



# Lone Working Policy



## Lone Working Policy

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## Section 1 – Policy Intentions

### 1.1 Policy Statement

The aim of the Lone Working Policy is to provide detailed information for Line Managers/Supervisors, Police Officers, Police Staff, members of the Office of the Police and Crime Commissioner (OPCC) and external contractors on the risk associated with lone working and the provisions that can be put in place to minimise these risks. The Policy outlines the requirement of the Gloucestershire Constabulary and the (OPCC) to ensure that risk assessments are undertaken, documented, monitored and updated at regular intervals.

Gloucestershire Constabulary and the (OPCC) have a general duty of care to ensure the health, safety and welfare of all employees and others affected by our undertakings. This duty, therefore, applies to lone workers.

The purpose of this document is to outline arrangements in place to fulfil this duty of care, with regards to lone working within OPCC and Constabulary premises, both outside and inside of normal working hours. It also provides Line Managers/Supervisors, officers and staff with the practical steps to be taken to keep people safe. People who work alone should not be at any greater risk than others.

We recognise that, on occasion, staff may be required to work alone and/or out of hours. These procedural guidelines aim to reduce the requirement for this kind of working practice and the risk of injury to personnel, so far as is reasonably practicable. This can be achieved through the process of risk assessment and the implementation of appropriate control measures. All reasonable options must be considered before concluding that lone working may be required.

## Section 2 – Policy Wording & Procedural guides

### 2.0 LONE WORKING GUIDANCE

#### 2.1 What is a Lone Worker?

A lone worker is any person whose work involves either a brief or large proportion of their time in situations where there is no close, frequent or regular involvement with other workers or supervision.

#### 2.2 Can workers legally work alone?

The answer to this question will be based on the outcome of the risk assessment, the environment and conditions that apply.

#### 2.3 Management Arrangements

Line Managers/Supervisors need to ensure that their employees remain healthy and safe whilst at work; this includes working in buildings or remote or isolated areas. We have developed procedures to support staff whilst working alone, it is part of a Line Manager's/Supervisor's role to ensure that the



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procedures are adapted to suit their areas and that their employees are provided with suitable and sufficient training and information on these procedures.

The basis for developing any procedure is through carrying out a thorough risk assessment and then applying the findings to develop suitable safe working practices

## 2.4 Risk Assessments

A [risk assessment \(Appendix A\)](#) must be carried out by the relevant Line Manager/Supervisor for each location where essential lone working is required or where the introduction of lone working has been suggested.

Where lone working conditions can be foreseen or are planned, the Lone Working Risk Assessment form must be complete prior to lone working activities so that hazards and risks are identified and managed. This should be completed by the Line Manager/Supervisor who will also ensure that all aspects relating to the health, safety and welfare of the individual are taken into account.

Once completed, the Checklist should be printed off and retained in the WorkSafe File for record. There is no requirement to complete a new Risk Assessment for each period of lone working as long as the information remains valid and accurate.

In all other circumstances, for example where there is no Workforce Online record for Contractors/Workers who require access to our sites, [Appendix A](#) must be completed and filed in the Worksafe folder.

The risk assessment must identify any potential health and safety hazards involved in the work activity, the location of the premises and control measures that should be adopted. Some risk assessments may conclude that it is not possible for the work to be carried out safely by a lone worker.

Other considerations, which the risk assessment may include:

- Can one person safely handle any equipment?
- Is the workplace remote?
- Are there sufficient communication links?
- Is the worker medically fit and suitable for working alone – contact Occupational Health Unit for advice?
- Is any special training or supervision required?
- How will the lone worker be supervised?
- Is there adequate first aid cover / fire provision?

In addition to the Lone Working Risk Assessment, it is also essential that staff carry out a personal dynamic risk assessment prior to entry and when visiting unfamiliar locations. Dynamic Risk Assessment is a continuous process, which enables individuals to identify risk and respond to that risk in the ever-changing circumstances of operational incidents. This might mean that staff need to modify their personal involvement according to the degree of risk presented in order to avoid injury or illness.



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## 2.5 Evaluate the risks and decide on precautions

In consultation with employees, the Line Manager/Supervisor must decide on the level of risk posed by the situation and whether or not extra precautions need to be put in place, or whether the job can be undertaken safely by a single person. Depending on the results you may need to introduce new precautions, safe working practices or provide personal protective equipment, e.g.:

- Access to communications;
- automatic warning devices;
- first aid equipment and training;
- further specialist training;
- lifting equipment;
- maintenance checks on equipment and vehicles;
- out of office recording procedures;
- periodic supervisory checks;
- personal alarms.

## 2.6 Record your findings and implement them

Line Managers/Supervisors must keep records of the significant findings of your risk assessments. These should be kept in the Worksafe folder. Ensure people are informed of the results of any new practices. Records of risk assessments should be retained for as long as they are effective or superseded. In the majority of cases, they should be held for the minimum of one year.

## 2.7 Monitor and Update Findings

Risk assessments and their outcomes will be monitored as often as required to ensure they remain effective. They should be reviewed or updated when there are major changes to work practice or work environment. All risk assessments should be reviewed at least annually by the Health and Safety Advisor and / or the Line Manager/Supervisor.

## 2.8 Home Visits or out of office visits

It is essential that a diary, or record of movements is kept with your Line Manager/Supervisor (or other nominated person) when undertaking home visits. This may include contact with the Force Control Room (for Police Officers).

All employees who, as part of their job, need to make visits to staff at home must leave a record of their vehicle details, i.e. registration number and make and colour of vehicle with their Line Manager/Supervisor or nominated person. These details should be held securely, but should be accessible in case an emergency arises. In the event that a person does not report in after finishing a home visit, the Line Manager/Supervisor or nominated person should attempt to contact them by telephone. If there is still no contact, a senior manager must be informed and a decision taken as to appropriate action.

Use of own vehicles for the purposes of business use are subject to appropriate checks (e.g. appropriate business insurance cover).



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## 2.9 First Aid Arrangements

The risk assessment should include first aid considerations. The Health and Safety (First Aid) Regulations 1981 place a responsibility on employers to provide appropriate first aid facilities. If a lone worker sustains a minor injury they should have access to a first aid box or phone to call for help. However a more serious injury may mean they cannot help themselves or use the phone. Where more serious injuries are foreseeable, the absence of a colleague could be construed as insufficient first aid cover.

All our premises are provided with a suitable first aid container and during office hours a designated and trained first aider. The type and size of the container will depend on the local risks and hazards. Lone workers should be provided with traveling first aid kits if they work in isolated or dangerous locations or where access to emergency facilities is difficult. Occasionally the risk assessment may indicate the lone workers require training in first aid. This would not attract payment of a first aid allowance as they would not be considered a nominated first aider.

## 2.10 Communication

It is essential that the suitable communication and welfare checks are covered within the individual risk assessment. This normally will involve contact with the Line Manager/Supervisor or other suitable departments via the telephone or other suitable means at regular intervals. The degree of risk will determine the frequency of what constitutes regular intervals.

## 2.11 Fire Safety Arrangements

A clear, safe system of work with regards to fire safety must be developed particular to the lone worker and their working environment. The assessment should cover procedures the lone worker should follow on activation of the fire alarm, evacuating the building and discovery of a fire.

All Police Staff and Officers must make themselves aware of the health and safety signage relating to basic fire safety arrangements at each site, and of the appropriate selection and operation of fire extinguishers in the case of fire.

## 2.12 Accidents

Like all staff, lone workers must be aware of the procedure for reporting accidents and near misses. As described previously, regular contact with a nominated person (colleague / security) must be made by the lone worker to ensure their continued safety. Systems must also be in place on procedures to follow if contact is not kept.

## 2.13 Emergencies

Clear arrangements must be set up for the lone worker with regards to emergencies and accidents. This must include regular contact with a Line Manager/Supervisor or other nominated persons during the periods of lone working.

## 2.14 Information to Staff

All lone workers should be provided with comprehensive health and safety information on their role and responsibilities. Their Line Manager/Supervisor must give them a copy of their specific risk



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assessment and ensure they read and understand its contents. Particular attention should be made to the safe systems of work, emergency procedures and control measures.

## 2.15 Advice and Assistance

Further advice and assistance on completion of lone working risk assessments and suitable control measures, can be sought from the Health & Safety Advisor.

## 2.16 Contractors

It is recognised that on occasion approved contractors may be required to attend work premises out of hours, as a result of essential planned or emergency works. A safe system of work and risk assessment will be arranged with local control measures in place and adhered to.

Refer to the Management of Contractors Procedure for further detailed advice and guidance on all matters relating to contractors.

## 2.17 Out of Hours Working at HQ, Waterwells

### 2.17.1 Police Officers

It is recognised that, on occasion, police officers may be required to work alone and out of hours at Police HQ. Particularly in view of the fact that several areas of HQ are designated 'restricted access', it is vital that the following be considered:

- Notification to Line Manager/Supervisor of intention to work alone and out of hours;
- Tascor to be advised of presence in the building;
- access to building must be via the rear central Staff door (doors at the end of the building will be disabled at the weekend and in the evening and should only be used for loading / unloading vehicles);
- completion of Risk Assessment Checklist on Workforce Online or Form A as per stated guidance.

### 2.17.2 OPCC and Police Staff

Staff are not normally expected or required to work beyond the hours stipulated in their contract of employment, or, before or beyond locally agreed flexible working periods.

There will be some occasions when staff are expected to attend for duty out of hours (e.g. ICT Technicians / Support). Completion of the Risk Assessment Checklist must be completed in this event.

## 2.18 Lone Working Procedures

Line Managers and supervisors are responsible for providing adequate instructions to all staff and workers required to work alone. This includes establishing a satisfactory method of communication for the period of working.

Line Managers/Supervisors are encouraged to implement the following reporting guidelines for staff who work alone.



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## 2.18.1 Lone Worker's responsibilities

The location of every member of staff is GPS tracked (via the police radio) and police incidents are logged and monitored via the FCR. Officers must book on via a force radio in order to be visible.

Operational deployments would be (mostly) planned (FCR aware) deployments and where not there is an expectation that the "lone worker" would undertake dynamic risk assessment and call for additional resources, via police radio, if deemed a requirement. The "State 0" button is to be activated should additional resources be required in an emergency.

Police staff lone workers should make arrangements to inform a colleague or other nominated person of their plans/ working arrangements, timescales, etc.

## Section 3 - Relevant Legislation

Although there is no general legal prohibition on working alone the following legislation still applies. The Health and Safety at Work etc. Act, 1974 imposes a duty of care to ensure, so far as is reasonably practicable, the health, safety and welfare of all employees and others affected by our undertakings. This duty applies, therefore, to lone workers. In addition, Sections 7 and 8 of the Act provide that Staff must take appropriate steps to safeguard their own health and safety, as well as the health and safety of others.

Regulation 3 of the Management of Health and Safety at Work Regulations 1999 requires employers to make a suitable and sufficient assessment of any risks to health and safety of their employees. The risks identified are likely to be greater for lone workers.

There is no specific legislation in the area of lone working however these procedural guidelines are based on guidance provided by the Health and Safety Executive (HSE) titled Working Alone in Safety.

Regulation 13 of the Management of Health and Safety at Work Regulations 1999 requires employers to consider the physical and mental capabilities of employees when deciding on the tasks they will undertake.

The Equality Act 2010

## Section 4 - Related References/Policies

Management of Contractors Procedure

## Section 5 - Monitoring and Review

### 5.0 Monitoring and Reviewing

#### 5.1 Monitoring



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The effectiveness of this policy will be monitored in its application. Experiential learning will be applied and may result in consequential changes to the policy.

## 5.2 Review

This policy will be formally reviewed at periods as prompted by the Governance and Compliance Administrator. Experiential learning, legislative changes, and other influencing factors may also necessitate a review.

Feedback relating to this policy can be made by telephone, in writing, or by e-mail to People Services Centre.



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## APPENDIX A - LONE WORKING RISK ASSESSMENT CHECK LIST

For Police Officers, Staff and External Contractors who carry out work in isolated locations (including home visits).

Lone Worker:	Date:
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Summary of work:
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Presented/Potential Hazards Identified/Exposure to: (tick where applicable):

Physical assault	Poor Access/egress	Lifting objects/persons	Plant/equipment use	Exposure to Chemicals
Uneven surfaces	Weather	Trailing cables	Inadequate/poor communication	Poor Housekeeping
Electrical Hazards	Mental/verbal abuse	Animals	Hostage situation	
Another risk identified with operation				

Prior to lone working activities individuals have a duty of care to declare all medical conditions / personal circumstances, which might have an effect on lone working activities. Tick box to confirm that you have declared and medical conditions / personal circumstances which might affect your ability to undertake lone working.

Tick box to confirm that contact details on Workforce Online are correct

Line Manager/Supervisor to advise / discuss:

Lone Worker procedural guidance	Emergency arrangements and action to take, e.g. fire alarm, first aid etc.	Suitable communication equipment i.e. phone/ radio
Dynamic risk assessment – to withdraw from site if personal safety threatened	Outlook calendar to be updated to accurately reflect location	Awareness of any appropriate (local) safety procedures
Appropriate uniform / attire (PPE)		