

LONE WORKERS

References:

- A. Health and Safety at Work Act 1974.
- B. The Management of Health and Safety at Work Regulations (as amended).
- C. Instruction 6 – Violence at work (VAW).
- D. Annex Q – Personal Safety Guidance for Councillors.
- D-E. Annex V – Lone worker guidance with example risk assessment

Introduction

14.1 The Health and Safety Executive defines "Lone Working" as:

"Lone workers are those who work by themselves without close or direct supervision. They are found in a wide range of situations".

For the context of this ~~policy~~ instruction, lone working may be any combination or one of the following examples:

- Working alone at the Councils offices and facilities
- Home workers
- Routine visits to other sites during normal working hours
- Routine out-of- hours visits
- Emergency call out
- Remote or hazardous sites
- Empty, derelict or abandoned premises and sites
- Dark/confined premises
- Unmade ground and building sites
- Home visits or meeting the public off site
- Driving on Council business

This policy applies to all Council employees including temporary and agency staff, volunteers, students and those on work experience.

Responsibility

14.2 When it is considered essential that work has to be carried out by a lone worker, it is the responsibility of managers and supervisors to ensure that a suitable and sufficient risk assessment has been carried out and all steps possible have been taken to ensure that employee's safety, this may include the issue of a lone working device such as Skyguard.

14.3 If it is likely that the lone worker will need to use the Guardian Angel system, then the manager/supervisor is to ensure an up to date call out list, with details of individuals to call if ~~there is an~~ employee fails to call in. incident, is lodged with the operator.

Arrangements

14.4 Frequent and regular checks are to be carried out by a supervisor or co-worker by phone. Otherwise, adequate arrangements are to be set in place by that department for the lone worker to check in at set intervals with another co-worker or department to confirm that nothing is untoward.

14.5 No lone work is to be carried out if it involves:

- Suspended loads
- Working under vehicles or equipment raised on jacks
- Working with heavy lifting equipment
- Working in vehicle inspection pit
- Working with toxic fumes or gases.
- Visiting sites where there is a history / threat of violence.

14.6 Skyguard lone working devices have been issued to some key staff, these are to be used by the lone worker (as per the skyguard training [also see Annex C](#)) in the case of an emergency.

14.7 Mobile phones must be issued to employees as a means of communication if there is no other alternative.

Out of Hours

14.8 Lone workers that are required to work outside of normal working hours are to have frequent and regular checks carried out by a designated person (duty officer) or co-worker by phone. Otherwise, adequate arrangements are to be set in place by that department for the lone worker to check in at set intervals with another co-worker or department to confirm that nothing is untoward, i.e. use of the Council's Guardian Angel System. [Whatever system is used, there must be a clear plan of escalation to enact, if the lone work fails to make contact.](#)

Guardian Angel System

14.9 The Council operates a 24-hour "Guardian Angel System" for employees that undertake work tasks outside of normal office hours and where it has been identified that they may be at risk. They must use this system for their safety.

14.10 Ring 01284 763252 and give the operator the following details;

- Who you are;
- Your Department;
- Line Manager;
- Person to contact (if different to above);
- Your contact mobile telephone number;
- Where you are visiting (address);
- Your vehicle registration;
- Who you are visiting or what you will be doing;
- Duration of visit/stay.

14.11 At the end of your visit you must call in to inform them that your visit is completed.

14.12 In the event of the person not calling in to say their visit is complete, the operator will take the following action;

- Ring you on your mobile telephone.

14.13 If there is no response they will then;

- Contact your line manager or the person listed, passing on the information you passed to them.

Personal Safety – Guidance for Councillors

14.14 It is important that Councillors keep in touch with their communities; this includes helping individuals with problems they might have. Often Councillors meet members of the public on their own therefore at Annex Q to this policy is guidance for Councillors on personal safety.