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|  | **SR96- Lone Working Risk Assessment Record** |  |

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| Operations/Work Activities covered by this assessment:  | Activities involving Lone working away from base |
| Site Address/Location:  |  | Department/Service/Team: |  |
| **Note:** A person specific assessment must be carried out for young persons, pregnant women and nursing mothers |

| Hazards Considered*Step 1 (Clause 3.1)* | Who might be harmed and how*Step 2**(Clause 3.2)* | Existing Control Measures:*Step 3**(Clause 3.3)* | Risk Rating  | Further action Step 3 Consider hierarchy of controls i.e. elimination, substitution, engineering controls, signage/ warning and/or admin controls, (PPE as a last resort) | Actions Step 4 (Clause 3.4) | Risk Rating  |
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| Likelihood | Severity | Risk Rating | Who (Name) | When (Date) | Complete (Date) | Likelihood | Severity | Risk Rating |
| Inadequate Planning and Preparation  | Employee, Service User, Third PartyLeading to injury/ill health | Managers/Supervisors whose staff work alone ensure:* Formal procedures are in place to protect lone workers safety. This includes:
* A system which identifies who lone workers are visiting, the location, the order of visits and when they have finished. Plus the contact details of the lone worker i.e. mobile phone number.
* Arrangements to ensure cover is available to receive calls from lone workers e.g. office or buddy system.
* A point of contact where out of hours working is undertaken.
* An emergency alert procedure (including out of hours working where this takes place) e.g.
* A buddy system
* A system where lone workers ring into the office at set periods.
* A system where a lone worker can ring in and give a code word if they are in difficulty so someone can summon help.
* A person is available at the end of the phone to contact during an emergency.
* Arrangements for unplanned/ad-hoc meetings.
* Action to be taken in the event a lone worker fails to call in on time or is not following the schedule and cannot be traced. See Generic Lone Working Procedure Appendix 2
* Arrangements to be followed if the lone worker becomes ill or has an accident e.g. ensuring the worker receives treatment and someone covers/rearranges remaining visits
	+ Weekend/holiday work is planned and agreed by line manager
	+ Lone workers are ‘competent’ (e.g. appropriate experience/training) to carry out the activity.
	+ Procedures are spot checked to ensure booking in/out information is completed and accurate. Staff are tackled where discrepancies arise.
	+ All accidents/near miss/incidents are investigated fully and entered on Wellworker.
	+ Procedure/s are reviewed following an accident/ near miss/incident, or on a periodic basis (annually).
	+ Consideration is given to lone workers particularly at risk e.g. new or expectant mothers, individuals who may be medically unfit to work alone, new staff etc. and lone working activities avoided as far is practicable. If lone working activities cannot be avoided for these individuals, adequate monitoring arrangements are put in place?

***Lone workers will be reminded to adhere to lone working systems and procedures which have been put in place and ensure they are familiar with and apply lone working procedures, emergency arrangements and are aware of how to summon assistance if required.*** |  |  |  |  |  |  |  |  |  |  |
| Inadequate Means of Communication | Employee, service user, third partyLeading to injury/ill health | Managers/Supervisors whose staff work alone ensure:* Procedures relating to lone working activities and the escalation process have been communicated to lone workers (on induction, and on a regular basis thereafter).
* Personal contact details of the lone worker are kept e.g. phone number, home address, car registration, next of kin or person to contact in an emergency and a brief description of the employee.
* Mechanisms are in place for lone workers to be made aware of relevant risk assessments (including potential aggressive behaviour from people or animals)
* Where required, lone workers have access to Framework to gain as much information as possible prior to meetings.
* Contact information is available of appropriate external agencies to provide lone workers with information on known risks.
* Information is communicated to all members of the team and shared with relevant internal and external departments as required and records kept.
* Risk assessments are undertaken to identify if lone working devices are required (panic alarms/ mobile phones/lone working device) to raise the alarm in the event of an emergency.
* In cases where lone workers report mobile phone signal problems e.g. in remote locations, this is explored with IT for a resolution to the problem
* Arrangements are in place for lone workers to raise concerns on a day to day basis.
* Regular supervision/communication takes place between the lone worker and line manager this can be office based, via the telephone or during a joint visit.

***Lone workers will ensure:**** ***Personal details are up to date (this includes phone number, home address, car registration, next of kin or person to contact in an emergency.***
* ***They are aware of any relevant risk assessments (including potential aggressive behaviour from people or animals)***
* ***They are aware of previous history as regards service users/third party involvement from Framework and other partner agencies (Ensuring that this is current and up to date)***
* ***They have contact details (including telephone numbers) their line manager, Police, relevant agencies***
* ***Information obtained is recorded into Framework promptly, accurately and relevant colleagues are alerted to potential risks.***
* ***Mobile phones/lone working devices are fully charged before visits.***
* ***They check the correct operation of the communicating device on a regular basis and report any problems immediately***
* ***Team members know their whereabouts.***
* ***Booking in/out system is fully and accurately completed, including:***

***Where meetings are to be held******Who the meeting is with******Likely return time******If not returning, contact office at the end of the meeting/visit.******Aware of any emergency code word.**** ***If schedules change or lone workers are delayed for any reason, the relevant person is informed.***
* ***They raise any concerns including those in respect of lone working arrangements and visits with their line manager.***
* ***They record any accident/near miss or incident which occurs on Wellworker.***
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| Service User/Third Party Persons | Employee, service user, third party.Potential verbal and physical abuse resulting in assault. | ***In addition to the above control measures, lone workers should ensure:**** ***They are aware of any previous history as regards service users/third party user involvement - considering information from other partner agencies.***
* ***Service users are asked to secure pets in another room.***
* ***Any concerns regarding visits are raised with their line manager to ascertain if lone working can be avoided i.e. attending home visits in pairs/conducting interviews in ‘controlled’ locations i.e. at the place of work rather than making a home visit***
* ***They remove themselves from any situation where they may feel that their personal safety is being compromised. They should seek additional assistance and advice from their managers or if deemed necessary involve the police.***
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| Travelling to/from visits | Employee | Managers/Supervisors whose staff work alone ensure:* Lone workers receive training on how to keep themselves safe when travelling either by foot/vehicle or public transport. This should include information from the lone working tool box talk.
* Where lone workers drive their own vehicle on County business they have been issued with the [Driving Safely Handbook](http://intranet.nottscc.gov.uk/EasySiteWeb/GatewayLink.aspx?alId=69813) and [Form SR64](http://intranet.nottscc.gov.uk/EasySiteWeb/GatewayLink.aspx?alId=60568) has been completed.
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| Lack of counselling | EmployeeStress to employee | Staff to be familiar with the County Council’s confidential counselling service.Supervisors to ensure that staff have access to both formal and informal counselling service (peer support / mentoring). |  |  |  |  |  |  |  |  |  |  |
| Lack of debriefing / feedback | Employee, other employees | Arrangements in place for debriefing / feedback by peers and supervisors.Debriefing to include feedback to review of risk assessment, lessons to be learnt and should also be communicated at team meetings. |  |  |  |  |  |  |  |  |  |  |
| Consider if any additional hazards are created and control measures are required if this activity is undertaken in non-routine or emergency conditions | Review Date (Step 5) : |
| Assessors Signature: | Date: | Authorised By: | Date: |

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| **There may be other activities undertaken by lone workers which should be risk assessed for foreseeable hazards e.g.****Moving and handling****Collection of medication****Contact with hazardous substances****Contact with bodily fluids****Risk of infection****Banking** **Attending to call outs to buildings out of hours****These should be risk assessed separately, given consideration as to if any additional precautions are required due to the employee being a lone worker.** |
|  | **Further information and guidance*** [Skills for Care Publication: ‘We Care Because You Care’ Guidance for Managers](https://www.skillsforcare.org.uk/Document-library/Skills/Lone-Worker-Guide.pdf)
* [Skills for Care Leaflet: ‘Work Smart, Work Safe’](https://www.skillsforcare.org.uk/Document-library/Standards/Safety-guidance/Work%20smart%2C%20work%20safe%20-%20guide%20for%20employers.pdf)
* [Suzy Lamplugh Trust](http://www.suzylamplugh.org/)
* Safety on the [Street](https://www.suzylamplugh.org/FAQs/safety-on-the-street)
* [Transport Safety](https://www.suzylamplugh.org/faqs/transport-safety)
* [Working](https://www.suzylamplugh.org/FAQs/lone-working) Alone
* [Working Alone (HSE Guidance)](http://www.hse.gov.uk/pubns/indg73.pdf)
* [Guide for employers to control risks from lone working (HSE Guidance)](http://www.hse.gov.uk/pubns/indg69.pdf)
* [Violence at Work Employers Guide](http://www.hse.gov.uk/pubns/indg69.pdf)
* [Violence in Health and Social Care](http://www.hse.gov.uk/healthservices/violence/index.htm)
* [Stalking and Harassment Legal Guidance (Crown Prosecution Guidance)](http://www.cps.gov.uk/legal/s_to_u/stalking_and_harassment/)
* [Managing Harassment (NCC Manager’s Resource Centre)](http://intranet.nottscc.gov.uk/index/managersresourcecentre/harassment/?locale=en)
* [NCC Harassment Handbook (HR Personnel Handbook)](http://intranet.nottscc.gov.uk/index/workingforncc/wfncc-termsandconditions/personnelhandbook-contents/personnelhandbook-sectione6/harassmenthandbook/)
* [The National Stalking Helpline](http://www.stalkinghelpline.org)
* [Protection against Stalking](http://www.protectionagainststalking.org/)
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| **Potential Severity of Harm** | High **(e.g. death or paralysis, long term serious ill health)** | Medium | High | High |
| Medium **(an injury requiring further medical assistance or is a RIDDOR incident)** | Low | Medium | High |
| Low **(minor injuries requiring first aid)** | Low | Low | Medium |
|  |  | Low**(The event is unlikely to happen)** | Medium**(It is fairly likely it will happen)** | High**(It is likely to happen)** |
|  |  | Likelihood of Harm Occurring |

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| **Risk Definitions** |
| **Low** | Controls are adequate, no further action required, but ensure controls are monitored and any changes reassessed. |
| **Medium** | Consideration should be given as to whether the risks can be reduced using the hierarchy of control measures. Risk reduction measures should be implemented within a defined time periods. Arrangements should be made to ensure that the controls are maintained and monitored for adequacy. |
| **High** | Substantial improvements should be made to reduce the level to an acceptable level. Risk reduction measures should be implemented urgently with a defined period. Consider suspending or restricting the activity, or applying interim risks controls. Activities in this category **must** have a written method statement/safe system of work and arrangements must be made to ensure that the controls are maintained and monitored for adequacy. |