



Lone Working Compliance Code

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Annex A – Home visit Checklist

Annex B - Lone working assessment template

1.0 Introduction

Lone working activities are a normal part of some roles within West Norfolk Academies Trust (WNAT) and include:

Working in premises where:

- only one person works
- people work separately in isolated areas of a site, e.g., Cleaning Staff
- people work outside normal hours, e.g., Caretaking Staff or Teaching Staff working late

They can also include:

Mobile or peripatetic workers operating away from their main location:

- in unfamiliar sites
- when conducting home visits
- when driving between West Norfolk Academies Trust (WNAT) sites

It is necessary therefore to ensure that safe working practices are in place to ensure lone workers are not at greater risk than other employees. The requirement will be determined by undertaking a work activity assessment in the first instance and lone working risk assessments, template provided at Annex B, if required.

When your work activity risk assessment identifies that lone working risks occur, this compliance code must be followed and a separate lone working risk assessment must be completed.

For example, when completing a home visit work activity risk assessment, you may identify hazards that include: infection control, animals, manual handling and poor lighting. Where the visit is undertaken by a lone worker this either creates additional risks or increases existing risks. Therefore, lone working would be shown in the hazard column of the work activity risk assessment as it is the 'Hazard' and in the controls column it should reference that a separate lone working risk assessment has been completed which will detail suitable control measures to be put in place.

Where the risk of lone working cannot be reduced to a reasonable level, alternative arrangements must be put in place such as two-person visits or the use of online meetings etc.

Note - Site teams/ staff dealing with out of hours call outs in response to alarm activations should follow the guidance and procedure set out within this compliance code at paragraph 2.5.3 to minimise risk and a separate risk assessment is not required.

2.0 Carrying out a lone working risk assessment

This section provides further information to assist with assessing lone working risk where identified. The risk assessment must consider the specific factors and the hazards involved.

Lone worker risks fall into three categories:

- **P**eople risk
- **E**nvironment risk
- **T**ask based risk

This system is often referred to by the acronym PET and is a useful tool when identifying risk and control measures required. For example:

People - Do the people the lone worker comes into contact with increase the risk, do they have a history of aggression? Is the lone worker at greater risk because they are inexperienced? Is the individual's health a factor? Do they have a disability?

Environment - Does the environment the lone worker is exposed to increase the risk? Is there a phone signal in the area? Are they working in dangerous areas such as boiler rooms?

Task - Does the task increase the risk, is the lone worker communicating unwelcome news which can prompt a negative response? Does the task require the use of ladders or working at height?

The PET system will assist line managers when carrying out a lone working risk assessment and the lone worker themselves when they carry out a dynamic risk assessment.

The tables in the following sections detail specific issues to be considered as part of lone working risk assessment and should be used alongside other relevant information including guidance on Managing abusive and violent behaviour, Lone working and suitable personal safety control measures and Lone worker monitoring and raising the alarm. This information is detailed later in this Compliance Code.

2.1. Identify the hazard

Activities need to be identified and assessed to determine the level of risk they present. This involves considering factors such as:

- the potential for violence and aggression – e.g., Is there a history of known violence? (People)
- the environment associated could include evening, night and weekend shifts, adverse weather or working in a domestic dwelling (Environment)
- any work equipment that may be required to be used such as ladders or lifting equipment (Task)

Take account of foreseeable emergencies which may arise, such as equipment failure, illness, involuntary behaviour and incidents such as fire or injury.

2.2. Potential for violence and aggression

Some roles can expose staff to an increased potential of violence or aggression. Therefore, if this is the case, the hazards presented can vary in level of risk. The following table identifies key areas for consideration and should be used as a starting point:

PET	Hazard	Issues to be considered
People	The client	Previous history or dealings where violence or aggression has been a factor. Note - Where there is no history of violence this is not an indicator that there is no potential.
	Other people	Consider other people who may not be directly involved in the requirement but who could become involved if a situation is not controlled.
	The employee who is lone working	Factors which may increase or decrease the chances of violence and aggression occurring. This can include <ul style="list-style-type: none">• their competence (level of training, experience, cultural awareness etc.),• their role (e.g., representing authority)• their time management (e.g., arriving late for a home visit, etc.)• their personal mood and body language.

Environment	The work environment	<p><u>Away from West Norfolk Academies Trust (WNAT) Sites</u> For example, a home visit to another person's property, visiting rural areas without lighting, court visits, hospital visits etc. There is further information about the work environment in the sections below.</p> <p><u>On WNAT Sites</u> Lone working employees need to be able to raise the alarm in the event of an intruder on site.</p> <p>Where there is the potential for violence and aggression involving a client, both employees and visitors need to be able to move to a place of safety if a difficult situation arises, for example, safely exit the meeting room that they are working in by ensuring they are positioned to maintain a clear and quick exit route.</p>
Task	Interaction	<p>The interaction which takes place between the employee and the client, for example, enforcing rules, carrying out inspections, asking questions about family backgrounds, carrying valuable items etc.</p> <p>Responding to intruder alarms and dealing with potential intruders out of hours.</p>

2.3. Physical hazards

The working environment and activities may present particular hazards and should be considered as part of the lone working risk assessment, for example:

PET	Hazard	Issues to be considered
Environment	Work environment	<p>The level of risk varies from one working environment to another. Higher risk environments can include construction sites, urban locations, rural locations, farms, private residences, semi-independent living / supported living accommodation and working on or near to water (including the coastline).</p> <p>Lower risk lone working environments can include working at secure offices and driving alone on short duration journeys in built up areas.</p> <p>There should be a safe means of arriving and leaving the workplace - this must be considered in the assessment. It can be difficult to achieve when working at premises which are not known or not under the control of WNAT, such as a home visit.</p> <p>Also consider use of third party owned equipment (e.g., during home visits) and poor lighting.</p>
Environment	Communication	<p>Means of communication vary depending on the work activity and location. There are areas in Norfolk where there is limited mobile phone signal. Alternative means of communication will need to be considered.</p>

Task	Activity being undertaken	<p>The level of risk varies by activity. Examples of higher risk activities include: working at height, working with clients who have complex needs, using potentially hazardous machinery.</p> <p>Lower risk lone working activities include attending meetings at another school belonging to WNAT and home working.</p>
Task	Plant, equipment, substances	<p>Consider the equipment used to carry out the work activity. Some equipment may not be easily and safely handled by one person, e.g., temporary access equipment such as ladders or trestles. Other manual handling activities may also not be suitable for one person.</p> <p>Establish whether equipment can be used and controlled safely by a lone worker, for example, lifting hoists, handling aids, machinery etc. Consider what would happen in an emergency.</p> <p>Specific warnings may be provided by the manufacturer, or identified through the way in which the work is being done, that indicate a need to avoid lone working, for example, when using certain chemicals or hazardous substances and plant/equipment that may require two-person control or usage.</p>

2.4. Who is at risk (and when)

Consider who might be harmed due to the work activities, for example, employees, visitors and/or contractors. The following table provides details of some specific aspects for consideration when assessing the suitability of lone working:

Hazard (People)	Issues to be considered
New and expectant mothers	The ability to carry out physically strenuous work. Later stages of pregnancy may increase the risk of falls due to changes in mobility. Risk of early labour or miscarriage through physical assault.
Young people	Lack of experience, understanding, risk perception and level of maturity.
Disability / Health	Impact on ability to make unassisted evacuation. Response to situations and the effect on the individual. Ability to identify that evacuation is required.
New employees, trainees, including inexperienced volunteers	Lack of work experience and/or increased training needs. Additional supervision required.
Specific medical conditions	Some individuals may have medical conditions that make them unsuitable for working alone. These may include conditions such as uncontrolled epilepsy or diabetes. The consideration of medical conditions should include routine activities and foreseeable emergencies, which may impose additional demands on the individual.

Contractors	Unfamiliarity with site layout, emergency procedures and site hazards.
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2.5. Controlling the risk

It should be ensured that lone workers are competent in adapting their approach to a foreseeable range of changing and developing situations, with little or no contact with their supervisor, for example, calming a potentially violent/distressing situation. In such circumstances the lone worker should carry out a dynamic risk assessment using the PET acronym approach.

A dynamic risk assessment is: "The continuous process of identifying hazards, assessing risk, taking action to eliminate or reduce risk, monitoring and reviewing, in the rapidly changing circumstances of an operational incident." It is conducted at the time using the available information and is not recorded. For example, People conduct a dynamic risk assessment subconsciously when crossing a road. (See Paragraph 2.11)

2.5.1 Withdrawing from lone working activity

Managers must ensure that the lone worker is supported if they decide that they need to terminate the work they are carrying out to protect their own safety or that of others. For example, when visiting or interacting with a person who becomes verbally aggressive and threatening, or working at height and wind speeds increase during the course of the work. This should also lead to a review of the risk assessment and arrangements for similar future work.

2.5.2 Unsafe lone working

In circumstances with all control measures in place, if the assessment identifies that it isn't possible for the task to be carried out safely, then lone working must not proceed.

2.5.3 Responding to intruder alarm activation

Site teams and staff who have a responsibility to respond to intruder alarm activations out of hours could be exposed to a potentially hazardous situation. Schools contain valuable and attractive equipment and have potential to be burgled. Therefore, the increased risk of exposure to violence and aggression means the following process must be followed.

- Upon being informed that the intruder alarm has activated the responding person is to contact the police and request that they attend site to support.
- The responding person is not to enter the school site without police support, including to silence the alarm.

2.6. Lone worker monitoring and supervision

The manager must ensure that lone worker monitoring takes place proportionate to the level of risk. Monitoring can include:

- supervisor site visits
- having regular arranged contact with the lone worker

Refer to the lone worker monitoring and raising the alarm guidance (below) and the lone working and personal safety guidance (Paragraph 2.8) for information on the potential available options and to establish their suitability for your identified lone working needs.

2.6.1 Monitoring and raising the alarm

A lone working monitoring system is a method or technology-based control that supports lone worker safety and provides a way of raising an alert which is responded to. Implementing a lone worker system does not remove all risks - it forms part of a total solution including the risk assessment and required personal safety training.

There are potentially two types of lone working monitoring system:

- in-house buddy system
- lone working device

In certain circumstances in-house buddy systems can operate effectively where clear procedures for both the lone worker and buddy have been developed and are tested/utilised regularly. There are, however, certain situations where an in-house buddy system can be less effective.

2.6.1.1 Buddy System

Would a buddy system work for your team and service delivery needs?

The following factors must be considered:

- a buddy needs to be available to provide cover **at all times** needed by the lone worker, including out of hours working and shift handover or equivalent
- buddy responsibilities are given a suitable priority alongside other work tasks
- the buddy is aware of the lone worker's movements
- the time it will take for an in-house response, including the option of making a physical check at the lone worker's last known location
- the adequacy of phone signal coverage available to the lone worker

How do staff raise an alarm if they need to?

Consider how easily the alarm can be raised, e.g., can a telephone call be made at the time it is needed? If a discreet alarm activation is required, consider using a lone working device (see below).

Ensure that a buddy system is in place for your visits and that you have the details of how you can contact your buddy. Also ensure that the speed dial function to your buddy is ready for use on your mobile phone.

For high risk visits a 'call-in time' should be agreed with your buddy to let them know the meeting has concluded.

Ensure that you and your buddy agree on an alert or code phrase, e.g., '**I need to have a look at the blue file**', which can be used if you experience difficulty during a meeting, are able to make a call and wish to raise a covert alert.

Contact your buddy before the return and call-in times expire to confirm that you have finished the visit and left the premises. Otherwise, the buddy will begin the procedures described in buddy responsibilities (see below).

If your visit is likely to last longer than the time agreed with your buddy, you **must** contact them before it expires and agree a revised time and notify your buddy if you are not returning to the office at the end of the day.

If you cannot be contacted, your buddy may be required to call your home contact number or another contact number. It is advisable that family or friends who may answer these calls are made aware that they could receive this call if a work incident arises.

Buddy responsibilities

Ensure that call-in times are monitored. You can use an online diary, mobile phone alarm or timer clock to assist with this.

Take the following action if contact is not made within the agreed time:

- attempt to contact the mobile number given
- if there is no response, phone the meeting venue number
- if there is no response, phone the employee's home number
- if there is no response on the numbers above, a second attempt should be made to contact the mobile number
- consider making a physical check at the lone worker's last known location
- if there is no response from the lone worker to confirm their safety after a period of **no more** than 30 minutes of trying to make contact, and all the actions above have been taken, the Police should be contacted and informed of the lone worker's last known location

Managers should test the buddy procedure with their teams to ensure that it functions as intended.

How can the lone worker call for assistance?

If a lone worker calls for assistance and the buddy is asked to “**look at the blue file**”, or they receive a call where they need to establish if assistance is required, they should ask the following questions:

Do you need the Police? Are you at xxxx location? Can you get out of the situation? If the answer is yes, advise the lone worker to leave the premises and you will call back in 5 minutes. If you call the lone worker back and there is no reply call 999.

Information for making a call to the police in an emergency

Ring 999 and notify the police that you have not been able to contact a lone worker or that a lone worker has raised an alarm by using an agreed alert or code phrase. Express the seriousness of the concern and that you have tried to contact the lone worker and have followed the procedure detailed above.

Information for the buddy when calling a home number to trace a lone worker

If you call a home number, be aware that this could distress the person answering the call. Explain that you are trying to locate the person and have been given this number as one means of contact. If they are unable to assist with their location, ensure that you call them back and keep them up to date and leave your name and number in case the person arrives or contacts their home.

Ensure that the home contact number is called again within 30 minutes and give an update on the situation. Arrange to return calls to provide updated information.

2.6.1.2 Personal safety systems and devices

The following devices are available and can assist in raising the alarm.

- SOS Fob
- Protect Phone App

The appropriate system/device should be selected following suitable research. Safety systems and devices should act as a back up to the buddy system described above and the risk assessment will identify the need if indicated as a suitable control measure.

2.7. Mandatory control measures - violent and aggressive situations

Where there is foreseeable potential for violence and aggression, the following three risk categories and mandatory control measures apply. Some employees may fall into more than one category of lone working. Therefore, all control measures against each individual category shall apply in relation to the specific activity.

2.7.1 Risk category 1

Risk Category	Control Measures
Category 1 Staff working in offices or other secure locations outside of normal working hours or who routinely work in these locations on their own. Work of a low risk office type. Examples include: teachers and office-based staff travelling to meetings to working after hours	Mandatory <ul style="list-style-type: none">• staff must be briefed on the measures required to ensure their workplace is secure and what to do in an emergency.• For travel, all staff must record an itinerary of their movements that is accessible to their manager/colleagues. Details made available should include work location, car make, model, registration number and mobile phone number. Consider shared calendars. Security information The following information must be provided to staff as it applies to their personal safety: Car parking, locking and opening up, prohibited activities, restricted use of equipment, security arrangements to prevent unauthorised access. Emergency information What to do, Who to call.

2.7.2 Risk category 2

Risk Category	Control Measures
Category 2	Mandatory

<p>Staff working in locations where security is minimal or shared premises that would allow unauthorised access to their working area.</p> <p>Staff working in unfamiliar locations but not meeting members of the public.</p> <p>Staff visiting established clients who have been assessed as presenting minimal risk to staff.</p> <p>Staff responding to intruder alarm calls out of hours.</p>	<ul style="list-style-type: none"> • for out of hours alarm call-outs, each site must have clear instructions for staff • staff who are expected to respond to alarm call-outs must have access to a personally issued work mobile with appropriate reception, or have indicated that they are willing to use their personal mobile in such circumstances (and that it has appropriate network coverage for the area in question) • lone working when responding to an alarm should be avoided by the use of contracted key holder arrangements, where possible. Where this is not possible, a buddy or automated buddy arrangement must be put in place. • clear information must be given to lone workers on what work can and cannot be done alone; when to withdraw or stop work; communication and check-in procedures; identification of the signs of escalating violence and aggression and related emergency procedures • where the risk relates to unauthorised access to work areas the security of the site should be reviewed and appropriate measures introduced • work tracking arrangements must be in place, considering the level of risk involved. For example, an SOS mobile device and/or lone worker mobile phone application can provide effective tracking and the ability to request emergency assistance, if required • consider the use of a personal safety alarm and how this is activated and responded to
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2.7.3 Risk Category 3

Risk Category	Control Measures
<p>Category 3</p> <p>Staff who visit unknown clients or clients who are known to present challenging or aggressive behaviour in their own homes to provide a service.</p>	<p>Mandatory</p> <ul style="list-style-type: none"> • staff dealing with clients must receive training on dealing with confrontational situations. This training should be repeated every 3 years or more frequently if identified by the lone working risk assessment. • information given must include what work can and cannot be done alone; when to withdraw or stop work; communication arrangements and emergency procedures • a form of staff tracking system must be introduced and its use enforced. It is recommended that you use an automated system such as an SOS fob and/or lone worker phone application, that allows staff to raise alerts and request emergency assistance, if required. (Where an automated system is used managers should ensure that user details and escalation contacts are kept up to date). Alternatively, an

	<p>effectively implemented buddy system can be used.</p> <ul style="list-style-type: none"> • staff must be briefed on the procedures for lone working before they start such work for the first time and at least six-monthly thereafter. Records of these briefings should be maintained. • where a client presents a known risk of violence, the visit should be arranged at a venue where appropriate levels of security or assistance are available. If there are reasons for the visit to take place at the client's home then at least two people should attend, ensuring that means of escape/alarm raising are maintained.
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2.8. Personal safety - guidance on lone working control measures

2.8.1 Employee Health - Is the employee medically fit to work alone?

If not, this must be discussed with the manager and adjustments made to work activities where it is needed. Are there any other health considerations? Does the employee have a health condition that would place them at a higher risk of serious illness if they were in contact with an infectious disease?

2.8.2 Is the employee pregnant?

Review the suitability of a pregnant worker for lone working where there is a risk of violence/client/equipment handling.

2.8.3 Training and experience of employee

Is the lone worker new, and/or inexperienced in this type of work? Has adequate information, instruction and training been provided (risk assessments) in order to carry out work activities safely? Is job shadowing or doubling up needed at this point?

Has the employee received appropriate training and are they competent in the ongoing assessment process, including factors such as maintaining a reaction gap, positioning within a home, awareness of potential weapons, understanding changes in behaviour and defusing difficult situations? (See Home visit checklist – Annex A to this Compliance Code)

Arrangements must be in place for supervising lone workers, for example, periodically accompanying lone workers, buddy systems.

2.8.4 Client information

Is there access to information about the client?

Where violence and aggression risk factors are recorded on service user records this information must be used to develop/inform the risk assessment. All employees must ensure that they update the system once they become aware of any risk factors which may impact on the safety of lone workers.

Do managers have access to other information that will help with the risk assessment, for example, warning markers and new service user information?

2.8.5 Security arrangements

Are suitable arrangements in place and known, and visit planned/assessed in accordance with any local procedures

2.8.6 Advance Assessment Information - before you leave the office

Telephone assessment

A telephone call before making a visit in person may assist in some circumstances to:

- Establish who will be present
- Confirm the meeting time and duration
- Establish what expectations the client has from the visit
- Clarify issues which will not be able to be dealt with in advance
- Eliminate the need to make a personal visit where appropriate.

Pre-Site visit

Consider a site/area visit a day or so before the meeting to have a look at the general layout of an area. This doesn't mean that the employee needs to make themselves too conspicuous and they do not have to get out of the car.

Creating an accessible itinerary log

It is important to leave an itinerary that can be accessed by other parties if needed in an emergency. The risk assessment will identify where teams must have specific arrangements in place to ensure that information about lone workers' movements can be located, for example, by using Outlook Calendar and ensuring that any visits that need to be marked as private can be accessed by giving access permission to relevant colleagues if it were needed for personal safety purposes. This can be put in place by recording a reference number to case notes/other recorded accessible information in your Outlook Calendar, and by logging the visit schedule in a team "logbook" or other itinerary which is not part of the Outlook Calendar for personal safety purposes.

The following information must be accessible to anyone who would act as a responder in an emergency to these workers:

- Name, address and telephone contact of where you will be going
- Time of the appointment, when it is expected the visit will be completed and the time the lone worker will contact their nominated colleague to let them know that the visit has been safely completed.
- The make, model, colour and registration of the car employee will be driving and the intended route to be taken or what transport will be used.
- In addition, if visiting a rural area and no tracking system in place then the grid reference number with your details can be left in the office/visit logbook.
- Any particular risk factors identified and the purpose of the appointment.

2.8.7 Other Personal safety considerations

Name Badges – The risk assessment may identify that “no surname” or “no name” ID Badge is safest. Identification badges should always be removed before leaving the place of work/conference venue.

Equipment - Take a torch. It may be needed if the car breaks down, or when working in a rural environment with inadequate lighting, or if it is too dark to see car keys. Keep spare batteries.

Breakdown services – Consider what to do should a vehicle breakdown occur.

General - Find out directions in advance of your visit, print off a map if you don't use Sat Nav. Check that phone battery is charged. Carry a phone charger in the car.

Carry the minimum number of personal belongings (and valuables) and if at risk, consider that you may need to leave belongings behind.

If any employee feels uneasy about conducting a lone working visit, the matter should be discussed with line manager to establish if additional control measures are needed.

Do not enter someone's home if you don't feel comfortable or safe.
Do not enter a house if the client is not there.

Be aware of, and maintain, personal safety at all times during visits.

If running late or appointment needs to be cancelled, inform client.

2.9 Mobile Telephone Use

Will there be a mobile phone signal at the location of the site visit? If not, alternative contact arrangements may be needed, where there is an increased risk, then work should not be carried out alone, or an alternative meeting venue should be organised.

Lone workers should ensure that their mobile phone is charged.

Most mobile telephones are able to be used to make a 999 call when the phone is locked or where there is no signal. It is important that the employee checks this with their phone provider. Telephones can help to summon assistance and/or to be traced but they must always be supplementary to other lone working control measures and are not a protective device.

Pre-programme the one touch dial function with the numbers most likely to be needed to use in an emergency and keep mobile phone in a pocket or an easily accessible place when lone working. Leave mobile phone switched on during meetings (put it onto silent or vibrate).

Some areas do not have a good mobile signal, this must be considered as part of the risk assessment, for example, where appropriate the lone worker can extend the “call-in” time to include the travel they need to get back to a signal area. It is important that all factors are considered when deciding how to deal with the lack of signal.

2.10 Using own car/vehicle

Is the route planned? Consider checking google maps to check the surroundings, plan where to park – don't park on a drive where there is a potential to getting blocked in, reverse into a space so driving away is straightforward and quick.

Is the car in good repair?

Is there a motor vehicle emergency kit in the car (that includes a torch, a reflective triangle and a high visibility vest)?

Keep a water/drink in your car. Keep a warm coat in the car.

Is the car/driver a member of a national breakdown service?

Travel with doors locked, particularly in urban areas. If windows are open, handbags and valuables should be kept out of sight.

At night, the car should be parked in a well-lit and busy place. Car parks where the car and the user will not be easily visible should be avoided.

Avoid leaving any personal information loose in your car, for example, personal post or insurance documents. It is recommended that such items are locked away or keep them in the boot.

2.11 During Visit - Dynamic Risk Assessment

Maintain levels of awareness whilst lone working, the situation can change rapidly and action may need to be taken if it does. A dynamic risk assessment is an active observation, assessment and analysis of an active work environment, while work is ongoing, to identify and manage risk.

Use of the Home Visits Personal Safety Prompt Card (Annex A).

Do not enter a situation if it feels uneasy or that something is possibly wrong.
Is the lone worker confident that they have all relevant information and knowledge to continue to assess the risk and respond to a changing and challenging situation?

If there are factors which make it unsuitable to work alone, is it suitable to double up or to use an alternative venue that is safer such as a meeting room /other premises.

Consider police and/or another agency support if necessary.

If the planned visits change then consider the outcomes of this prior to going ahead and ensure that the buddy knows that the lone worker's itinerary has changed and confirm a change in work itinerary with manager/buddy/recording system.

2.11.1 Quick response visits

Are arrangements in place for quick response visit assessments, e.g., when asking to make an additional visit on the day?

Can sufficient information be provided to the lone worker to allow an assessment of risk to be carried out?

Are arrangements in place for all relevant factors be considered where there is less planning time?

2.12 Maintaining contact and raising alarm

Are there arrangements in place to raise the alarm when needed?

Are there arrangements in place to ensure employee safety can be monitored on the basis of the risk, for example, in-house buddy system and/or lone working device?

Would panic alarms be useful?

What panic alarm systems are already in place?

2.13 In case of emergency (ICE)

ICE stands for 'In Case of Emergency'. Emergency services will look for your ICE contact details on your mobile phone. Whilst this doesn't prevent an incident, it does mean that you

have made some provision for contact to be made in an emergency situation, if it were needed, for example, road traffic accident.

Use your mobile phone contacts to store the name and number of someone who should be contacted if you have an emergency – but add the letters ICE in front of their name. Make sure you choose a number that is easy to get in touch with – a home number could be useless in an emergency if the person works full time. You can recommend day and evening numbers and call them ICE1, ICE2 etc.

Make sure that the person whose name and number is listed has agreed to be your ICE contact. The ICE contact should have a list of other people to contact on behalf of the employee in case of emergency. In addition, the ICE contact will benefit from knowing about any relevant medical conditions that could affect emergency treatment, including allergies or medication.

2.14 Reporting incidents

Violence at Work is defined as “assault, threat or abusive behaviour during the course of work duties”.

In situations of violence at work the primary action must be to get to a place of safety. After the incident, the manager should be informed of the incident and an incident report should be submitted on the WNAT incident reporting system.

As per the Reporting of Incidents, Diseases and Dangerous Occurrences Regulations (RIDDOR) These incidents must be reported to the HSE and an investigation into the incident and ensure that, where possible, action is taken to prevent recurrence.

Debriefing may need to be arranged to allow the lone worker to talk through the experience as soon as possible after the event.

Please report all incidents, even if those considered to be minor or part of someone else's behaviour, it may still be an act of or perceived violence, even if involuntary, that needs to be flagged up to protect other people and other departments. This is to ensure that on subsequent interactions other staff members can be aware that the service user's behaviour may escalate, which may not have been anticipated by the employee. It is important that there is information available so that an informed assessment of the risks can be made.

2.15 Recording the location of lone workers

All lone workers must record an itinerary of their movements that is accessible to their manager/relevant colleagues for general business operation purposes as well as for use in the event of an emergency. The minimum amount of information should include the location being visited, who the meeting is with or the activity being undertaken, expected arrival and departure times and relevant contact numbers. Additional information required may also be identified as part of the lone working risk assessment. When noting this information in an electronic diary, the appointment must be set as private so that sensitive information cannot be viewed by all employees.

2.16 Emergency arrangements

Lone workers should be capable of responding to foreseeable emergencies through the development of planned arrangements, for example, fire, potentially violent situations and first aid needs. Some lone workers are reliant on the dynamic risk assessment process in addition to planned controls, for example, mental health assessment teams. Staff should be suitably competent via training and experience to manage potentially dynamic environments by using the PET acronym system approach to carry out dynamic risk assessments.

Wherever possible, a lone worker should withdraw from circumstances of escalating violence and aggression.

Where a lone worker monitoring system is used it must include a safe means to raise the alarm in the event of (a) failure to contact a lone worker and (b) an emergency request for assistance.

3.0 Risk assessment recording

Lone working risks should be considered as part of an overall risk assessment of a job role or activity. This should be determined when undertaking a work activity risk assessment. Where there are additional risks due to lone working the work activity should identify lone working as a hazard and a separate lone working risk assessment should be completed and referenced in the control section.

4.0 Risk assessment review

Lone working risk assessments must be regularly reviewed with employees. All incidents and/or previously unforeseeable risks must be reported by the lone worker as soon as possible, reviewed by the manager, and flagged on any systems which will warn other relevant employees of the risk. If no changes have occurred within a twelve-month period, lone working risk assessments should be reviewed at that point.

Managers must ensure that there are adequate reporting and feedback mechanisms in place which allow for new information to be gathered about any changes that impact on the risk assessment. Changes to working practice must be accessible and communicated to all relevant staff

Annex A to WNAT Lone working Compliance Code

Home visit checklist

Door-Step – Quick Assessment for Home Visits	Working in other people's homes – Quick info (pre-meeting checks)
<p>Give yourself 10 seconds to assess your situation</p> <ul style="list-style-type: none"> – Remember the route you have taken – steps, gates, paths and lighting – Look for signs that there may be animals on the premises – Ensure your location is known to others and where required, lone worker tracking is operated – Check whether you have a mobile phone signal and keep the phone in a place where you can use it quickly – Keep your car keys in your pocket – Keep your personal belongings to a minimum – If you use a personal alarm ensure it is accessible – Listen for signs of arguments or groups of people inside – Look at the type of lock on the door and remember how the door is opened. – Remember where you parked your car 	<p>Remember the following points for home visits</p> <ul style="list-style-type: none"> – Keep aware of your surroundings, situation and changes. Take a torch if you think you will need additional lighting – Look at the physical layout of the room you are in and remember how to leave the premises if you need to. – Try and avoid sitting in a low comfortable chair that is difficult to get out of. Opt for sitting near to the door if possible. – Be prepared to politely refuse accepting a drink or food where appropriate. – Explain the purpose of your visit, the expected outcome, how long you expect to be and whether you need to take written notes. – If you are unable to answer any questions on the spot be prepared to give a time limit on getting back with an answer. – Consider how you would respond to a potentially violent situation, for example, reading body language, active listening skills, checking that communication is still effective and looking for signs of escalation in violent behaviour.

<ul style="list-style-type: none"> - When the door is opened, introduce yourself and ask the person for their name (check that you are at the right place with the right person) - Assess what you see, hear, behaviour, inside lighting, smells. - Always check that the occupier wants you to enter before you do. - Only enter the premises alone if you feel comfortable to do so 	<ul style="list-style-type: none"> - Know your own reaction to stressful situations so that you can take control of your response – your body language, speed and tone of speech. Deep breathing to release tension will help you to maintain control. - Have planned responses for difficult situations – end the meeting if you need to.
<p>If you feel uncomfortable or threatened, leave the premises immediately.</p> <p>From a place of safety, call your buddy/manager or call 999.</p> <p>Use personal safety device if available and report incident.</p>	<p>From a place of safety, call your buddy/manager or call 999 immediately if necessary.</p> <p>Use personal safety device if available and report incident.</p>

Annex B – WNAT Lone working Compliance Code

Lone working risk assessment

This form is to be used to record the findings of a lone working risk assessment as per the requirements of the WNAT Lone Working Compliance Code

School:		Assessment date:	
Location:			
Activity (cleaning, caretaking, out of hours working etc)		Review date:	

Part A – Activity

Task Description/Work Activity	
Briefly describe the main purpose of the activity	
Foreseeable hazards involved (E.g. violence, falls from height, manual handling injuries, etc.)	

Part B – Control Measures for Lone Working Considerations

A	B	C	D
Section	Lone Working Considerations	Detail actions/existing controls in place	Further actions or controls required? Y/N
			See Part E
Employee	<p>Is the employee medically fit to work alone?</p> <p>Is the employee pregnant? (<i>Refer to WNAT New and Expectant Mothers Compliance Code</i>)</p> <p>Is the employee suitably experienced to work alone?</p>		
Personal safety	<p>Is the employee exposed to increased risk from an unsecure site?</p> <p>Are external doors locked? (<i>Consider fire requirements</i>)</p>		
Raising the alarm	<p>Can the employee raise an alarm if needed?</p> <p>How is this done? (<i>Consider mobile phone signals and potential immobility</i>)</p> <p>Who is responsible for responding to an alarm?</p> <p>Can emergency services access the site if needed?</p>		

Transport (Where applicable)	<p><i>Note – employees required to use personal vehicles for WNAT requirements are covered under the WNAT vehicle insurance</i></p> <p>Is the employee travelling outside of normal working hours?</p> <p>Is the vehicle in good working order?</p> <p>Does the employee have the ability to request breakdown assistance if required?</p> <p>Does the employee have suitable equipment in case of breakdown?</p>		
Visit (Where required)	<p>Is the visit out of hours?</p> <p>Is the Employee visiting alone?</p> <p>Has a buddy being nominated?</p> <p>Is there a means of raising an alarm?</p> <p>Has an agreement been made on how to maintain contact?</p>		
Reporting incidents	<p>Is the employee aware of the requirement to submit incident reports when required?</p> <p>Does the employee know how to raise an incident report?</p>		
Working at height	<p>Is the employee exposed to an element of working at height? <i>(consider if this is acceptable to the potential risk of serious injury)</i></p>		

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Part C - Current Risk Declaration

Do the current control measures reduce risk to a medium (tolerable) or lower level when used in accordance with this assessment. **Yes/No**

If you have answered “no”, please detail other measures to be taken, for example, do not carry out activity until further control measures are in place.

Where additional reasonably practicable controls can be implemented to further reduce risk, this should be indicated in part B column D and detailed in the further controls required log in part E column B.

Part D - Sign off and risk assessment approval with the above controls:

Assessor names	
Assessor signature	
Manager name	
Manager signature	

Part E - Further actions control log

A	B	C	D	E	F	G
Lone working considerations As detailed above in Part B, Column B	Detail further actions/controls required If (Y) in Part B, Column D above	Person(s) responsible	Target date for action	Progress (summary) on actions	Date actions completed	Date controls implemented

