenshire Council premises within the Council’s control.
* Appoint a person to be responsible for the management and maintenance of the control system and measures adopted.

The Manager of the establishment has the day to day responsibility for the implementation of these procedures to ensure, so far as is reasonably practicable, the safety of employees and others at council premises

Management has a statutory duty to ensure that compliance is active, continuous and effectively policed.

The Council must be able to demonstrate it has:

* Identified all the relevant factors
* Instituted the appropriate corrective or preventive actions and
* Is monitoring the effective implementation of the required solutions.



**LONE WORKER**

Guidelines

1. **DEFINITION OF LONE WORKING**

Lone Workers are those who work by themselves without close or direct supervision. They are found in a wide range of situations. Examples of these are:

• People who work from home

• People who work outside normal hours e.g. shift workers, home carers

• People who work separately from others e.g. small offices, wardens

• Mobile workers working away from their base e.g. visiting clients

* People in rural, isolated offices who find themselves working alone when colleagues are on leave

**Aberdeenshire Council have for the purposes of introducing the corporate monitoring system identified employees who could be categorized as being at ‘severe risk’, that is a person working on their own (within or outwith normal working hours) who undertakes high risk activities or could be placed in a high risk situation.**

1. **RISK ASSESSMENT**

Before any work is undertaken a risk assessment must be carried out (Management of Health and Safety at Work Regulations 1999). The requirement does not differ for activities involving working alone.

The purpose of risk assessment is to evaluate the likelihood of a hazardous situation occurring, the severity of its outcome and plan for its control. Although lone working may present a level of risk it should be stressed that working alone is not in itself a hazard.

Whether or not a person is allowed to work alone depends both on the degree of risk posed by the tasks and any personal issues that may affect the individual. (existing medical condition etc) The risks identified are likely to be greater for lone workers.

It is accepted as good practice to involve both managers an the staff who will be undertaking any lone working in the risk assessment process

There are five steps to Risk Assessment:

**1. Identify the risk**

**2. Identify who is at risk**

**3. What controls are in place?**

**4. What controls could be further put in place to reduce or completely eliminate the risk?**

**5. Monitor and review your controls for effectiveness and/or change in tasks.**

The risk involved in ‘staying behind’ at the office may be small but visiting potentially violent clients, for example, gives rise to a foreseeable risk of injury. The individual should be assessed as well, for example, their competence to carry out the task, is their health satisfactory etc.

**Potential areas of risk**

Different working environments and activities will present risk ranging from low to high and each situation may require different levels of control measures.

Depending on the level of risk assessed suitable and sufficient controls should be adopted. The following list suggests areas that need to be considered when undertaking a risk assessment.

* access and egress
* duration of work
* the location and risk level of the activity involved
* methods of working
* equipment and/or substances used
* first aid provision
* emergency procedures
* medical history/fitness of the employee
* potential for violence
* training required

1. **CONTROL MEASURES**

Examples of Controls

* Telephone call to the office (it can be agreed that a lone worker must ‘call in’ to a designated number to confirm they are ok)
* Visit to the lone worker’s site
* Mobile phone (ensure there is good reception)
* Safety alarm (various types are available)
* Use of a central log book/diary to record appointments (this can be used by others to establish where someone is)
* Encourage clients to attend an office appointment rather than workers going out on visits
* Two person visit to known hazardous sites/violent person

# **4. SAFE WORKING PROCEDURES**

To ensure lone workers are safe, working procedures should be monitored.

Whatever system is adopted it must be possible to contact the employee at certain points throughout the working period. It must also be possible for the employee to contact the employer at certain points throughout the working period.

All lone workers should be aware of the procedures and should know what to do in the case of an emergency.

# At certain locations, where employees work alone, the potential for violence may exist. Where there is a likelihood of staff being subject to violence they should be aware of and understand the Council’s [Violence](http://arcadia/intranet/itradpub.nsf/0/F94626647CB914D180257BEB004B5C44?OpenDocument&MainMenu=My%20Job) policy

Women may be at a higher risk from violent attacks when working alone. Services should ensure that employees who work alone are trained in preventing and dealing with such an attack. They should be provided with special equipment, as identified by the risk assessment. Examples of equipment include personal alarms and mobile telephones.

Further [risk assessment guidance](http://arcadia.ad.aberdeenshire.gov.uk/intranet/itradpub.nsf/0/BBDB34DD9DEB7BF780256FE3003BD2D8?OpenDocument) and forms are available by clicking on this link

# A guide titled [‘Suggested procedures for lone working’](http://arcadia/intranet/itradpub.nsf/0/cabffb5ba6783eb780257beb00462be4/$FILE/SUGGESTED%20SAFE%20WORKING%20PROCEDURES%20TO%20BE%20IMPLEMENTED%20BY%20THE%20SERVICE.doc) is available by clicking this link.