



Ark[®]
People
Housing
Care

Lone Working

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| Procedure Reference: | | HS12a | |
| Related Policy: | | HS12 – Lone Working | |
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| Owner: | Brian Gunn | Job Title: | Health and Safety Manager |
| To be issued to: | | Board of Management ARK Management All Staff Policy Review Group | |
| Method of Delivery: | | Email Policy LearnPro Policy Briefing Sheet | |

Version Control

| Date | Owner | Version | Reason for Change |
|----------|------------|---------|-------------------|
| Mon 2022 | Brian Gunn | v 5.0 | Cyclical review |
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Summary of Changes

| Section | Change |
|-----------------|----------------------|
| Whole Procedure | Change to new format |
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1.0 Introduction

Ark recognises that establishing safe working for lone workers is no different from organising the safety of other employees. Lone workers should not be at more risk than other employees. However, this may require extra risk-control measures.

It will often be safe to work alone, however the law requires employers to think about and assess any health and safety risks before people are allowed to do so.

See Appendix 1 for more information and considerations of lone working risk.

2.0 Lone Worker Risk Assessment

A risk assessment should be carried out to assess the level of risk involved with lone working and to any person who may be affected by their work, i.e. the need for a second person to assist with a task or in a rescue role.

To help with this task, a generic lone working risk assessment is available for managers and staff to use which can be edited to suit the lone working tasks, this can be found in the health and safety folders in the general drive.

Anyone with enough knowledge, experience and competence can complete a workplace risk assessment, but it will mostly be Ark manager`s along with support from Ark`s Health and Safety Manager to complete these assessments.

The draft risk assessment should be completed and shared with staff before work commences so that everyone is aware of the risks and hazards associated with the task. This allows staff to input in the risk assessment process and to gain any further information from their local knowledge of the workplace.

See Appendix 1 for more information and considerations of lone working risk.

3.0 Extra Duty of Care

Staff should inform their manager if their capability to be involved in lone working tasks is impacted by a temporary or long term health condition that might put them or others at risk of harm.

Particular consideration should be given to pregnant women or new mothers, employees with a history of back trouble, or other health problems which may be affected by lone working tasks.

An extra duty of care assessment allows managers to make reasonable adjustments to workplaces in agreement with the employee.

There may be additional input from Ark H&S manager, Ark Organisational Development team and an Occupational Health service in developing the extra duty of care assessment.

4.0 Reporting of Lone Working Incidents

All employees must report lone working incidents following Ark's incident reporting procedures.

Details of the Incident reporting procedure are in HS04 Reporting of Incidents Policy. This includes carrying out an investigation in to the incident and identifying any follow up actions or extra control measures which may be required.

5.0 Implementation and Review

5.1 Implementation

The Chief Executive is responsible for ensuring that this procedure, and the policy that support it, are followed by all staff, relief, agency, students, volunteers and board members.

5.2 Review

The Chief Executive will ensure that this procedure is reviewed at least every three years.

Appendix 1 – Information and Consideration of Lone Working Risks

Two main questions should be considered:

Can the work be done safely by a single person.

The manager should be able to demonstrate that a lone worker is not exposed to extra risk compared to a group of employees doing the same job.

What arrangements are required to ensure the lone worker is at no more risk than employees working together.

Various areas need to be considered to answer this question:

| Assessment of | Considerations |
|---------------------------------------|---|
| Working in a remote location | <ul style="list-style-type: none"> ▪ How often or when should the worker report in by telephone. ▪ How long should the work take. ▪ Is there a recent history of violence and aggression at the work location. (Within last 12 months) ▪ Is there adequate rest, hygiene, refreshment, welfare and first aid facilities. ▪ How long would it take for assistance to get to them in an emergency. |
| Condition of the work place | <ul style="list-style-type: none"> ▪ Is there adequate lighting, heating, ventilation. ▪ Are there fire precautions in place. ▪ Is there a safe means of entry and exit to the workplace. |
| Communications | <ul style="list-style-type: none"> ▪ Is there a means of two-way communication, e.g. telephone, mobile phone. ▪ Does the worker need a personal alarm or can they be located accurately if assistance is required. |
| Preventing Violence | <ul style="list-style-type: none"> ▪ Is there a risk of violence and aggression while at work. ▪ Is a personal alarm required. ▪ Have Managers assessed employees' individual circumstances for keeping safe (i.e. women, pregnant workers, young people, disabled, older employees etc.). Extra Duty of Care assessments to be completed. . |
| Extra Duty of Care. | <ul style="list-style-type: none"> ▪ Does the job impose any demands on the lone worker's physical or mental health. ▪ Does the lone worker suffer from any illness that might increase the risk related to the task. |
| Information, training and supervision | <ul style="list-style-type: none"> ▪ Has there been sufficient training and information provided to the lone worker to enable them to identify hazards and take appropriate action to avoid them. ▪ Are employees competent to deal with circumstances which are new, unusual or beyond the scope of training, e.g. when to stop work and seek advice from a manager and how to handle aggression. ▪ How will the lone worker be supervised. |

| Assessment of | Considerations |
|----------------------|---|
| Moving and Handling | <ul style="list-style-type: none">▪ Can all equipment / loads involved be safely handled by one person. |
| Emergencies | <ul style="list-style-type: none">▪ Respond to Fire, Equipment Failure, illness and accidents safely. |