



Lone Worker Policy

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Date Approved: 17/08/2018

Date Reviewed: 28/07/2021

Next Review: 28/07/2022



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Introduction

It is inevitable that at certain times staff may find themselves working alone, due to flexible working periods, annual leave, public holidays or out of normal office hours. There is no overall legal prohibition on working alone, but the general duties of the Health and Safety at Work Act 1974, and the specific duties of the Management of Health and Safety at Work Regulations 1999 still apply. These duties require the identification of the hazards in the work, formal assessment of any significant risks involved, and devising and implementing safe working arrangements to ensure that the risks are either eliminated or adequately controlled.

Definitions

Lone Worker Persons are to be considered working alone if they have neither visual nor audible communication with someone who can summon assistance in the event of an accident or illness.

Normal Working Hours 09:00 to 17:00 on Monday to Friday, though offices may be occupied until later than this. The Devas Reception is often manned from 08:30 to 17:00 Monday to Friday, but this can vary and is also dependant on whether the centre is open that week. On evenings that the Youth Club is open, youth workers are also around from 18:00 till 22:00. Other Devas Club users variable hours, and would not be necessarily be aware of anyone working in the office.

Responsibilities

Responsibilities of the **Employer**, under the Health and Safety at Work Act 1974, is to ensure that so far as reasonably practical that the health, safety and welfare at work of all their employees is ensured. This is application to all work situations, including where staff may be working alone or outside of normal working hours.

To ensure this wellbeing; the Risk Assessment (Appendix 1) would apply to all lone workers within the Devas Club building which identifies the potential risks and the control measures necessary to minimise those risks. This would be assessed individually to meet the needs of the employee who intends to lone work. In addition to this risk assessment, communication of hazards and control measures should be made by the line manager to the lone worker; with specific training and instructions given on a case by case basis.

The responsibilities of the **Employee** are to take care of their own safety by following company policies and procedures. Employees should not knowingly place themselves in situations which expose them to additional risk by working alone. If a person finds that they are placed in a situation they consider to be that of a 'lone worker', then they should communicate with their line manager as soon as possible to identify ways of preventing the re-occurrence, or assessing the situation at that time. Lone workers have a responsibility to inform their line manager if they have any concerns over the effectiveness and efficiency of the lone worker arrangements as well as informing them if there is a significant reason that they should not work alone for their own safety.

Prohibitions on Lone Working

Lone working must not be undertaken where there is a reasonable and foreseeable risk that the work might result in an accident where they would be no additional support from another person.

No lone work can be complete in the following examples:

- Entry into confined spaces; including basements and other spaces where there may be insufficient natural/mechanical ventilation
- Use of ladders
- Use of machinery

Procedure for Lone Working

Staff should inform their Line Manager at the earliest possible convenience that they intend to work alone in the Devas Club offices; with full details of the date, day and expected timeframes. The Line Manager should discuss potential risks and management solutions with the employee, as well as ensuring there are no known health risks for that person to be working alone.

- The member of staff should contact their Line Manager when they start lone work, and when they finish the planned work
- The member of staff and their Line Manager should check in regularly throughout the period of lone working
- Should the Line Manager not hear from them to confirm they have finished, or they miss an expected contact, they should make all efforts to contact them
- Should contact not be possible:
 - Contact Sheila (reception) to see if she is nearby and can check the premises while staying on the phone to you so she is not at risk
 - Call the police if you are worried that the employee can not be contacted and Sheila is unable to check the office

In the instance of working late at night, Staff must:

- inform Sheila that they will remain in the building.
- Inform any staff that are there running the Youth Club so that they do not set the alarms, but that they do ensure doors downstairs are secured on their exit.
- On leaving also ensure you let the Youth Club staff know you have left

Appendix 1: Risk Assessment for Lone Working Policy

HAZARD(s)	RISK Low / Medium / High	CONTROL MEASURES
Workplace/process		
1. Slips and trips	L	Oxbridge Group Ltd should ensure that all hazards, such as torn carpets, trailing cables etc. receive prompt action to be rectified. If your mobility is

HAZARD(s)	RISK Low / Medium / High	CONTROL MEASURES
		impaired, employees should not be working alone, or outside of the normal office hours to ensure that the risk is kept low.
2. Fire or other emergency	M	Lone Workers should ensure that they have relevant training in fire safety and the emergency procedures relevant for the Devas Club.
3. Electrical accident	L	Oxbridge Group Ltd have a responsibility to ensure that items are PAT tested where relevant, to reduce potential issues with electrical accidents. Employees should not interfere with electrical items which are connected to the power supply.
Equipment:		
1. Manual handling of loads	M	Employees who are working alone should not attempt to lift or move any item which could potentially put them at risk of injury. This work should be rescheduled to a time where assistance is available.
Violence:		
1. Intruder in building	M	Staff should be aware of emergency procedures within the Devas Club (Sheila is the main point of contact). If you are working out of normal office hours, you should check in with your line manager at regular intervals. If there is an intruder in the building and you feel in danger, you should telephone the police for further assistance.

HAZARD(s)	RISK Low / Medium / High	CONTROL MEASURES
2. Safe routes home after work	L	Employees should not work in the Devas Club after hours where they are reasonably able to get home. Should the instance occur where the normal transport is not available, Oxbridge Group Ltd suggest that employees make use of taxis for their own safety.
Individual:		
1. Personal medical conditions etc.	Individually decided on a case by case basis	Any medical conditions should be disclosed to your line manager so that they may reasonably support you, particularly if Lone Working.
Work pattern:		
1. Avoidance of lone and out of hours working	N/A	Employees and their Line Managers should work wherever possible to avoid lone working in order to safeguard the welfare of the employee. Should the work patterns/geography of staff allow it, there should not be less than 2 people in the office during general working hours.
2. Check in/out procedures	N/A	When lone working is unavoidable, contact your Line Manager to initiate a check-in/check-out system to maintain your safety in the building. The Devas Club 'check in' board should also be utilised, as well as checking in with other users of the building where possible.