

Lone Worker guidance

As previously stated Managers are responsible under Health and Safety Legislation for the safety of their staff this includes lone working.

The following checklist can be used to assess whether you have covered the relevant points.

1.	Have you adequately risk assessed the work being done by the lone worker and reduced the risk to them to as low as possible?	<input type="checkbox"/>
2.	Do you have safe working procedures in place to ensure that staff have safe access to and from the site(s)?	<input type="checkbox"/>
3.	Do you have safe working arrangements where work needs two or more people to do the task, e.g. for a manual handling task that could put one person at risk of an injury?	<input type="checkbox"/>
4.	Have you considered if there is any risk of violence and aggression for the visit?	<input type="checkbox"/>
5.	Do staff need access to the Customer Alert List (CAL) and do they know how and when to make the necessary checks?	<input type="checkbox"/>
6.	Does your risk assessment identify the need for a Skyguard SOS device?	<input type="checkbox"/>
7.	If you have provided the lone worker with a Skyguard SOS device has training be provided on how they can call for assistance should it be required?	<input type="checkbox"/>
8.	Have you considered the needs of individuals e.g. those new to the job, have a disability, are pregnant or have a medical condition that puts them at greater risk?	<input type="checkbox"/>
9.	Have you given adequate training to lone workers so that they know when and how to avoid or diffuse difficult situations before they might be harmed?	<input type="checkbox"/>
10	Have you got monitoring arrangements in place to ensure that the lone working procedures are being followed and that your lone workers are working safely?	<input type="checkbox"/>
11	Do you have procedures in place in case the lone worker fails to return or becomes uncontactable, including escalation?	<input type="checkbox"/>
12	Are all the contact details for your lone workers up-to-date and available?	<input type="checkbox"/>

EXAMPLE RISK ASSESSMENT

Department:		Section:		Location:	
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Activity/Process	Location of Activity/Process	Number of persons at risk	1	2- 5	6-10	10 +
Lone Working		Employees				
		Others				

Hazards involved with Activity/Process	Existing Safety Measures/Controls	Score See Table Below	Additional controls required	Responsibility (Name)	Signature on Completion
Individual - Medical fitness: Is the Lone Worker subject to any medical condition that may place them at increased risk when working alone. (Where there may be doubt refer the Lone Worker to the H&S or HR)	1. The Lone Worker must ensure that any medical conditions which might be relevant to them working alone are fully discussed with their line manager and, if necessary, Occupational Health and own GP. 2. Individuals must not work alone if any such condition is assessed as placing them at increased risk. 3. Any person who requires assistance to get out of the building in an emergency must not work alone.	1 X 2 = 2			
				Target Date	Completion Date
				New Score	X =
Individual - Supervision: What arrangements are in place to maintain contact with the Lone Worker?	1. The Lone Worker must comply with the out of hours log in/out arrangements in operation within the team. Including the use of Outlook calendars. 2. Contact arrangements with colleagues, family and/or partner are set up. 3. Use of the Guarding Angels system as required as per Instruction 14 of the Health and Safety (H&S) policy 3. Use of the Skyguard system as required. 4 Call contact numbers in order if no contact has been made with lone worker until resolved. Examples include: 1. Regular verbal contact by phone, not texting, during the day - identify who is responsible for maintaining contact with the Lone Worker and how this will be achieved. 2. Contact Line manager/supervisor to inform them of finishing work. 3. Periodic site visit to lone worker by Line Manager/supervisor	1 X 2 = 2	If contact has not been made then to call 101 or 999. Identify co-workers to be in verbal contact of the lone worker. Signing in/out arrangements		
				Target Date	Completion Date
				New Score	X =

Risk Rating Model	1 Trivial injury	2 Slight injury	3 Serious injury	4 Major injury or death
1 Most unlikely	1 Minimal	2 Minimal	3 Low	4 Low
2 Unlikely	2 Minimal	4 Low	6 Medium	8 Medium
3 Likely	3 Low	6 Medium	9 High	12 High
4 Most likely	4 Low	8 Medium	12 High	16 High

Rating Band	Action
1 – 2 = Minimal Risk	Maintain Control Measures
3 – 4 = Low Risk	Review Control Measures
6 – 8 = Medium Risk	Improve Control Measures
9 – 12 – 16 = High Risk	Improve Control Measures immediately / Consider stopping work

Date		Assessor		Signature		Managers Name & Signature		Date	
Comments:									
Assessment review date: (1 year from last review date unless process changes or other wise stated)									

Review Date	Assessor	Signature	Date	Remarks

Additional Remarks:

Continuation sheet

Hazards involved with Activity/Process	Existing Safety Measures/Controls	Score See Table Below	Additional controls required	Responsibility (Name)	Signature on Completion
Individual - Training & Competency : Has necessary information instruction and training been given to the Lone Worker and is the Lone Worker competent to carry out the work alone?	1. Any person authorised to be in the building outside normal hours must be fully competent to carry out the work safely. 2. To be fully conversant with emergency procedures for the building they are in.	1 X 2 = 2			
				Target Date	Completion Date
				New Score	X =
Location & Premises - Building security: Is the building secure?	1. Access to the building is restricted to authorised personnel only outside normal hours. 2. If Lone worker has concerns about security or suspects there is an intruder in the building, they must contact the Guardian Angels on 01284 763252 informing them of the situation as per Instruction 14 of the H&S policy. 3. Alert Skyguard call centre using the emergency procedures.	1 X 2 = 2			
				Target Date	Completion Date
				New Score	X =
Location & Premises - Access: Is there a safe means of access/egress for the lone worker (consider lighting and personal security issues and means of escape in emergency)	1. Entrances in the vicinity of the building and car park are well lit. 2. Park in a well-lit area of a car park 3. If unable to the Lone Worker should plan how to get to their car/public transport after leaving, taking account of potential personal safety issues.	1 X 3= 3			
				Target Date	Completion Date
				New Score	X =
Location & Premises - Emergencies: Does the Lone Worker have access to emergency warning devices to raise the alarm in event of emergency e.g. fire alarm, motion sensors /manual device (panic alarms).	1. Lone Workers must know and understand local emergency arrangements on how respond in event of fire or any other emergency. 2. Access to Skyguard system as required. 3. Personal alarms are available.	1 X 2 = 2			
				Target Date	Completion Date
				New Score	X =
Location & Premises - First aid: Are there arrangements are in place to deal with a situation where the Lone Worker becomes ill or has an accident? (Access to First aiders and facilities)	1. First aiders are unlikely to be present. First aid boxes are available and contents checked regularly. 2. In the event of a Lone Worker feeling unwell they should if possible return home or contact the Guardian Angles or use the Skyguard system.	1 X 2 = 2			
				Target Date	Completion Date
				New Score	X =

Continuation sheet

Hazards involved with Activity/Process	Existing Safety Measures/Controls	Score See Table Below	Additional controls required	Responsibility (Name)	Signature on Completion
Location & Premises Welfare facilities: Is there adequate heating, lighting, access to drinking water and toilets.	1. The Lone Worker should be aware that heating/cooling in the area may be much reduced unless the business need for after hours working has been established. So should dress accordingly. 2. Welfare facilities will be available in the building.	1 X 1 = 1			
				Target Date	Completion Date
				New Score	X =
Process/Work Activity - Slip/trips/falls	1. Regular inspection of buildings to ensure that any trip hazards receive prompt attention. 2. Individuals with temporarily or have permanently impaired mobility must not work alone.	1 X 1 = 1			
				Target Date	Completion Date
				New Score	X =
Process/Work Activity - Electrical equipment	1. Ensure all office equipment is electrically tested on an annual basis. 2. Electrical cables and plugs visually inspected for damage. 3. Do not interfere with plugs or power supply.	1 X 1 = 1			
				Target Date	Completion Date
				New Score	X =
Process/Work Activity - Work with hazardous substances and or machinery	Not permitted.	1 X 1 = 1			
				Target Date	Completion Date
				New Score	X =
Process/Work Activity - Single handed lifting or handling of any load that is of such a weight as to cause injury.	Not permitted.	1 X 1 = 1			
				Target Date	Completion Date
				New Score	X =
Process/Work Activity - Driving	1. Follow driving policy and teams risk assessment. 2. Complete online training annually. https://westsuffolk.britsafelearning.com/	1 X 2 = 2			
				Target Date	Completion Date
				New Score	X =

Continuation sheet

Hazards involved with Activity/Process	Existing Safety Measures/Controls	Score See Table Below	Additional controls required	Responsibility (Name)	Signature on Completion
Vehicle Movement Struck by moving vehicle Crushing by moving vehicle or slung loads.	1. Wear Hi-Vis PPE while on site. 2. Site briefing (if applicable) to identify safe walkways. 3. To be escorted (if applicable) whilst on site. 4. Council officer to keep to marked walkways wherever possible. 5. To be aware of their surroundings at all times. 6. Careful watch to be kept on moving vehicles. 7. Care to be taken when moving about site. 8. Pay particular attention to reversing vehicles or vehicles with poor forward vision. NEVER assume a vehicle driver has seen you. NEVER position yourself between a moving vehicle, object or slung load and a solid object. NEVER remain under a slung load.	2 X 2 = 4			
				Target Date	Completion Date
				New Score	X =
Excavations Falling into excavations. Collapse of trenches. Falls or trips into open, unguarded or poorly protected excavations	1. Keep clear of unguarded excavations. 2. Ensure trench walls are safe Depending on sub-soil conditions, even shallow trenches may require shuttering. DO NOT enter or allow anybody to enter the trench if you consider it unsafe. 3. To be escorted on site (if applicable) to prevent coming into contact with unguarded excavations. 4. Care to be taken when walking across disturbed ground. 5. Do not stand too close to edge of excavations.	2 X 2 = 4			
				Target Date	Completion Date
				New Score	X =
Rough Terrain Falls or trips due to uneven ground	1. Care to be taken when walking over uneven ground. 2. Avoid piles of building materials and discarded/broken items.	2 X 2 = 4			
				Target Date	Completion Date
				New Score	X =

Hazards involved with Activity/Process	Existing Safety Measures/Controls	Score See Table Below	Additional controls required	Responsibility (Name)	Signature on Completion
Discarded building materials Puncture wounds to feet, sprains and strains.	1. Be aware of surroundings at all times. 2. Care to be taken to avoid stepping on discarded building materials. Wearing of correct PPE.	2 X 2 = 4			
				Target Date	Completion Date
				New Score	X =
Unguarded stairways and holes in floors Falls from heights whilst accessing upper levels of properties	1. Be aware of surroundings at all times. 2. Great care to be taken when accessing upper stories of buildings. Do not step through openings without first checking what is on the other side. 3. Avoid whenever possible passing other workers on unguarded stairs or landings. Notice to be taken of guidance laid out in <i>The Work at Height Regulations 2005</i>	2 X 3 = 6			
				Target Date	Completion Date
				New Score	X =
Access to upper levels of scaffolding. Falls from height while accessing upper levels of scaffolding	1. Prior to going onto the scaffolding, check that the scaffolding register has been completed and signed by the erecting contractor (if applicable) and there have been no visible changes to the scaffolding layout. 2. Do not climb on the scaffold if it appears incomplete or unsafe. Ensure access ladders are securely footed and secured. The top of the ladder should protrude far enough beyond the alighting point.	2 X 3 = 6			
				Target Date	Completion Date
				New Score	X =
Fragile roof surfaces and loft spaces. Falls through fragile surface	1. Under no circumstances are Officers to venture onto any fragile roof surface unless proper fall arrest measures are in place. 2. Care to be taken when walking inside roof/loft spaces. 3. Keep to identified walkways or use joists.	2 X 2 = 4			
				Target Date	Completion Date
				New Score	X =
Electrical wiring Electrocution Trip hazard	1. Council Officers not to interfere with exposed electrical wiring. 2. Care to be taken when walking around on site to avoid trailing cables. 3. Be aware of surroundings at all times.	2 X 3 = 6			
				Target Date	Completion Date
				New Score	X =

Hazards involved with Activity/Process	Existing Safety Measures/Controls	Score See Table Below	Additional controls required	Responsibility (Name)	Signature on Completion
Dust Inhalation of various types of dust	1. If required Council officers to wear appropriate face masks and/or eye protection. 2. If none are readily available Council Officers are not to enter space or area where dust is being generated.	2 X 2 = 4			
				Target Date	Completion Date
				New Score	X =
Adverse weather Slips and trips due to ice, rain etc.	1. Appropriate PPE to be worn at all times, coat, boots, gloves etc. 2. Care to be taken during adverse weather. If possible do not step into puddles. 3. Avoid touching metal with bare hands in very cold weather. Ice and wet weather make the ground slippery, extra care to be taken when walking or climbing on site.	2 X 2 = 4			
				Target Date	Completion Date
				New Score	X =
Violence at Work Verbal and/or physical abuse/assault	1. To walk away before any situation escalates. 2. Council Officers are not to react to provocation. Remain calm, stick to factual information and do not enter into heated dialogue. 3. Further information on dealing with verbal and physical abuse can be found in the Instruction 6 Violence at Work Policy. 4. All circumstances of verbal abuse and physical assault are to be immediately reported to your Line Manager and the Health and Safety Team via the general reporting form.	2 X 2 = 4			
				Target Date	Completion Date
				New Score	X =
Lone working Risk of unreported injury whilst working alone	1. Council Officers are not to leave the office without informing someone of their whereabouts, how long they will be and expected time back to the office. 2. Extra information on Lone Working can be found in the Instruction 14 Lone Working Policy. 3. If finishing work from a site visit, contact the Line Manager/Office/colleague to let them know. 4. Procedures in place to react to missing or uncontactable lone workers including escalation procedure.	2 X 3 =6			
				Target Date	Completion Date
				New Score	X =

Hazards involved with Activity/Process	Existing Safety Measures/Controls	Score See Table Below	Additional controls required	Responsibility (Name)	Signature on Completion
General Activities Risk of minor injury	1. Council Officers are to ensure that they comply with all site Health and Safety requirements. 2. They are not to intentionally place themselves in danger. 3. They must ensure that they employ the same standards of personal health and safety on any site. 4. Correct PPE must be worn at all times. When on site be aware of your surroundings at all times. 5. NEVER assume that another person has seen you and will stop what they are doing, as either they approach you or you them. 6. Council Officers will (if applicable) receive a recorded site briefing from a representative of the builder before they enter any site. As this will identify walkways, emergency procedures, restricted areas, welfare facilities, excavations and any general site activities.	2 X 2=4			
				Target Date	Completion Date
				New Score	X =
		X =		Target Date	Completion Date
				New Score	X =
		X =		Target Date	Completion Date
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