



Lone Working Policy

May 2018

Introduction

Spire View Housing Association (SVHA) aims to limit lone working where reasonably practicable. Where lone working is necessary, we will take all reasonable steps to make sure you are safe while you work for us.

Within Health & Safety (H&S) law you should not be put at any greater risk if you are lone working compared to someone who is not. We have a duty to assess lone working risks and take any reasonable, practical measures to reduce and where possible, eliminate these. You have a duty of care to co-operate, provide us with relevant information and abide with the measures that have been put in place.

Scope of Policy

This policy and the procedures it contains applies to all employees, managers, governing body members, contractors, volunteers and workers.

Legislation

Although there is no single piece of legislation that explicitly applies to lone workers, there are a number of legislation that apply indirectly, these are:

- Health and Safety at Work Act 1974
- The Corporate Homicide Act 2007
- The Management of Health at Work Regulations 1999, Regulation 3 and 13
- Protection from Harassment 1997

Definition of a Lone Worker

There are many definitions of a lone worker however, we will use the HSE definition, describing a lone worker as someone who:

“works by themselves without close or direct supervision”.

In the organisation, a lone worker is likely to include:

- Working outside normal office hours, even on a one-off basis.
- Working with the public on your own or away from colleagues.
- Working on your own, in an office, at home or some other location.
- Working in other’s homes or premises.
- If you travel alone as part of your job (this does not include commuting).
 - Working in the reception area alone, and isolated from the rest of the organisation.
- Working in the office but, away from colleagues.

Employer Responsibilities

As your employer, we have a responsibility to make sure you are safe while you work for us and this includes any time you are lone working.

To do this, we will:

- 1) Make sure risk assessments are carried out and reviewed regularly or as and when required.
- 2) Provide procedures for working safely based on the risks identified in the risk assessment.
- 3) Make sure you are provided with appropriate and relevant training.
- 4) Have reporting systems in place to record, investigate and review any near misses and incidents.
- 5) Report near misses/incidents on behalf of you if you are unable to do this.
- 6) Review near misses/incidents, this will include a review of the risk assessment and working procedures.
- 7) Inform HSE using RIDDOR procedures (if required).
- 8) Make sure you have appropriate supervision.
- 9) Provide you with appropriate aftercare and support (in the event of any incident).
- 10) Make sure you are issued with a copy of this policy.
- 11) Review this policy and update it as is appropriate
- 12) Involve you when considering potential risks and control measures.

Employee Responsibilities

You also have responsibilities, which we expect you to fulfil. These are as follows:

- 1) Act responsibly in your work with us at all times.
- 2) Not intentionally provoke or inflame a potentially aggressive situation.
- 3) Not knowingly put yourself at risk.
- 4) Remove yourself from any situation you do not feel comfortable and/or safe in.
- 5) Report all incidents and near misses, by following our reporting procedures.
- 6) Complete the near miss/incident report form, (if you are able to do so).
- 7) Attend training when this is provided.
- 8) Take part in the formal risk assessment process.
- 9) Carry out an informal/dynamic risk assessment as and when necessary.
- 10) Know, understand and follow this policy and the procedures.
- 11) Speak to your line manager if you are unsure of anything.
- 12) Ensure your emergency contact person is provided with your line managers' contact details in line with organisation procedure.

Training

All staff will be trained in lone working to increase awareness of the potential risks and to control and reduce these as far as is reasonably practical.

Managing Risks

The purpose of risk management is to identify, eliminate, reduce, and control risks.

This means:

- 1) Where possible, eliminate risks and/or hazards or the likelihood of them occurring.
- 2) Reduce the effects of the risks as far as is reasonably practicable and appropriate.
- 3) Isolate the risk or hazard.
- 4) Control the working practice, through appropriate measures.

We conduct the formal risk assessment process for the different operations we perform as a business. Where necessary, further specific risk assessments will be carried out depending on the job function.

The risk assessment will:

- Adequately assess the H&S risk to staff.
- Identify what tasks/roles results in a lone worker.
- Identify what hazards lone workers could face.
- Assess/discuss the level of severity against and likelihood of each risk.
- Assist in implementing appropriate and proportional risk control measures.
- Establish appropriate procedures for serious and imminent danger, including emergency response procedures.
- Provide information to you on risks and control procedures.
- Highlight any particular groups at risk.
- Provide for an opportunity for information to be shared to assist in continuing to control and reduce risks.

The risk assessment will be written in a formal style and you will be issued with a copy of this. Further copies can be obtained from the Health and Safety folder held in the shared drive (P:\) on the Association's server. If you are unable to locate the risk assessment, please speak to your line manager.

A formal risk assessment will take place prior to all known lone working situations however, it is important that you are aware and are comfortable to undertake a dynamic risk assessment in any lone worker situation you may find yourself in. If you feel you require guidance on this, please speak to your line manager.

Near Miss and Incident Reporting

It is vital that you report any near miss situations or actual incidents as soon as it has occurred to your line manager. If it is not possible to report immediately, it must be reported within 12 hours of occurring. Your line manager will make sure the appropriate steps are taken to share this information with the organisation and any governing bodies, if required, and that the risk assessment is updated if appropriate. All near miss and incident information must be reported to the Health and Safety Administrator, along with a near miss and an incident form completed. The form is available from the Health and Safety administrator or hard copies can be located beside the accident report book in the Association's 'Stationery Area'.

Once you have reported the incident to your line manager the following will happen:

- Your line manager will have an informal, private discussion with you and discuss any support where appropriate.
- Your submitted near miss/incident form will be reviewed by your line manager. If it is not possible for you to complete this, your line manager will complete this with input from you.
- Your line manager will share any appropriate information with the organisation and any governing bodies, if required, and inform you if the risk assessment should be reviewed.
- A review of the control measures will take place.
- Any updated information will be issued to you.

Review of Policy

This policy and the procedures it contains will be reviewed at least every 3 years.