

Report to: Cabinet
Date of Meeting: 10 July 2019
Public Document: Yes
Exemption: None
Review date for release None



Subject: Revised arrangements for lone worker safety

Purpose of report: These new arrangements for lone worker safety means that we will have simple and easy to use Council wide system. The revised arrangements rely on managers taking responsibility for identifying and monitoring their lone working staff and putting in place suitable and efficient arrangements to ensure their safety according to the risks that they face. It also relies on each employee taking responsibility for telling the system where they are and that they are doing and the system will fail "safe" by triggering an alert to their manager if they forget to do so.

Recommendation: To approve the revised Lone Working Policy & Procedures

Reason for recommendation: To ensure that the Council continues to take reasonable measures to meet its obligations to protect the health and safety of its workforce from foreseeable risks.

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Financial implications: There are no identifiable financial implications.

Legal implications: The legal position is detailed in the report and accompanying policy and no further comment is required.

Equalities impact: Low Impact

Risk: Low Risk

Links to background information: [Revised Lone Working Policy & Procedures](#)

Link to Council Plan: Continuously improving to being an outstanding council.

Report in full

The Council's Lone Worker Safety Policy assists us in meeting our obligations under the Health and Safety at Work etc. Act 1974. As an employer the Council has a duty to manage the risk to its employees and those who leave the office to work alone in various locations in the community are exposed to particular risks to their health and safety that we will continue to manage through our policy and procedures for lone workers.

The policy has now been updated to recognize the availability of digital systems that can help us monitor and safeguard our lone workers.

What is the council's policy?

The Council will ensure, so far as is reasonable, that employees and self-employed contractors who are required to work alone or unsupervised for significant periods of time are protected from risks to their health and safety (so far as it is reasonable and practicable to do so).

Solitary working exposes employees and others to certain hazards. The Council's intention is to help employees to remove the risks from these hazards or, where this is not possible, to reduce them to an acceptable level.

The Policy recognises that Lone workers are a vulnerable group of employees. Therefore risk assessments, safe systems and monitoring procedures are in place to minimise the risks to their health and safety at work.

Staff safety is a priority for the Council and we have adopted a safety first principle with which we expect all staff to co-operate to ensure they are safe in their work.

How will we go about it?

We will:

- ❑ Provide managers with a copy of the policy and a risk assessment tool to identify and classify lone worker activity as being low, medium or high risk.
- ❑ Recommend to managers procedures for the management of low risk lone working
- ❑ Specify procedures for the safe management of medium risk lone working based on the Mobile Worker App.
- ❑ Specify procedures for the safe management of high risk lone working based on the use of SOS wearable devices.
- ❑ Identify suitable training/briefing options to ensure that the policy is embedded in work processes.
- ❑ Ensure that managers are monitoring and enforcing the provisions of the policy.

Risk Assessments

Assessments of risks must be carried out under the Management of Health and Safety at Work Regulations 1999. These risk assessments will identify and categorise those employees engaged

in low, medium and high-risk lone working activity. The assessment will also consider whether the risks associated with any work activity can be safely managed by one unaccompanied employee.

Particular consideration will be given to:

- ❑ The likelihood of encountering an aggressive or violent person arising from either general information about the job role, usual client group profile and intelligence recorded in the employee safety database about known or suspected risks associated with any individual or location.
- ❑ The remoteness or isolation of workplaces – adequate access to first aid, transport arrangements to and from site, is lone working appropriate and can risks be safely managed at these locations?
- ❑ Any problems with communication – typically there will be locations where a mobile phone signal cannot be relied on and risk assessments must acknowledge and deal with this risk.
- ❑ The likelihood of work related injuries being sustained and consideration of foreseeable “worst case” scenarios including consideration of whether lone working activity is appropriate and capable of being safely managed. Are emergency procedures in place and have they been agreed?
- ❑ The vulnerability of the employee and consideration of any need for two person visits.
- ❑ The timing of the visits i.e. out of hours, weekends, bank holiday etc.

Managers' Obligations

- In general terms our employees and others will be given suitable and sufficient information, instruction and training delivered by their line manager and the Corporate Health and Safety team in an annual team based toolbox talk.
- Managers will need to make arrangements to provide an appropriate level of supervision to enable them to know that the lone working procedures in place are adequate and that they are being implemented by employees.
- This approach will help employees to recognise the hazards and understand the risks associated with various lone working activities.

Employees Obligations

- Employees are expected to follow safe working procedures when they are engaged in lone working activities.
- To review the situation prior to carrying out any visit (also known as a dynamic pre-visit risk assessment),
- Adhere to agreed communications protocols,
- Consider the provision of first aid (if appropriate)
- Diligently report all near misses, incidents and accidents including sharing intelligence with the Corporate Safety Officer.

- Employees should report any concerns or hazards to their Line manager and to the corporate health and safety team to add to the employee safety database.
- Stop any lone working activity that presents a new or unexpected risk to health, safety or wellbeing and report this to your line manager and the corporate health and safety team at the earliest opportunity (usually this will be a mobile telephone call from the work location or the nearest safe place if that location has become part of the risk).
- Employees are responsible for checking whether any relevant risks have been identified in the employee safety database prior to visiting any person or location with which they are unfamiliar.