

Lone Working and Personal Safety Guidance

William Cassidi C. E. Aided Primary School

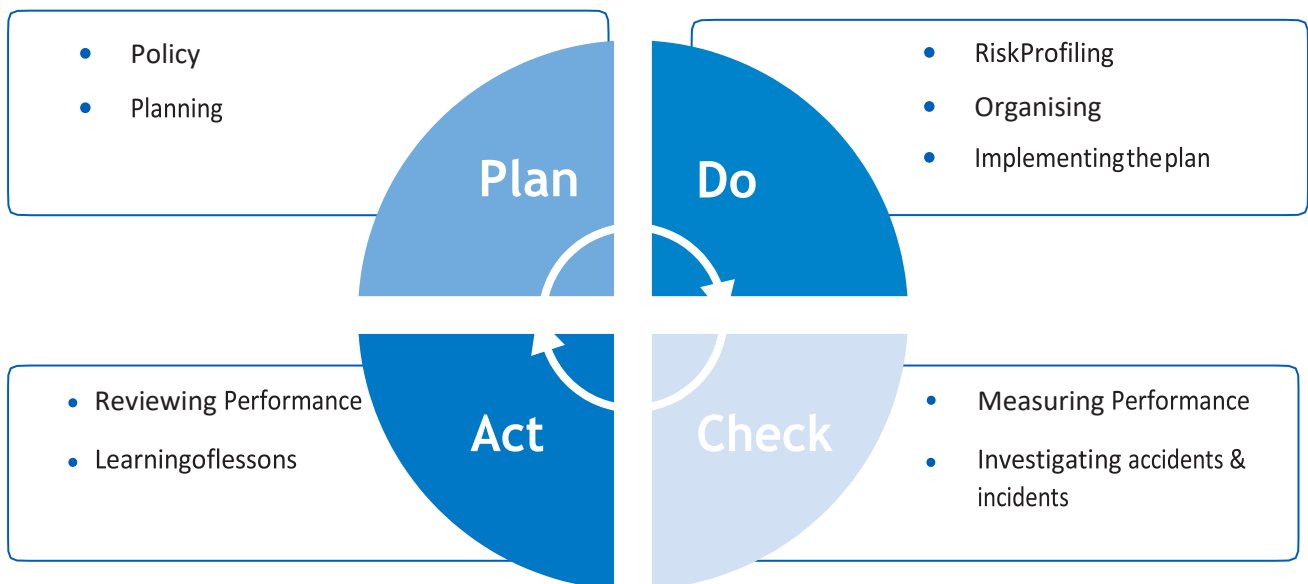
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Foreword

Stockton on Tees Borough Council has adopted the Health and Safety Executive's Plan-Do-Check-Act framework for the delivery of effective arrangements.

Managers responsible for ensuring the health, safety and welfare of the workforce undertaking a broad range of Service specific lone working activities, should consult with the Health and Safety Policy to assist in the planning, development and implementation of their local arrangements.

The current Health and Safety Policy is available to download [here](#).



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1. Introduction

Stockton on Tees Borough Council takes seriously the health, safety and welfare of all its employees. It recognises that many people will spend time working alone for part of their day, this is quite normal. With improved technology and cost saving efficiencies driving agile working, combined with increased community-based activities, the number of lone working occasions are likely to increase with potential for elevated risk to a broad range of professionals.

Where Council employees are required to operate as lone workers, local safe operating procedures must be regularly reviewed and updated to keep pace with organisational, operational and technological change.

Lone working is a reality, but with appropriate measures developed, implemented and monitored, those risks can be effectively reduced.

2. Aims of the guidance

This guidance aims to:

- increase staff awareness of safety issues relating to lone working,
- make sure that the risk of working alone is assessed in a systematic way, and that safe systems and methods of work are in place, implemented and monitored,
- ensure that adequate planned and prepared contingency arrangements are developed and implemented to respond to the foreseeable eventuality of front line staff experiencing difficulty, threats to their personal safety or becoming missing, in the course of their work,
- make sure that appropriate training is available to all staff in all areas, that equips them to recognise risk and provides practical advice on safety when working,
- make sure that all appropriate support is available to staff who must work alone,
- encourage full reporting and recording of all types of adverse incidents relating to lone working,
- reduce the number of workplace incidents and injuries to staff relating to lone working, and
- address the hazards that can face lone workers daily.

It is acknowledged that risk is unpredictable, however suitable protocols must be in place to anticipate and to reduce reasonably foreseeable risks to the lowest levels, in so far as it is reasonably practicable to do so.

3. Key Principles

Stockton on Tees Borough Council recognises that there must be an integrated approach to the effective management of the risks associated with lone working.

The following principles and values should underpin the development of strategies and policies for lone working at a local level:

- Services should develop and promote a culture where the personal safety of all staff is valued and actively protected, where increased risks resulting from working alone are unacceptable.
- Staff are made aware of the safety issues related to lone working in the context of their maturity, experience and Service provision
- Managers within Services need to communicate and actively demonstrate their commitment to reducing the dangers associated with lone working and make available resources for putting local arrangements into practice, and make sure that it is clear who is responsible for each function, including monitoring.
- Staff and their representatives should be fully involved in developing and putting in place local arrangements to reduce the risks associated with lone working.
- All staff should expect that any risks to them or their colleagues will be reduced as far as is reasonably practicable using effective risk management systems.
- Effective support mechanisms should be in place for staff who need to work alone.
- Some staff may be more at risk of verbal abuse and hate crime in relation to protected characteristics, for example disabled staff, black and minority ethnic staff, lesbian, gay, bisexual, transgender and staff of particular faith groups, which should be considered within risk assessments.
- The responsibilities of Managers and staff are clear and support the need to use systems, procedures and technology [lone worker Apps or devices] for protection, to keep Managers informed of locations of staff and their leaving or finishing work safely.
- All adverse incidents related to lone working, including near misses, verbal, threatening or physical violence, systems failings or social media incidents should be reported and recorded, informing the Health and Safety Unit to assist in identifying any trends, re-occurring or newly emerging issues.
- Reported incidents should be investigated by Line Managers including where relevant, the adequacy of risk assessments and normal or emergency operating procedures, with any identified remedial, preventative or protective actions implemented as soon as practicable.
- Appropriate training proportionate to the level of risk is available to all staff in all areas that equips them to:
 - Recognise risk and provides practical advice on safety when working alone,
 - Use procedures, systems or devices provided for their security and safety, to their best effect.
 - Implement appropriate de-escalation techniques.

Details of lone worker Apps at Appendix 1

4. Use of social media

Staff are advised to follow privacy guidance in the use of social media and not discuss on social media your Council activities or visits that may expose you to risk.

If you feel that you are being stalked or abused via social media report this to your Manager.

5. Scope of this guidance

This guidance applies to all Stockton on Tees Borough Council employees, contractors or agency staff working on behalf of the Council, focusing on those whose work is intended to be carried out unaccompanied or without immediate access to another person for assistance.

The Guidance is not intended to provide a definitive interpretation of statute. If you are in any doubt about what action to take or if you need advice or assistance contact the Health and Safety Team at healthandsafetyunit@stockton.gov.uk.

It is acknowledged that with some activities, lone working is unavoidable, and it is essential that robust risk assessment and control measures, which includes training, are in place to minimise the potential risk.

6. Definitions

Lone working

Lone workers are those who work by themselves without close or direct supervision.

HSE INDG73(Rev3).

Examples of lone workers may include:

- Cleaning, security and repair and maintenance staff
- Health and social care staff delivering services
- Any role delivering community-based services or domiciliary visits
- Housing and homelessness staff
- Licensing and enforcement staff
- Educational support staff
- Street cleansing and highway operatives
- Contact centre and reception staff.

Normal working hours.

A variety of arrangements exist that enable staff to work flexibly. It is essential that Managers and all employees have a clear understanding of what is expected in terms of working hours. Managers must ensure that all employees are familiar with the operational hours within their buildings and the arrangements for fire, first aid, security and reception provision.

Violence

Any incident, in which an employee is abused, threatened, intimidated or assaulted by a member of staff, a service user or member of the public, in circumstances arising out of, or in the course of his or her employment. This includes physical, verbal, sexual and racial abuse and threatening behaviour, whether this incident occurs inside or outside of the workplace and includes incidents on social media.

Unsocial hours

These are defined by individual roles local arrangements. The potential risks of unsocial hours will vary depending on the time of year, the activities involved and locality.

It is essential that staff use up-to-date intelligence when planning visits and that they implement additional control measures where there is no intelligence to support a visit risk, or previous intelligence identifies a known risk.

High Risk Locations

This may include remote or community-based locations or visits to establishments with insufficient information, or to locations with intelligence led concerns.

In certain high-risk workplace environments, there may be specific restrictions on lone working, for example, when working in confined spaces, using ladders, working near live electrical conductors, working in, on, above or within the margins of water when at least one other person may be required to be present to perform a rescue role.

7. The legislative framework

Whilst there is no general restriction on lone working, the broad requirements of The Health and Safety at Work etc Act 1974 and the Management of Health and Safety at Work Regulations 1999 (as amended) apply.

These require:

- the identification of workplace hazards, assessing the risks involved and implementing suitable and sufficient measures to avoid or control those risks, including the risks associated with lone working
- ensuring that employees receive such information, instruction, training and supervision as is necessary.
- employees to take reasonable care of themselves, and others affected by their work.

Corporate Manslaughter and Corporate Homicide Act 2007.

The Act outlines the criminal liabilities of organisations when there has been a breach of health and safety which has resulted in a death.

Protection from Harassment Act 1997

The Protection from Harassment Act 1997 makes it a criminal offence for anyone to pursue a course of conduct that they know or ought to know would cause another person to be alarmed, distressed or in fear of violence.

This Act was amended in 2012 to include 2 new offences of stalking.

The General Data Protection Regulation 2018 –

Confidentiality is frequently cited for legitimately withholding sensitive information.

Withholding such information that unreasonably places staff in a position of risk of harm from danger cannot be justified.

Where staff safety is an issue, safeguarding is paramount and must take priority on an assessed, need-to-know basis.

8. Responsibilities

The broad organisational and individual responsibilities are detailed in the Council's Health and Safety Policy available [here](#).

Particular attention is drawn to the risk management responsibilities outlined in,

- Para 17, Service Managers
- Para 20, Line Managers
- Para 21, Employees.

9. Risk management

Safe lone working is reliant on the professional judgement of the staff member making the assessment and, if applicable, conducting the visit, whether this is a first visit or as part of an ongoing care plan.

In community care settings, where the risk assessment identifies an unacceptable level of risk to the staff, lone visits should not be undertaken and the reasons for this should be clearly entered into the record of the patient held at the lone worker's base / office and alternative arrangements made to visit or to meet with the client.

Before arranging to visit a client / patient / or member of the public alone, the employee or their Manager should consider carrying out a pre-visit risk assessment.

Influential factors may include:

The client, their family members or carers – considering known information relating to:

- Current mental state
- Prescribed medications
- Ownership or use of weapons
- Violence or aggression – check Employee Protection Register.
- Any antisocial behaviours related to gender, race, age, disability, religion or belief, sexual orientation, gender reassignment, marriage or civil partnership, pregnancy or maternity.
- Alcohol or substance misuse
- Self-harm
- Animals
- Allegations made against staff or people.
- Police or other agency led intelligence.

The nature of the visit, taking into account any expectation of the client or their family, ie, bringing unwelcome news is likely to be responded to unfavourably compared to ‘good news’ or not meeting their expectations.

The Environment.

- General safety of the area
- Accessibility, ease of safe access and safe egress
- Time of day, the day of the week, light and weather conditions
- Hygiene factors
- Mobile phone reception.

Information should be gathered from the widest possible evidence base, including paper and electronic records, immediate work colleagues, General Practitioners, Police and other relevant agencies.

The risk assessment should be recorded in the client’s case file as being completed, however, a detailed risk assessment will be securely held in the lone worker’s base office and subject to regular review and updates, especially after any reported untoward incidents.

Where identified risks can be readily controlled, for example by ensuring that the premises are not entered until it is clear that pets have been secured, or in high risk situations, until the Police are present, this information should be clearly entered into the record of the client and held in the worker’s base office.

Sample control measures at Appendix 2

Where identified risks relate to potential discrimination with regard to specific staff or groups of staff, due to gender, ethnicity, age, or other factors, this information should be clearly entered into the record of the client and held in the lone worker’s base office.

Wherever practicable, risks can be avoided or reduced by meeting with clients at designated safe interview environments.

Where the perception of significant risk remains, the visit should only take place with the express agreement of the member of staff and their Line Manager. Appropriate and proportionate control measures should be agreed, which may include an arrangement to phone a work colleague immediately before entering the property and immediately after leaving.

Where the risk assessment identifies an unacceptable risk to staff, lone working visits should not be undertaken and the reasons for this should be clearly entered into the record of the client / service user held at the employee’s base office and alternative arrangements made to visit the client or to deliver the Service.

An example risk assessment is available at appendix 3

Dynamic risk assessment.

During any lone working situation, staff should remain alert to any changes to their environment or people's behavior that may affect their personal safety.

Staff should be confident to respond to any dynamic assessment, taking into account their own personal safety as well as those they care for.

A quick and simple risk assessment tool is available appendix 4

Advice and guidance for completing workplace assessment of risk is available [here](#).

Blank qualitative risk assessment forms are available to download [here](#).

10. Managers are responsible for

Disseminating and implementing this guidance within their area of responsibility, ensuring that staff are aware of their responsibilities associated with lone working.

Identifying staff in their services that are lone workers or where personal safety needs further training and support.

Ensuring risk assessments are carried out within their areas of responsibility for lone workers and before lone workers undertake high risk visits under exceptional circumstances.

Ensuring actions that are considered necessary as a result of the risk assessments are implemented where reasonably practicable, including provision of any equipment or monitoring identified in the assessment.

Undertaking regular review of the risk assessment in the light of new intelligence or changes to circumstances that may suggest that control measures may require improvement.

Ensuring mechanisms are in place to account for and trace the whereabouts of lone working employees and that these systems are regularly checked.

Agreeing an escalation procedure for any instances when staff cannot be contacted or accounted for and ensuring all staff are aware of their role in this.

Ensuring all relevant information about specific members of the public is passed on, particularly if there is a known risk or previous history of violence, aggression or other risk factors to be safeguarded against.

Monitoring the use and effectiveness of technology used to reduce the risks to lone workers e.g. calendar entries, record management, the Employee Protection Register, mobile phones, personal alarms and lone worker Apps.

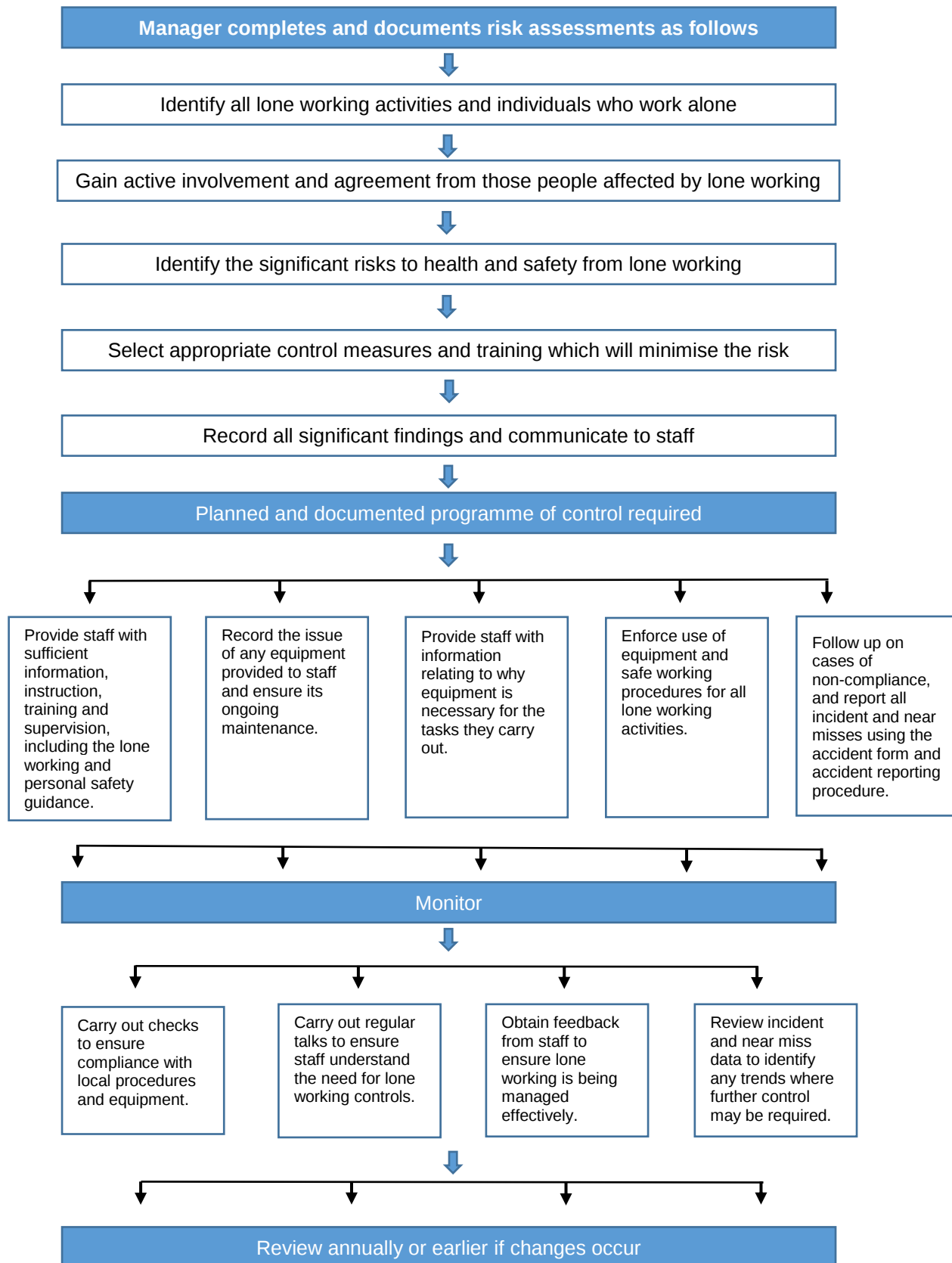
Ensuring members of staff are given time to attend essential training relating to lone working and personal safety.

Ensuring appropriate support is given to staff following an incident.

Ensuring any lessons learned and revised risk assessments are shared appropriately.

Ensuring that completed Assault Forms are returned to the Health and safety unit in a timely manner.

11. Process flow chart for Managers



12. Employees are responsible for

Ensuring that they have read, understood and follow local safe systems of work.

Participating in any training deemed necessary for the purposes of work.

Taking personal responsibility for sharing information regarding their whereabouts whilst at work.

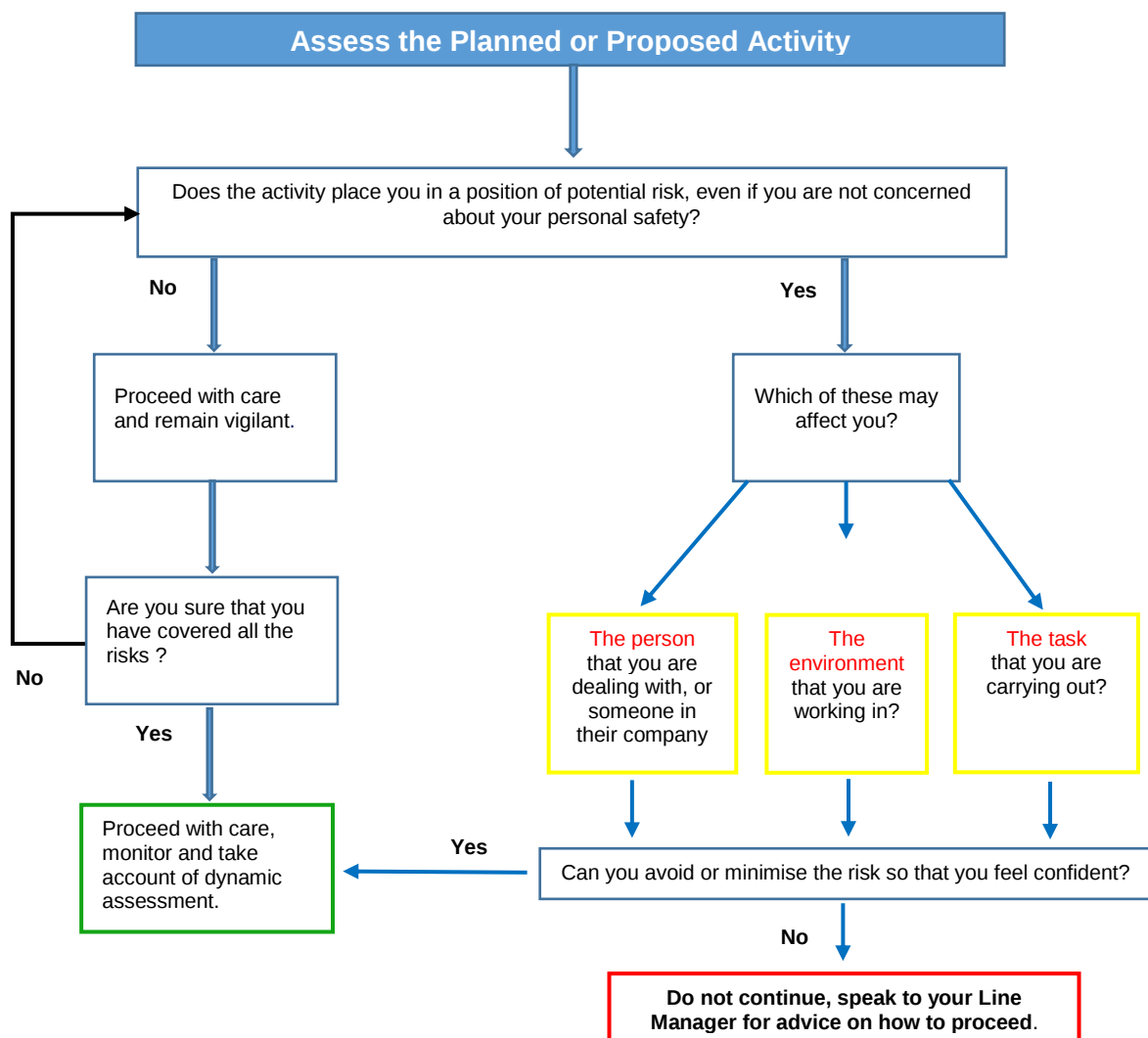
Taking reasonable care for their own safety and others affected by their acts or omissions.

Ensuring that they inform their Line Manager of any changes to their circumstances in their client relationships, which may expose them or others to unnecessary risks of violence or aggression.

Ensuring that the appropriate checks are conducted on the Employee Protection Register where necessary.

Making use of any lone worker Apps provided as part of local safe systems of work.

13. Process workflow for employees



14. The health and safety team are responsible for:

Providing assistance and training to Managers and staff in undertaking risk assessments.

Providing advice to Managers and staff in implementing risk reduction measures.

Providing support and advice on local incident investigations.

Conducting accident investigations into serious workplace incidents in accordance with the Council's Health and Safety Policy 2020.

Providing advice to Managers on training needs of groups of staff.

Monitoring the effectiveness of this guidance and safe systems of work.

Providing training to support Services related to lone working and personal safety as necessary.

Report to the regulator, the Health and Safety Executive, notifications of reportable workplace accidents, disease or dangerous occurrences.

15. Interviews with the public

If you need to meet with a member of the public, arrangements should be made to use a secure interview environment, for example, the meeting rooms in the Customer Contact Centre (Central Library) where rooms are fitted with a panic alarm system.

A room can be booked via the Customer Service Centre by telephoning 524388.

Before an interview, the Employee Protection Register (EPR) should be checked to establish if any additional risks need to be safeguarded against.

Interviewing Officers should inform colleagues verbally of their destinations and expected time of return, and record on the team whiteboard or MS Outlook, of their intention to interview, detailing where, when and their expected return time.

Before leaving to undertake the visit / meeting, the Officer must inform their Manager where they are visiting and agree the following:

- a) A time when the Officer will contact the responsible Officer
- b) Where and how that contact will be made i.e. at home or at work, or the responsible Officer's mobile number or home number.
- c) If an Officer visits a premises/site other than one which the Nominated Manager has been informed of, that Officer must contact their Manager advising of their whereabouts before entering any premises / site.

Nominated colleagues should proactively monitor whiteboard or MS Outlook to check staff locations.

If a colleague has not returned at the time stated on the whiteboard or MS Outlook, a responsible Officer should initially try to contact the Officer on their mobile phone to confirm their safety.

Interviewing Officers should inform their base office if their interview is extended, with the person receiving the call taking responsible for updating the whiteboard or MS Outlook's expected due back time.

Officers should avoid arranging to make meeting appointments which prevent them from returning to the office by 5.00pm. However, where these cannot be avoided, the Officer must agree a suitable *signing-off / finished call* with a responsible Officer.

If the visiting Officer does not get in contact with the nominated responsible Officer by an agreed time, the responsible Officer colleague must try to make contact and if necessary, raise the alarm with the Service Manager.

Officers must not leave voicemail messages unless this has been specifically agreed as part of the signing-off or updating arrangement.

16. Driving for work

If you are required to drive on Council business, you must initially provide documentation for checking to your Line Manager (insurance documentation including for business use, current MOT if required, and vehicle V5 document) and thereafter annually.

The behaviours and standards expected to be maintained whilst driving for work are detailed in the Corporate guidance for Managers and employees available [here](#).

17. Transporting children, young people and families in vehicles

Prior to arranging any transportation, drivers must review individual risk assessments to determine any behaviour which may increase potential risks whilst travelling in a vehicle.

Challenging, erratic or unpredictable behaviours need to be considered in addition to ensuring the suitability of the vehicle being used where behaviours may pose an elevated risk to staff, other passengers or distracting the attention of the driver.

Behaviour expectations should be made clear before the journey commences.

Where children are going to be transported, the Service's risk assessments must ensure that suitable, weight and height compatible child car seats or booster seats are provided.

Drivers and staff must take responsibility for care over work items and personal belongings including keys to the vehicle, keeping them on their person at all times.

Children, young people and families must not be left in a vehicle on their own unsupervised.

If challenging or aggressive behaviours are presented when transporting children or families, the driver must safely bring the vehicle to a stop in a safe place as soon as it is safe to do so.

The driver or other members of staff should attempt to address the behaviour before continuing the journey.

If the behaviour continues to present a danger to other passengers, the driver or members of the public, then the journey should cease as soon as it is safe to do so and contact the Line Manager for advice and support.

Advice and guidance on suitable child restraints, seating and seatbelts is available [here](#)

18. Incident or accident reporting

It is important that all incidents whether they are accidents or assaults are reported to the Line Manager. The Manager will contact the member of staff reporting the incident (and any other staff affected, including those from partner agencies) as soon as practicable to assess their needs and to ensure appropriate support is available for them.

In the event of a serious incident, the Service Manager will convene a meeting with relevant staff in order to ensure that:

- The incident is recorded, and the circumstances leading up to and surrounding the incident are clear.
- The management of the incident is reviewed and feedback to service colleagues on any lessons learnt including a review of any relevant procedures, practices and risk assessment provisions
- The meeting convener will record the session and take responsibility for the completion of the incident report and associated accident or assault forms.
- Consideration given to including any person into the Employee Protection Register and issuing of advisory letter to the data subject.
- Suitable planning takes place to consider how a service provision may be safely delivered in the future.
- Consideration of prosecution and or breach action must be included, without any decision being left to the injured party to pursue.
- Staff are provided with an opportunity to discuss the incident and air their views or feelings on the incident.

Accident Reporting

All incidents are to be reported to a Line Manager as soon as practicable via the Corporate reporting procedures. This allows the Health and Safety Team to report any accidents to the regulator, the Health and Safety Executive, if needed and commence any investigations.

Accident forms and procedure can be found [here](#) and assault forms available [here](#)

Please send any completed accident or assault forms to:

- healthandsafetyunit@stockton.gov.uk and,
- insurance.services@stockton.gov.uk

If the forms need to be posted please note both the Health and Safety Unit and the Insurance Team are located here:

Finance & Business Services Office,
1st Floor, Municipal buildings,
Church Road,
Stockton on Tees,
TS18 1LD.

Should an accident or assault injury result in absence, HR also need to be made aware. You can do so by logging into your MyHR account and reporting the employee as absent, you then need to record the **cause** of the absence as industrial injury and confirm by completing the tick box that you have completed an accident reporting form.

Full instructions for recording absence can be found [here](#) .

19. Missing Officer procedure – normal office hours

This guidance is indicative and should be considered in conjunction with local safe operating procedures including location finding, lone worker Apps which may assist in pinpointing missing colleagues.

Officers who become aware that a colleague has not returned or made contact by the time indicated on the whiteboard or MS Outlook calendar should initially try and contact them on their mobile phone.

If contact cannot be made, the responsible Officer who has tried to make contact should immediately inform their Line Manager.

The Line Manager will attempt again to contact the 'missing Officer' on their mobile phone.

If it is accessible, the missing Officer's electronic diary should also be checked in case they have anything else listed in their diary. These two Officers should be able to ascertain when and where the 'missing Officer's' last known location was.

If contact is not made with the 'missing Officer' the Line Manager will arrange for two Officers to visit the premises listed as visits on the relevant team whiteboard or MS Outlook calendar.

The searching Officers should contact and update their Line Manager following each property that they visit.

During the period of search the responsible person will try to contact the 'missing Officer' on her / his mobile every 15 minutes.

If after the initial search the 'missing Officer' has not been located or contacted, the Line Manager will:

- a) Telephone the Officer's home or other contact listed in the personal file and advise that the Officer concerned has not returned from visits and is missing. Inform the contact that the Police will be contacted, and ask the family member if they can ring other family and friends for any information they might have. Leave a contact telephone number with the family member and advise that you will keep in touch.
- b) Ring the Police on 101 (non-emergency number) and advise that a member of staff is missing, providing relevant information and personal details of the missing Officer from MyHR.

The responsible Officer should take a record of all action being taken.

20. Missing Officer procedure – out of office hours

This guidance is indicative and should be considered in conjunction with local safe operating procedures including location finding, lone worker Apps which may assist in pinpointing missing colleagues.

The responsible person who has not been contacted by an Officer at the agreed time will firstly try and make contact with the person on their mobile phone.

If they are unable to contact them, they should immediately inform their Line Manager of the situation.

The Line Manager will then:

- a) Contact other members of staff to ascertain if the missing Officer has been in contact with them and if necessary, action b and c below.
- b) Telephone the Officer's home or other contact to see if they have returned home, if not advise that the Officer concerned has not been in touch to confirm they have completed their visits. Leave the contact with your telephone number to ring with any information and advise that you will keep in touch.
- c) Ring Stockton Police Station on 01642 607114 and advise that a member of staff is missing, providing relevant information and personal details of the missing Officer from MyHR.

The responsible Officer should take a record of all action being taken.

21. Lone Worker resources and Apps

Appendix 1

Employee Protection Register

The Employee Protection Register is a database of known risks to the safety of staff or agents acting on behalf of the Council, providing effective information sharing and collaboration between Services

The system provides an opportunity for early warning to assist in the development of local risk assessments arrangements, with particular regard to lone working safeguards. Further information including log-in details, available [here](#).

[WhatsApp](#)



Provides a simple, reliable and secure messaging platform for dedicated work-based groups. Effective between android, iPhone, windows phone or PC, as part of a lone worker communications arrangement.

[Life360](#)



Life360 offers a free communication system suitable for work groups, enabling real-time location identification for connected, urban or rural workers.

[TRBOcall](#) App

TRBOcall app is a request-based monitoring device suitable for high risk work activities including regulatory enforcement or hazardous industrial environments.

Users register their 'active' monitoring for periods of 30, 60 or 120 mins which can be extended, or 'stopped' to close off.

In an emergency, immediate assistance can be summoned, with a physical response provided where necessary, as soon as is practicable.

For further details of how TRBOcall may benefit your service, please contact:

Paul Leonard,
Control Room Manager,
The CCTV Centre,
Tel 01642 - 527600

[What3words](#) navigation aid App



What3words is useful app to assist in accurate navigation rescue.

22. Example control measures

Appendix 2

Table of control measures to consider		
Nature of concern	Risk	Suggested actions
Potential for incapacitation due to serious assault or being held against ones will. Examples may include visiting or interviewing client with known history of violence.	High	Consider work in pairs. Provide a means of communication, and alarm or tracking device. Consider breakaway training for and or Team Teach training (should you be required to apply control and restraint techniques). Consider use of rapid risk assessment tool.
Could there be a need to urgently summon assistance from colleagues or the emergency services to prevent, reduce or limit the extent harm to self.	Medium	Provide mobile phones or other communication devices which can contact assistance at the press of a button. Lone working training must be completed. Consider use of rapid risk assessment tool.
Low risk environment, operational and emergency contact required, e.g. low risk short duration off site meetings, home workers (occasional or permanent).	Low	The post holder must be equipped with a mobile phone or other suitable means of communication. Lone worker must undertake lone worker training. Consider use of rapid risk assessment tool.
Local systems to manage lone workers	All	Local systems must detail the itinerary of lone workers including such information as: • locations to be visited, • persons to be met, • route to be taken (if appropriate), • contact telephone numbers, • expected arrival/leave times. All employees must be accounted for at the end of each working period. Lone worker training must be completed.
Escalation procedure in the event that an employee cannot be contacted, or an emergency call is received.	All	An escalation procedure must be in place detailing who will be contacted and who is responsible for undertaking each part of the procedure and within what time frame.

23. Example lone worker risk assessment

The sample risk assessment is only intended to provide indicative risk reduction measures and should not be interpreted as a generic workplace solution. Services must develop arrangements proportionate to the risk inherent in their local Service's provisions

Appendix 3

What are the hazards?	Who might be harmed and how?	What are you already doing?	Do you need to do anything else to control the risk?	Action by who?	Action by when?	Done
Lone working	Community workers : • Interviewing service users in their own home. • At risk of violence and aggression in high risk premises. • Lost contact with staff and their whereabouts	In preparation for home visits, Officers should plan their activities based on all available intelligence and to raise any concerns with Line Managers to agree a personal safety strategy. If past intelligence identifies a particular risk to Officers, arrange with Line Manager an initial two person visit to assess the domestic situation. Subject to assessed risk, Officers may use a range of communication methods to record locations and movements, including; • White In / Out Boards • TRBOcall App • Life360 App • WhatsApp lone working groups Visiting Officers should use their professional judgement in carrying out dynamic risk assessments for each lone working situation, in order to determine when it is safe to proceed, or to take action to extricate one's self from a situation. Local procedures feature a signing-off / gone home arrangement, to inform responsible supervisors that all staff are accounted for and finished work. Where staff are unaccounted for, or late returning / finishing, the supervisor or Manager must follow the local procedure to trace Officer's last known location and take steps to physically find the Officer.	Refer to the Employee Protection Register to check if client / service user presents a know risk. For high risk statutory activities, subject to risk assessment, Police Officers may be required to accompany Officers to known or expected confrontational meetings. Employees are expected to cooperate in their use of lone worker Apps and procedures to identify work locations and their whereabouts whilst operating in the community. White board to identify, name, location/s, arrival time, expected departure time, finish time, mob tel no. Regular check in subject to agreed periods.	Visiting Officer Everyone Responsible Officer, Supervisor or Manager to follow local Missing Person procedure to physical locate missing staff, utilising white board / lone worker Apps or devices.	Before each visit During the planning and preparation for high risk visits. Immediately if employee fails to 'call-in' or report 'finished'	

What are the hazards?	Who might be harmed and how?	What are you already doing?	Do you need to do anything else to control the risk?	Action by who?	Action by when?	Done
Visiting Construction Sites	Visiting Officers: • Site traffic - impact • Slips, trips and falls • Excavations • Confined spaces • Falling equipment • Falls from height • Respirable & nuisance dusts	Officer must report to and sign in at the construction site office. Officers must wear Personal Protective Equipment provided or any additional PPE provided by Principal Contractor. The Principal Contractor will arrange to accompany Officers around the site. Follow designated pedestrian walkways.	Observe individual site safety rules provided during site inductions.	All visiting Officers	During the planning , preparations and visit to sites.	
Working in confined spaces.	People entering confined space; • Unaccompanied people • Contractors • Trespassers • Rescuers Falls from height Asphyxiation Hypothermia Hyperthermia	Confined space procedure and Permit to Work established. Responsible people trained in ; - • Confined space hazards and entry protocols • Preparations to enter confined space • Working in confined space • Egress from confined space • Emergency re-breather apparatus • Emergency escape procedure • Calling emergency services • First aid	Provide effective, accredited training in confined space competencies, including preparations, entry, working in, egress from and emergency contingencies. Monitor and review adherence to the Permit to Work procedure. Ensure regular refresher training provided to operatives and contractors.	All operatives involved in confined space entry and emergency planning and rescue arrangements. Supervising Officer.	On each entry On each entry.	

Advice and guidance for completing workplace assessment of risk is available [here](#).
Blank qualitative risk assessment forms are available to download [here](#) .

24. Quick lone worker risk assessment

Appendix 4

	Question	Options	Score
1	Have you obtained information about the client / tenant / contractor you are to visit	Yes = 1 No = 3	
2	Is there a known history of hostility, verbal abuse, harassment or violence from the provider /local residents?	Yes = 6 No = 1	
3	Is the area where the provider is located known to be unsafe (muggings, gangs, poor lighting, broken lifts etc)?	Yes = 2 No = 1	
4	Do your colleagues have a system that tracks your activities and whereabouts, including anticipated return to office/home?	Yes = 1 No = 3	
5	Do you have a mobile telephone?	Yes = 1 No = 3	
6	Do you have a personal alarm?	Yes = 2 No = 3	
7	If required, can a colleague accompany you on the visit at short notice?	Yes =1 No = 3	
8	Do you have training in de-escalation techniques?	Yes = 1 No = 3	
9	If the person becomes physically violent, could you break away from them ?	Yes = 1 No = 3	
10	Is the task that you are about to undertake likely to trigger anger or violence ?	Yes = 3 No = 1	
	Total score		

Total score result	Level of risk	Action
11 - 17	Low	Ensure control measures are maintained
18 - 24	Medium	Reconsider suitability of controls
25 +	High	Don't lone work until score is reduced

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