

Lone Working Policy

WHC reserves the right to amend this policy at its discretion. The most up-to-date version can be downloaded from our website.



Lone Working Policy

ELT manager	Director of Finance
Responsible officer	Estates and Facilities Manager responsible for Health & Safety
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Health and Safety Officer	October 2015		
Estates and Facilities Manager	February 2018	Review period adjusted to 3 yearly	March 2018

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Contents

Lone Working Policy	1
1. Purpose.....	3
2. Scope	3
3. Policy Objectives.....	3
4. Key Definitions.....	4
5. Key Principles.....	4
6. Organisational Responsibilities	5
6.1 Executive Leadership Team (ELT):	5
6.2 Managers:.....	5
6.3 Health and Safety Officer	5
6.4 Staff	6
7. Related Documents	6
8. Relevant Legislation.....	7
9. Review Period	7

Lone Working Policy

1. Purpose

This policy has been developed as part of the College's ongoing commitment to ensure the health and safety of its employees and those persons affected by its work activities.

There is no specific legislation on lone working, however, the general duties of the Health and Safety at Work etc. Act will apply.

- 1.1 The purpose of this policy is to ensure so far as is reasonably practicable, that employees who work alone are not exposed to risks to their health and safety, and outline steps to reduce and improve personal safety.
- 1.2 This document will outline responsibilities and how the risks from Lone Working will be managed.

2. Scope

This policy applies to all West Highland College UHI employees, casual workers and contractors undertaking work on behalf of the College who for significant periods of their working time, are engaged in activities which places them in a situation without direct access to other staff, or without direct supervision, during an activity that places a person at significant risk of exposure to a hazard or number of hazards.

All departments and learning centres are required to have in place local arrangements that comply with this policy.

3. Policy Objectives

The aim of this policy is to ensure, so far as is reasonably practicable, to:

- 3.1 ensure that staff who work alone are not exposed to undue risks to their health and safety
- 3.2 ensure compliance with legislative requirements
- 3.3 outline the steps to reduce and improve personal safety for staff who work alone
- 3.4 highlight potential risks so that appropriate control measures can be put in place
- 3.5 raise awareness of safety issues related to lone working

4. Key Definitions

Lone worker - for the purpose of this policy, is defined as a member of staff, casual worker or contractor who works in isolation from their colleagues without close or direct supervision. Examples include (but are not limited to):

- staff working alone in premises such as Centre or Support staff
- staff working at remote College Centres
- staff working outside of normal working hours for instance in the library, at customer services desks, maintenance staff etc.
- staff travelling on remote roads for College business reasons
- staff travelling in areas for College business reasons with little or no phone coverage
- staff working at home for agreed College business reasons

Predictive Risk Assessment – A risk assessment is a careful examination of what, within a work environment, could cause harm to people, so that potential hazards can be identified and controls put in place to minimise risk. A risk assessment form can be used to collate all the relevant information and record any significant risks.

Dynamic Risk Assessment - This term is often used to describe the day-to-day judgments employees have to make at work in respect of any unpredictable event that may occur. They are not normally recorded at the time because they are about making

5. Key Principles

The college will:

- 5.1 Identify through a risk assessment approach, members of staff that fall within the definition of lone workers and those that work in isolated situations.
- 5.2 Support any employees whose working arrangements will see them working in a 'Lone Worker' situation.
- 5.3 Increase staff awareness of potential risks and safer working practices relating to lone working.
- 5.4 Make arrangements to provide appropriate training to employees, maintain a record of that training and review as appropriate, specific judgments in certain situations although they may be recorded later.

6. Organisational Responsibilities

6.1 Executive Leadership Team (ELT):

ELT are responsible for:

- Ensuring that the management of Lone Working within the organisation is adhered to under the Health and Safety Policy.
- Ensuring that training is in place to support this policy
- Providing sufficient resources or by ensuring that a 'Safe System of Work' is in place at each location or for other occasions when lone working occurs.
- Monitoring and updating this policy as appropriate.

6.2 Managers:

Managers are responsible for:

- Identifying all their staff likely to work regularly in isolation from their colleagues.
- Assessing the foreseeable risks that such lone working presents.
- Having assessed the risks, for deciding whether lone working is reasonable or not in these situations.
- Reporting to their Manager any situation where the risks cannot be controlled.
- If lone working is considered reasonable, then the manager must ensure that suitable precautions are in place, such as:
 - Mobile telephones/radios
 - Team working
 - Giving information on known risks
 - Reporting in procedures
 - Personal alarms
 - Recording identified risks on the local risk register.
- Ensuring all their staff that work alone are made aware of this policy at their induction and reminded periodically as appropriate.
- Ensuring that they hold valid contact numbers for College managers in line with the college Emergency Management Procedure
- Ensuring that risk assessments are carried out and reviewed regularly or when there is a significant change in circumstances.

6.3 Health and Safety Officer

The Health and Safety Officer will:

- Develop and deliver Lone Working training as required
- Advise employees on risk assessments and procedures for Lone Working
- Report and incidents/accidents to the HSE when required as per current Health and Safety legislation

6.4 Staff

Staff are responsible for:

- Taking reasonable care of themselves and others affected by their actions or omissions,
- Identifying and reporting any activity carried out by them which will involve them working alone for more than one hour.
- Complying with any precautionary measures including guidelines laid down by managers such as a “buddy system”.
- Providing any of the following information that may be needed to set up a safe system of work:
 - Working alone at the beginning and end of the normal working hours
 - Daily out of base workplace
 - Detail of the make, model, colour and registration number of the vehicle being used.
 - Notifying any changes to the daily out of base work plan (i.e. ad-hoc or “spur of the moment” visits).
 - Informing key person (“buddy”) on return to base.
- Reporting to their managers any unsafe or potentially unsafe situations (near miss), and to report incidents in which violence or aggression or threats using the internal incident reporting procedure.
- Taking reasonable care for their own safety and that of others and not to expose them to unnecessary risk.
- Attending any relevant training provided.
- Ensuring their emergency contact details are up to date on CASCADE and include both mobile and land line numbers.
- Being fully aware of this Policy and associated procedures.
- Assisting their Manager in undertaking risk assessment

7. Related Documents

To help with the application of this policy you may find it useful to read the following:

Health and Safety Policy
Emergency Management Procedure
Adverse Weather Procedure
Flexible Working Procedure
Fire & Evacuation Procedure
Accident & Incident Reporting and Investigation Code of Practice
First Aid Procedure
Driving at Work Policy
Staff Learning & Development Strategy, Policy & Procedure Framework

8. Relevant Legislation

There is no specific legislation on lone working, the general duties of the Health and Safety at Work etc Act 1974 will apply.

Management of Health and Safety Work Regulations 1999

Workplace (Health, Safety and Welfare) Regulations 1992

Control of Substances Hazardous to Health 2002

Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013

Electricity at Work Regulations 1989

9. Review Period

This policy will be reviewed three yearly, or in the event of any significant change which impacts on the validity of this document