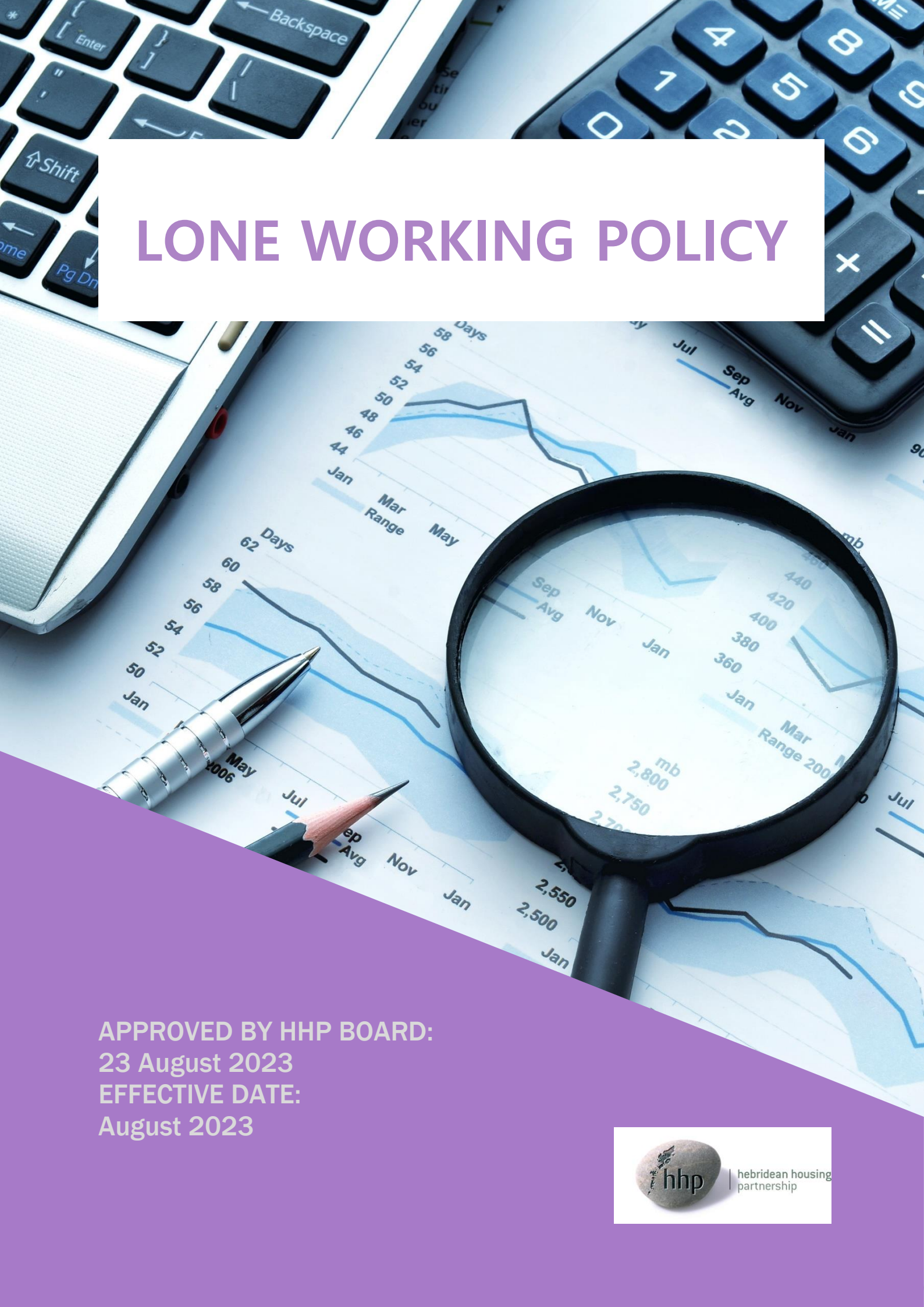




LONE WORKING POLICY

APPROVED BY HHP BOARD:
23 August 2023
EFFECTIVE DATE:
August 2023



hebridean housing
partnership

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INTRODUCTION

- 1.1 We aim to limit lone working where reasonably practicable. Where lone working is necessary, we will take all reasonable steps, in accordance with our duty of care towards you to make sure you are safe while you work for us.
- 1.2 We recognise that lone workers face particular problems, and we will not require employees to work alone where this results in unacceptable risks. We will ensure all lone workers are thoroughly trained at the start of their employment, are regularly supervised and monitored, and are instructed in all matters relating to their Health and Safety (H&S) at work.

SCOPE

- 2.1 This Policy applies to all Board members, employees including temporary employees, contractors, volunteers, students and those on work experience. It forms an integral part of the Partnership's Health & Safety Policies. The Policy applies to all situations involving lone working arising in connection with the duties and activities of our employees, including:
 - employees working on their own within our offices; and
 - employees working on their own out with our offices.

AIMS

- 3.1 To increase employee awareness of safety issues relating to lone working.
- 3.2 To ensure the risk of lone working is assessed in a systematic and ongoing way, and safe systems and methods of work are put in place to reduce the risk so far as is reasonably practicable.
- 3.3 To ensure appropriate training is available to employees in all areas equipping them to recognise risk and provides practical advice on safety when working alone.
- 3.4 To ensure appropriate support is available to employees who have to work alone.
- 3.5 To encourage full reporting and recording of all adverse incidents relating to lone working.
- 3.6 To reduce the number of incidents and injuries to employees related to lone working.

The above list is not exhaustive.

Definition of a Lone Worker

Health & Safety Executive define a lone worker as someone who

"works by themselves without close or direct supervision"

At HHP a lone worker includes

- Working outside normal office hours, even on a one-off basis
- Working with the public on your own or away from colleagues
- Working on your own, in an office, at home or some other location
- Working in other's homes or premises
- If you travel alone as part of your job (this does not include commuting)
- Working in the office but away from colleagues

LEGISLATION

4.1 Although there is no single piece of legislation that explicitly applies to lone workers, the following apply indirectly:

- Health and Safety at Work Act 1974
- The Corporate Homicide Act 2007
- The Management of Health at Work Regulations 1999,
- Protection from Harassment Act 1997

EMPLOYER RESPONSIBILITIES

5.1 As your employer, we have a responsibility to make sure you are safe while working for us and this includes any time you are lone working.

To do this we will:

- Make sure risk assessments are carried out and reviewed regularly or as and when required.
- Provide procedures for working safely while you are lone working.
- Make sure you are provided with appropriate and relevant training to understand our procedures.
- Have reporting systems in place to record, investigate and review any near misses and incidents.

- Involve you when considering potential risks with lone working and reasonable control measures.
 - Make sure you are issued with a copy of this policy.
 - Review this policy and update it as is appropriate.
- 5.2 The Health & Safety Committee is responsible for ensuring that risk assessments are undertaken and procedures are followed throughout their teams.
- 5.3 The Health & Safety Committee is responsible for setting up and maintaining an effective procedure relating to all equipment/machinery used by their employees to ensure that:
- a) all equipment/machinery is safe;
 - b) defects are quickly reported and rectified; and
 - c) regular maintenance is carried out.
- 5.4 All lone workers will have regular personal contact with their Line Manager at least once a week. In the instance of managers being on leave or long-term illness another manager must be put in place to maintain regular personal contact.
- 5.5 All lone workers will be informed by their Line Manager whom they should contact for help and support in fulfilling their duties. Where possible the contact will be an office-based employee, and readily available. In the event that the contact is unavailable and advice urgently required, employees should contact Customer Services on telephone: 0300 123 0773.
- 5.6 All lone workers should have quick and easy access to first-aid facilities. If appropriate, lone workers will be provided with a first-aid kit. The first aid requirements of all current lone workers will be assessed and provision will be made as necessary.
- 5.7 In circumstances where we accept that a lone worker could have difficulty in raising the alarm in an emergency, we will install or provide an alarm system appropriate to the situation.
- 5.8 Where lone workers are mobile during their working day, systems will be established whereby the location of individuals at any particular time can be determined; this may include the requirement to report to a central point at the end of an appointment or working day. Such systems must be strictly adhered to.

- 5.9 No ad hoc lone working will be permitted without prior written authorisation from the relevant Director.

EMPLOYEE RESPONSIBILITIES

- 6.1 You also have responsibilities which we expect you to fulfil. These are as follows:
- Abide by our lone working procedures and speak to a manager if you are unsure of anything.
 - Not knowingly put yourself at risk.
 - Remove yourself from any situation you do not feel comfortable and/or safe in.
 - Report all lone working incidents and near misses, by following our reporting procedures.
 - Attend training when this is provided.
 - Take part in our lone working risk assessment process.
 - Whilst in a lone working situation carry out an informal/dynamic risk assessment.
 - Know, understand and follow this policy and the procedures.
 - Ensure your emergency contact person is provided with our contact details in line with our procedure.

MANAGING RISKS

- 7.1 The overall purpose of risk management is to identify, eliminate, reduce and control risks.
- 7.2 It is recognised that lone working can present increased risks to staff. It is therefore the responsibility of both of us to manage these.
- 7.3 In practice this means that we will carry out lone working risk assessments which will identify any potential risks. We will also consider the following during the exercise:
- the remoteness of the workplace;
 - potential communication problems;
 - the likelihood of a criminal attack;
 - potential for verbal and physical abuse;
 - consideration of lone workers' potential feelings of isolation, stress and depression;
 - whether or not all equipment, materials, etc can be handled safely by one person;

- whether or not the person is medically fit and suitable to work alone;
- how the lone worker will be supervised;
- how the lone worker will obtain help in an emergency such as an assault, vehicle breakdown, accident or fire;
- whether or not there is adequate first-aid cover.

7.4 In conducting the lone working risk assessment we will:

- give consideration to the additional risks to expectant mothers and young persons;
- where practical have the person that owns the risk conduct the risk assessment, where this is not possible or practical they will as a minimum be involved in the process and in the development of safe working methods;
- maintain a file of all lone working assessments;
- Make sure those working alone are provided with adequate information, instruction, and training to understand the hazards and risks and the safe working procedures associated with working alone.

7.5 A formal risk assessment will take place prior to all known lone working situations however, it is important that you are aware and are comfortable to undertake a dynamic risk assessment in any lone worker situation you may find yourself in. If you feel you require guidance on this, please speak to your line manager.

COMMUNICATING THE POLICY

- 8.1 We will inform our Board members, employees, other agencies and companies who operate from our offices and stores, about the Lone Working Policy.
- 8.2 Line Managers responsible for implementing and operating the Policy will receive regular in-depth training. All employees will be trained in the procedures and the operation of the Policy.
- 8.3 All new appointees to lone working positions will receive comprehensive induction training. All employees must satisfy their Line Manager that they are competent in:
- a) the duties of the particular post;
 - b) safety aspects of all machinery/equipment to be used; and
 - c) emergency procedures: fire, accident, illness, physical attack.

- 8.4 A copy of the Policy will be posted on our Intranet Sharepoint site and made available on our personnel system.

MONITORING AND REVIEW OF POLICY

- 9.1 This Policy will be reviewed every 3 years. More frequent reviews will be considered if, for example, there is a need to respond to new legislation/policy guidance.

INTERPRETATIONS & ABBREVIATIONS

The following interpretation and abbreviations are used in this policy:

WORD	INTERPRETATION
<i>We/our/us</i>	Hebridean Housing Partnership/HHP
<i>Board</i>	Means the Board of the Hebridean Housing Partnership
<i>Board Members</i>	All Members of the Board including co-opted Members
<i>Lone Workers</i>	<i>Employees whose working activities involve situations where they are without any kind of close or direct supervision</i>
<i>H&S</i>	<i>Health and Safety</i>
<i>Home Workers</i>	Employees who have been given permission to work from their home on a pre-agreed schedule
<i>We/our/us</i>	Hebridean Housing Partnership/HHP
<i>Board</i>	Means the Board of the Hebridean Housing Partnership
All references to the masculine gender in this policy shall read as equally applicable to the feminine gender	



HHP is a registered society under the Co-operative and Community Benefit Societies Act 2014, Registered Number: 2644R(S), Registered Office: Creed Court, Gleann Seileach Business Park, Willowglen Road, Stornoway, Isle of Lewis HS1 2QP. It is a charity registered in Scotland, Charity Number: SCO35767, registered as Registered Social Landlord with the Scottish Housing Regulator, Registration Number: 359 and registered as a Property Factor, Registration Number PF000183

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