



**Dudley**  
Clinical Commissioning Group

# LONE WORKING POLICY

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## REVIEWERS

This document has been reviewed by:

NAME	DATE	TITLE/RESPONSIBILITY	VERSION
Steph Cartwright	Jan 2014	HR Lead	D1
Julia Dixon	Jan 2014	Staff Side Lead	V1
Amy Huckle	May 2017	HR Lead	V2
Staff Side	5 June 2017		V2

## APPROVALS

This document has been approved by:

VERSION	NAME	DATE
V1	Remuneration Committee	28 February 2014
V2	Remuneration & HR Committee	7 June 2017

N.B: the version of this policy posted on the intranet must be a PDF copy of the approved version.

## DOCUMENT STATUS

This is a controlled document. Whilst this document may be printed, the electronic version posted on the intranet is the controlled copy. Any printed copies of the document are not controlled.

## RELATED DOCUMENTS

These documents will provide additional information.

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## **1.0 POLICY OVERVIEW**

### **Purpose**

- 1.1 The purpose of this policy is to provide support and guidance for employees and managers on the processes involved in any Lone Working arrangements. This policy will facilitate employer and employee understanding of their duty and obligations with regards to Lone Working.

### **Who this policy applies to**

- 1.2 This policy applies to everybody who is employed by the CCG including employees on fixed Term Contracts. Although this policy does not apply to agency workers as they are not employees the principles should be adhered to as a worker of the CCG and considering health and safety requirements for lone workers.

### **Key principles**

- We seek to support any employee whose working arrangements will see them working in a 'Lone Worker' situation
- To identify what is meant by the term 'Lone Worker' and what activity this would involve
- Provide guidance on assessing risks associated with Lone Working, and provide managers guidance on completing the necessary risk assessment
- This policy recognises the hazards that may be encountered as part of Lone Working and looks at what the legal responsibilities of Lone Working are

### **Legal considerations**

- 1.3 There are no absolute restrictions on working alone, it would depend on the findings of a risk assessment, the two main pieces of legislation that will apply: Health and Safety at Work Act 1974 and the Management of Health and Safety at Work Act 1999.

## **2.0 Employee roles and responsibilities**

- Take reasonable care for their own health and safety and of other persons
- Be aware of any other policies in relation to health and safety at work
- Participate in any training as necessary
- Comply with all recommendations noted within the Lone Worker risk assessment
- Immediately report incidents of violence, harassment or intimidation to the organisation and or the police if necessary
- Report all incidents, difficulties or risks raised from lone working, however minor, to the organisation. Failure to report an incident may put others at risk
- Undertake or participate in risk assessment prior to visiting bases away from the usual place of work
- Transfer of information – ensure that all information about patients/clients referred from other agencies is passed on, particularly if there is a known risk or previous history of violence or aggression
- Ensure that someone knows where they are and their expected time of return
- Inform appropriate people of any unexpected change of plans, especially evening meetings/visits
- Ensure that they can be contacted during the duration of a visit
- Always comply with signing in/out arrangements at any other site
- When parking choose well lit areas and park so that a quick exit can be made if necessary
- Conceal equipment and valuables, and take all practical steps to prevent against loss or theft of CCG equipment

## **3.0 Organisational roles and responsibilities**

- The CCG is responsible for the provision of a safe working environment for its employees, and acknowledges that it has an obligation to strive to eliminate the danger posed by threats of violence at work
- Of the equipment used during home working, the CCG is responsible only for the equipment provided by the CCG
- To identify through a risk assessment approach, members of staff that fall within the definition of lone workers and those that work in isolated situations
- The person carrying out the task forms part of the risk assessment to ensure their suitability for what is expected of them
- Risk assessment forms, instructions and training on conducting risk assessments are provided
- Written policies, procedures and risk assessments are available at all times, regularly monitored, reviewed and updated
- Ensure enough information has been given to enable their workers to recognise the hazards and appreciate the risks of working alone

- All members of staff have suitable and sufficient training in the Health and Safety requirements of working alone or in isolated situations and are aware of their personal responsibilities and their duty of care to others
- Response arrangements are clear, workable and that out of hours arrangements comply with the relevant policies and procedures
- All members of staff are provided with the necessary equipment which is regularly maintained, this will include a means of communication
- Lone worker risk assessments are obtained from contractors/sub-contractors working within the CCG before work commences
- In the event of an incident a occupational health and staff counselling is available for members of staff for support
- Any incidents are appropriately recorded and investigated

#### **4.0 Definition of a Lone Worker**

4.1 The Health and Safety Executive define a Lone Worker as 'those who work by themselves without close or direct supervision'. Lone working could be identified as any situation where a worker is engaged in a solo activity out of others sight and hearing range. This definition can be applied to everyone at some point in their workplace, this is why it is important to distinguish between what may be a chance occurrence of finding yourself on your own and work which is specifically intended to be carried out in isolation, away from the work base and which may last for some time.

4.2 It is how risks are perceived and classified that will define what is usefully to be called lone working. In assessing these risks the employer must look at the activity itself, the environment in which it takes place and the risks that arise from working alone.

#### **5.0 Types of Lone Worker**

5.1 Lone working can take place when people:

- Work as individuals at a fixed site but are separated from others e.g. working alone in buildings or interviewing patients/clients alone in interview rooms
- Work in a remote location, including outdoors
- Work alone away from base e.g. attending a meeting off site or visiting a care home
- Work outside normal working hours e.g. attending an evening meeting or a weekend event
- Travel alone as part of their work
- Work on other employers premises
- Working from home (low risk)

#### **6.0 Hazards of Lone Working**

6.1 Hazards which lone workers can encounter may include:

- Travelling/Driving alone
- Fire
- Lack of peer support
- Manual handling
- Poor or lack of communication
- Potential violence from patients/clients or members of the public
- Problems with access

- Visiting high risk locations
- Working alone in buildings
- Security
- Potential risk of allegations against staff
- Display Screen Equipment and work area inadequate for need

## **7.0 Principles of Lone Working**

- 7.1 Up to date electronic diaries should be shared with at least 2 members of the CCG, one of which should be the line manager to ensure that the CCG knows where you are when not at base. Employee diaries should be kept updated with venues of meetings both in the evenings and in the day. Where travel is necessary to attend a meeting this should be placed in the employee's diary.
- 7.2 It is the individual's responsibility to ensure that the CCG has all contact numbers (personal and business) available to ensure that they are contactable in an emergency. Evening events should include the provision of two CCG employees to close and clear event.
- 7.3 Consideration should be recorded on the risk assessment of both routine work and foreseeable emergencies that may impose additional physical and mental burdens on employees with a medical condition, where Lone Working could present a higher level of risk to the individual and/or CCG. HR advice should be sought prior to approval for Lone Working.

## **8.0 Emergency Action**

- 8.1 It is essential that the lone worker and manager also knows what to do in the event of an emergency. During the risk assessments process those situations which may result in an emergency should be identified and emergency procedures drawn up.

## **9.0 Lone Working Risk Assessments**

- 9.1 A risk assessment should not be carried out in isolation but, rather, should involve the members of staff who will be carrying out the work. They will have an understanding of the hazards and risks involved and, in all probability, the controls necessary to prevent or reduce them.
- 9.2 The important point is to carry out the assessment systematically in the following way:

### **10.0 Identify the hazards associated with the work and carrying it out unaccompanied**

- 10.1 Identify hazards specific to the workplace, consider access requirements, transport and parking arrangements. Identify hazards specific to the work process and work equipment which may create particular risks. Identify the potential risk of violence or any hazards specific to the individual along with the work pattern and how it relates to other workers.

### **11.0 Assess the risks associated with the work and decide on the safe working arrangements to control these risks**

- 11.1 Consider all office based work within a department conducted outside normal hours as well as considering a specific request from an individual. Can the work be done

safely by an unaccompanied person and can the risks be adequately controlled by one person, checking access, equipment, welfare and manual handling requirements. Is the person medically fit and suitable to work alone and the procedure in case a lone worker becomes ill or has an accident or is put in an emergency situation and what control measures need to be in place for the risk?

## **12.0 Record the findings of the assessment**

- 12.1 Assessments need to be recorded individually, this needs to be recorded in a useful working document for supervisors and staff, this should include details of the hazards identified, the safe working arrangements that are necessary, the contingency plan, the limits to what can and cannot be done and the date and review date of the assessment.

## **13.0 Implement the safe working arrangements**

- 13.1 After conducting a risk assessment if the safety arrangements are not already in place these will need to be implemented in a structured way before lone working can be permitted.

## **14.0 Monitor and review the safe working arrangements**

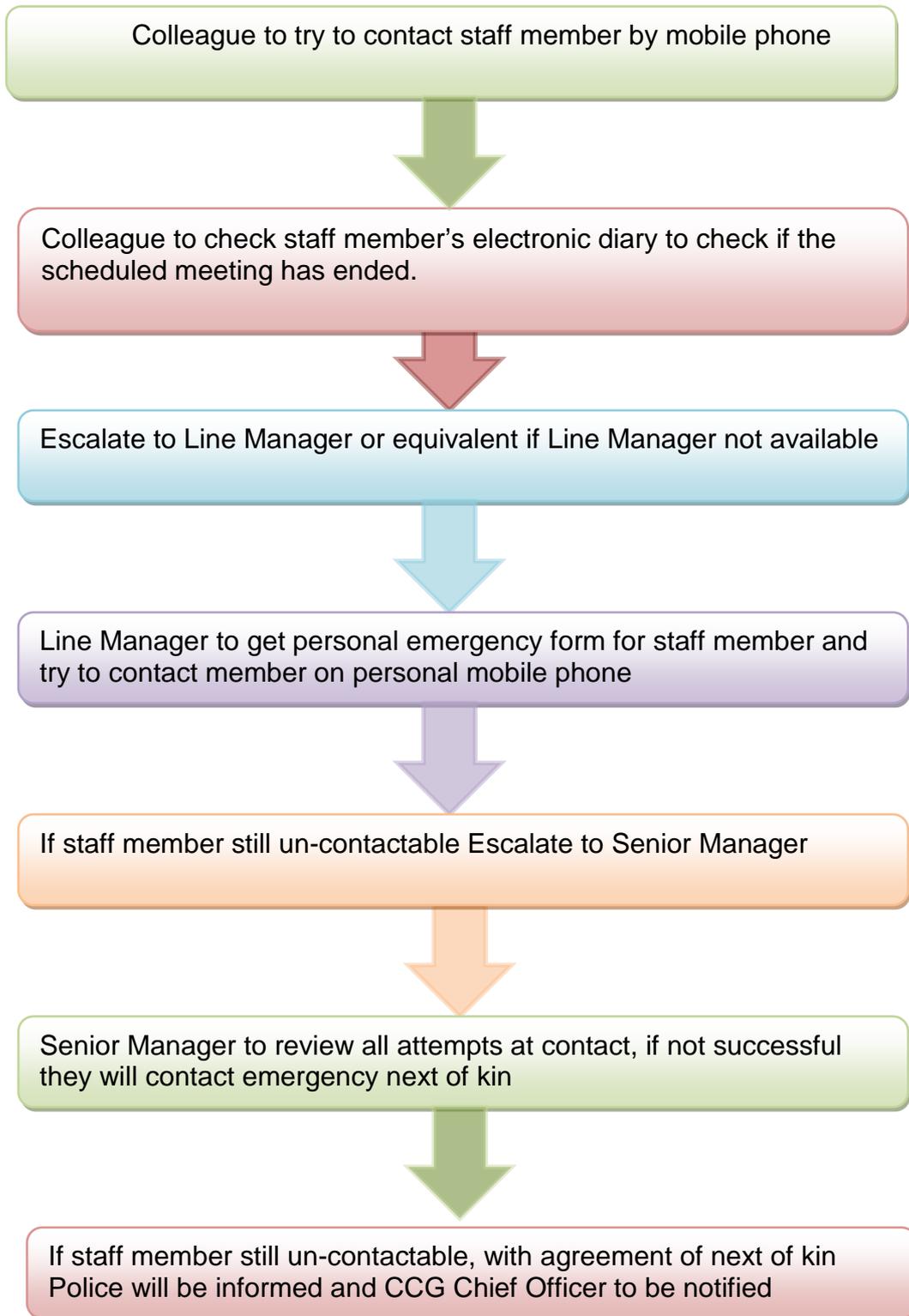
- 14.1 Once the safe working arrangements have been implemented they need to be regularly monitored and reviewed.

## **15.0 Equality Statement**

- 15.1 In applying this policy, the organisation will have a due regard for the need to eliminate unlawful discrimination, promote equality of opportunity and provide for good relations between people of diverse groups. In particular on the grounds of the following characteristics protected by the Equality Act (2010); age, disability, gender, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sexual orientation, in addition to offending background, trade union membership or any other personal characteristic.

Appendix 1

**FLOW CHART – CHAIN OF COMMAND  
WHAT TO DO IF UNABLE TO CONTACT MEMBER OF STAFF AFTER LONE  
WORKING SESSION**



## RISK ASSESSMENT FORM

	<b>RISK ASSESSMENT FORM</b>
Activity:	
Location(s)	
Identify those at risk	
Brief Description of Work:	

HAZARD(s)	RISK L / M / H	CONTROL MEASURES	RISK AFTER CONTROL L / M / H
<b>WORKPLACE:</b> Identify any hazard specific to the workplace / environment, which may create particular risks for lone workers e.g. confined spaces			
<b>PROCESS:</b> Identify any hazards specific to the work process, which may create particular risks for lone workers e.g. electrical systems			
<b>EQUIPMENT:</b> Identify any hazards specific to the work equipment, which may create particular risks for lone workers e.g. manual handling			
<b>VIOLENCE:</b> Identify the potential risk of violence.			

<b>INDIVIDUAL:</b> Identify any hazards specific to the individual, which may create particular risks for lone workers e.g. medical conditions, female, age, inexperience, etc.			
<b>WORK PATTERN:</b> Consider how the lone worker's work pattern integrates with those of others workers, in terms of both time and geography.			
<b>OTHER:</b> Please specify.			

**Training:**

Identify the level of information, instruction and training required. Consider the experience of workers.

TRAINING:	YES	NO	N/A
Has necessary information, instruction and training been given?			
Expand and clarify, if necessary.			

**Supervision:**

Identify the level of supervision required.

	YES	NO	N/A
Is suitable supervision in place? (identify all necessary supervisory measures).			
Periodic telephone contact with lone workers			
Periodic site visits to lone workers			
Regular contact (telephone, radio, etc)			
Automatic warning devices e.g. motion sensors, etc			
Manual warning devices e.g. panic alarms, etc			
End of task / shift contact			
Other, specify			
Expand and clarify, if necessary.			

**Additional Information:**

Identify any additional information relevant to the lone working activity, including emergency procedures first aid provision.

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**Assessment carried out by:**

Assessment carried out by:		Dates:	
Name:		Date:	
Signature:		Review Date:	

Names of Persons Involved in Lone Work:

Name:	Signature:	Date: