

CAERPHILLY COUNTY
BOROUGH COUNCIL

**LONE WORKING
POLICY**

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Issue 2

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Mae'r cyhoeddiad hwn ar gael yn Gymraeg ac mewn ieithiodd neu fformatau eriall ar gais.

NOTE

Wherever the designation "manager" is used throughout this policy, it is taken to mean Head of Service, Head Teacher, Line Manager, Supervisor and the Officer in charge or anyone who has responsibilities for employees in the course of their work.

1. INTRODUCTION

- 1.1. This document sets out the policy to be implemented by Caerphilly County Borough Council (the Authority) to ensure the health, safety and welfare of its employees in relation to lone working.
- 1.2. This policy should be read in conjunction with the Corporate Management Arrangements for lone working that sets out the arrangements and responsibilities for managing lone working in the Authority.

2. POLICY STATEMENT

- 2.1. The Authority recognises that its employees are its most valuable resource in delivering high quality services to the community and will take all practical steps to ensure the health and safety of the Authority's employees, contractors and visitors to and users of council premises by not exposing them to hazards associated with lone working.
- 2.2. The Authority recognises there are inherent risks associated with lone working and will consider alternative safer systems of work where possible.
- 2.3. Where lone working is necessary, the effective control of these risks will be controlled through the correct management of lone working in the Authority as set out in this policy and the provision of appropriate training, instruction and supervision. To be effective this policy requires the full co-operation of management and employees at all levels.
- 2.4. The Authority accepts it has specific duties under the Health and Safety at Work etc. Act 1974 and the Management of Health and Safety at Work Regulation 1999.

3. SCOPE

- 3.1. This policy has been agreed with the Trade Unions and applies to all employees.
 - 3.2. This policy will be reviewed at least annually to ensure it is in line with current legislation.
 - 3.3. The effective date of the policy is:
 - 3.4. This policy has been reviewed and the effective date is:
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4. DEFINITIONS

4.1. For the purpose of this policy, lone working can be defined as the following:

- Only one employee working on the premises. For example in small workshops, small offices, home workers etc.
- Employees working separately from others. For example in large depots / offices, warehouses, leisure centres etc. where no other person is in the immediate vicinity or direct line of sight to the 'lone worker' to provide assistance if required.

Examples of typical lone working include:-

- i. Employees working outside normal hours, eg cleaners, security, maintenance or repair staff etc.
- ii. Mobile employees working away from their fixed base, eg. forestry workers, rent collectors, social workers, Environmental Health Officers, home carers etc.

This list is not exhaustive.

4.2. This definition applies to those employees who habitually work alone and for whom working alone is part of their role.

4.3. A 'visit' can be classed as a visit to a client's home or can be an invitation extended to a client into an Authority's premises.

5. LEGISLATION

5.1. This policy along with its supporting procedures is designed to ensure the Authority meets its legal obligation as stated in:

- The Health and Safety at Work etc. Act, 1974
- The Management of Health and Safety at Work Regulations 1999

6. RESPONSIBILITIES

NB Please note that all employees have a legal responsibility to comply with health and safety law and the provisions of this policy. Failure to do so could result in personal and/or Corporate liability.

6.1. **The Chief Executive Officer will:**

- Be ultimately responsible for ensuring compliance with this policy within Caerphilly County Borough Council.
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6.2. Directors will:

- Be responsible for ensuring the effective implementation of this corporate policy and associated directorate arrangements within their service areas.
- Ensure that appropriate resources are made available for the effective operation of the policy, including training and/or any other control measure identified as necessary following a risk assessment.

6.3. Managers with responsibilities for employees will:

- Where possible, plan work to avoid lone working, or where this is not possible, identify all persons who fall into the lone working category.
 - Ensure that where lone working is unavoidable, tasks to be undertaken can be performed by one person safely
 - Undertake, or ensure that, a suitable and sufficient risk assessment is carried out by a suitably trained and competent person to identify the level of risk to the identified lone workers for the work activities to be performed while working alone.
 - If identified through risk assessment, notify occupational health of the identified high-risk lone workers (eg. those with known medical conditions that may make them unsuitable for working alone, or those likely to undertake activities that may impose additional physical and mental burdens on the individual) to enable paper screening, in accordance with the Lone Working Medical Questionnaire (contained in Appendix 1 of the Corporate Management Arrangements for Lone Working).
 - Ensure the findings of the risk assessment and its recommended actions to reduce identified risks are communicated to the relevant employee/s.
 - Co-ordinate the completion of any recommended actions required as a result of the lone working risk assessment.
 - Ensure the lone working risk assessment is reviewed annually, when there is reason to suspect the assessment is no longer valid, or where there has been significant changes in the work activity or environment to which the assessment relates.
 - Ensure the documented lone working risk assessment is kept until a new assessment is produced or the assessment revised.
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- Ensure identified lone workers are suitably experienced, trained in emergency procedures and have received appropriate instructions and training on the risks they are exposed to, and understand the control measures identified in the risk assessment.
- Ensure, where identified by the risk assessment, that lone workers are issued with mobile phones and/or personal alarms, know how to use the mobile phone/personal alarm, that emergency numbers are pre-programmed into the phone and the number of the lone worker's mobile phone is communicated to the people considered necessary.
- Ensure arrangements are in place for the periodic contact with lone workers during the period of their lone working.
- Ensure the emergency procedures are in place for when lone workers become non-contactable during periods of lone working or do not return to work as expected.
- Ensure a 'Violent Incident Report Form' is completed when an employee is exposed to any verbal or physical abuse, the form signed by the employee and their manager and then forwarded to the Directorate Health and Safety Officer and Corporate Health and Safety Unit.
- Ensure procedures are in place so that lone working employees carry out a search on the Corporate Violence at Work Register and/or other appropriate system before carrying out any visits. Where a positive entry is found, ensure appropriate action is taken in line with the Authority's Violence at Work policy.
- Where identified as necessary following a risk assessment, ensure lone workers have access to adequate first-aid facilities and carry a first-aid kit containing at least the minimum contents to HSE standard.
- Undertake or ensure that a suitable and sufficient risk assessment is carried out for new employees who are identified as lone workers.
- Ensure this policy is communicated to their employees.
- Ensure their employees comply with this policy and associated Directorate arrangements for lone working derived from this policy.

6.4. Each employee of the Authority will:

- Comply with any working procedure or precautionary measure introduced to minimise the risk of lone working.
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- If working outdoors, respond accordingly to the changing local weather conditions at the time.
- Ensure their manager and the Occupational Health department is notified immediately if there are changes in their personal health, which may affect their ability or suitability to work alone safely, including the use of any medication that may affect their suitability to work alone.
- Where appropriate carry out or request a search on the relevant Violence at Work Register and/or other appropriate systems before any visits are carried out.
- Inform their manager or appropriate officer promptly of any incident involving violence and aggression, and complete the Violent Incident Reporting Form.
- Not attempt to perform a work activity alone that may put their health or safety at risk.

6.5. The Corporate Health and Safety Unit will:

- Ensure that the lone working policy is reviewed at least annually to ensure it is in line with current legislation.
- Provide advice and information on legislation or guidance relating to lone working.
- Audit compliance with this policy.
- Provide advice and information when requested.

6.6. Directorate Health and Safety Officers will:

- Ensure that any necessary Directorate arrangements are developed in accordance with the Corporate Policy on lone working.
 - Ensure the communication of the Corporate Policy and Directorate Arrangements to all managers.
 - Monitor the effective implementation of the Corporate Policy and Directorate Arrangements.
 - Provide advice and information when requested.
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6.7. Occupational Health Department will:

- Where requested by Managers, paper screen identified lone workers.
 - If identified through the paper screening, carry out a health assessment to ensure the employee is fit for lone working.
 - Maintain records of any health assessment of employees relating to above. These records must be kept for at least forty years.
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