

# Lone Working Policy

## Contents

1. Introduction.....	2
2. Scope .....	2
3. Definitions.....	2
4. Risk Assessment .....	2
5. Incident and Accident reporting.....	3
6. Training .....	3
7. Legal Requirements.....	3
8. Further Information on what guidance, information and support is offered. ....	4

## **1. Introduction**

- 1.1 Dorset Council takes the safety of employees seriously, especially when risks to their Health and Safety may not be as easy to identify as others. Lone Working and the risks to employee's personal safety from this may require extra effort in order to identify the risks.
- 1.2 The objective of this policy is to ensure that, so far as reasonably practicable, the health, safety and welfare of staff is protected, and that staff are aware of their own duties i.e. to identify the risk of such incidents occurring and to report such incidents when they do occur.
- 1.3 Information and support will be provided to managers and staff in order to fulfil their duties.

## **2. Scope**

- 2.1 This policy applies to all council employees (Including Volunteers and Elected Members etc).
- 2.2 This policy has been developed in consultation with the recognised trade unions and staff support groups.

## **3. Definitions**

- 3.1 Lone Working is defined by the Health and Safety Executive (HSE) as: 'Someone who works by themselves without close or direct supervision'.
- 3.2 Lone Working can also be described as: 'Someone whose activities involve a large percentage of their time working in situations without the benefit of interaction with other workers or supervision'.
- 3.3 Whilst although in most cases, working alone is relatively straightforward and acceptable there may be risks to an individual's Health and Safety that must be assessed.
- 3.4 Working alone can include – A person working alone from a fixed base (i.e. Local Office, Library etc), Working away from a fixed base (i.e. Community Support Workers, Social Workers, Civil Enforcement Officers), Home Workers (as part of their working conditions) and Working from home (Flexible working) and Mobile Workers (Drivers, Travelling Officers etc).
- 3.5 Also covered by this policy are employees that work flexibly from other locations that are not their normal place of work but may still be working on their own.

## **4. Risk Assessment**

- 4.1 Managers must ensure that suitable and sufficient risk assessments are carried out for employees who work alone or without close supervision.
- 4.2 All significant findings of the risk assessments are recorded and communicated to relevant staff.
- 4.3 Written arrangements should be in place to plan, organise, control, monitor and review any measures needed to deal with the significant findings resulting from the risk assessments.
- 4.4 Appropriate levels of information, instruction, training and supervision are provided as necessary to ensure the Health, Safety and Wellbeing at work of all employees who are lone working.
- 4.5 The risk to staff from lone working may come from general risks within their place of work or come from factors such as having to visit a member of the public in their own home (whether there is a known risk of violence or not), driving, handling hazardous substances, working at height or significant manual handling tasks. Home workers also face additional risks from workstation setup

and domestic violence (please see link 8.7 for additional information and guidance in relation to Domestic Violence risks).

- 4.6 Staff have a duty to make their manager aware of any perceived risk to their Health and Safety.

Please refer to '**Risk Assessment Policy**' for further guidance on risk assessments.

- 4.7 Control measures to reduce the risk to employees and to react to serious and imminent danger must be in place and may range from two people working together where appropriate, regular contact with staff with managers knowing where they are working, personal safety training, lone working applications for smart phones etc.

## 5. Incident and Accident reporting

- 5.1 All incidents that occur to an individual whilst lone working must be reported via the Dorset Council Accident/Incident report form.
- 5.2 This includes any 'Near Miss' or incidents of violence or aggression that the employee has experienced.
- 5.3 Please refer to '**Accident/Incident Reporting Policy and Procedure**'

## 6. Training

- 6.1 Lone Working training is available for all staff to complete. This can be found on:  
<https://www.dorsetlearningonline.org.uk/login/index.php>
- 6.2 Personal Safety training is available for all staff to complete.

## 7. Legal Requirements

- 7.1 Lone Working, although not covered by specific Health and Safety legislation does fall under the following pieces of H&S Law.

The Health and Safety at Work etc Act 1974

Which specifies that the employer must provide –

- A safe place of work
- Safe access and egress
- Safe and well-maintained work equipment
- Safe Fellow Employees

And specifies that employees must –

- Must care reasonable for themselves and others
- Must co-operate with their employers to enable them to meet their H&S obligations.

The Management of Health and Safety at Work Regulations 1999 Which sets out the framework for –

- Risk Assessments
- Training
- Young Persons

## **8. Further Information on what guidance, information and support is offered.**

- 8.1 General Policy of Health and Safety –  
<https://dorsetcc.sharepoint.com/sites/intranet/findoutabout/Pages/General-Policy-for-Health,-Safety-and-Wellbeing.aspx>
- 8.2 Lone Working Guidance for staff and managers –  
<https://dorsetcc.sharepoint.com/sites/intranet/findoutabout/Pages/Lone-Working.aspx>
- 8.3 Violence, Aggression and Harassment Policy –  
<https://dorsetcc.sharepoint.com/sites/intranet/findoutabout/Pages/Violence-@-Work-Policy.aspx>
- 8.4 Violence, Aggression and Harassment Guidance –  
<https://dorsetcc.sharepoint.com/sites/intranet/findoutabout/Pages/Violence-@-Work-Policy.aspx>
- 8.5 Accident Incident Reporting Policy –  
<https://dorsetcc.sharepoint.com/sites/intranet/findoutabout/Pages/Accident-and-First-Aid.aspx>
- 8.6 Accident/Incident Investigation guidance –  
<https://dorsetcc.sharepoint.com/sites/intranet/findoutabout/Pages/Accident-and-First-Aid.aspx>
- 8.7 Personal Safety at Work Guidance –  
<https://dorsetcc.sharepoint.com/sites/documents/Guidance/Personal%20safety%20at%20work%20booklet%20v1.pdf>
- 8.8 Domestic Violence Guidance Document –  
<https://dorsetcc.sharepoint.com/sites/documents/Guidance/Domestic%20Abuse%20Guidance%20for%20Employees%20and%20Managers%20-%20Updated%20October%202015.pdf#search=domestic%20violence%20>
- 8.9 For further advice and guidance on anything Health and Safety related please contact –  
[HRhealthandsafety@dorsetcc.gov.uk](mailto:HRhealthandsafety@dorsetcc.gov.uk)