

# Lone Working Policy

## 1. Summary

- 1.1. This policy is intended to ensure that SHAL properly exercises its Duty of Care towards employees and contractors and that we enable people to understand and manage the risks associated with lone working.
- 1.2. Employees and contractors have the responsibility to take reasonable care of themselves and other people affected by their work activities and to co-operate with their employers in meeting their legal obligations.
- 1.3. This policy is written in compliance with the Health and Safety at Work etc Act 1974 and the Management of Health and Safety at Work Regulations 1999 and comes under SHAL's Health and Safety policy. It ensures that SHAL meets its duty of care to its employees and takes full account of the Health and Safety Executive's advice and guidance.

## 2. Objectives

- 2.1. It will often be safe to work alone. However, the law requires SHAL to think about and deal with any health and safety risks before people are allowed to do so.
- 2.2. Things we consider to help ensure lone workers are not put at risk include:
  - 2.2.1. assessing areas of risk including violence, manual handling, the medical suitability of the individual to work alone and whether the workplace itself presents a risk to them
  - 2.2.2. requirements for training, levels of experience and how best to monitor and supervise them
  - 2.2.3. making sure that there are systems in place to keep contact with employees
- 2.3. Lone workers are anyone working alone at home or in the office and anyone who goes out to visit tenants or others on their own.

### 3. Details

- 3.1. Lone workers are people who work by themselves without close or direct supervision. This means anyone who visits a tenant’s home alone, especially outside normal office hours, but it can also mean anyone working alone in the office or from home (see Home Working Policy).
- 3.2. SHAL has a duty to assess risks to lone workers and take steps to avoid or control risks where necessary.
- 3.3. SHAL will involve employees when considering potential risks and measures to control them.
- 3.4. SHAL will take steps to ensure risks are removed where possible, or will put in place control measures e.g. visit in pairs; effective work equipment; call back arrangements; training or supervision; regular reviews of practice or risk with regards to individual circumstances to enable the employee to perform the required tasks in safety; the use of Lone Worker System.
- 3.5. SHAL manages risk by not allowing employees to carry out the task alone (e.g. Visit in Pairs or request that an individual be met within the office); or by ensuring that any risk is removed (e.g. animals within a tenant’s home are kept outside or within another room) addressing risk by making arrangements to provide help or back-up (e.g. requesting that police attend at an eviction)
- 3.6. SHAL will not require an employee to work within a confined space. If a contractor is required to do so the appropriate safety arrangements will be put assessed and put in place prior to the work starting (e.g. an individual assigned in a safety role)
- 3.7. The employee and their manager will carry out a risk assessment using the appropriate form.
- 3.8. The following risks will be considered – fire, equipment failure, accidents, illness, unpredictable behaviour of the public, animals, the equipment within the situation, ways in and out of the place where the individual will work, the nature of the work to be done, the use of chemicals, the risk of violence or aggression,

the vulnerability of the employee – disability, pregnancy, age, experience, medical condition, what is known about the individual, potential for drugs or alcohol to be present, geographical location and mobile phone signal.

- 3.9. SHAL will provide training on dealing with conflict, mediation, manual handling, COSHH.
- 3.10. SHAL will ensure that the level of supervision given to the employee reflects the situation and context of the lone working as well as the individual circumstances of the employee.
- 3.11. Monitoring of lone workers will be put in place including periodic visiting of individuals working alone to ensure that they are working correctly; periodic check in phone calls, especially at the end and the start of work; employee security systems (Lone Working Safety System); tracking systems; end of day work finish systems.
- 3.12. Tenants will be informed, if it is safe to do so, that they are the subject of Visit in Pair flag.
- 3.13. All lone workers will carry first aid kits and mobile communication devices.
- 3.14. All lone workers will have first aid training.
- 3.15. All employees are encouraged to make any excuse at all and leave a home if they feel threatened in whatever way at all. Employees are encouraged to react to intuition about a situation.
- 3.16. All incidents of threatening or abusive behaviour must be recorded as an Accident or near miss so that the circumstances can be reviewed and any learning used.
- 3.17. All staff members who are working remotely and in tenants homes and the community will complete a basic DBS check once every three years.

#### 4. Outcomes

- 4.1. SHAL’s Duty of Care to Employees will be properly exercised and employees will be safe at work.
- 4.2. Risk will be assessed and eradicated or effectively managed.

- 4.3. Any incidents, accidents or near misses will be recorded and reviewed to ensure that learning is communicated throughout SHAL and changes to processes made when necessary.
- 4.4. Incidents and accidents will be prevented as a result of risk intelligent assessments and management.
- 4.5. Employees will feel confident that they can carry out their work safely. Tenants will be given a consistent and safe service.

## 5. Consultation

- 5.1. This policy will be regularly reviewed with employees and at the JNC.
- 5.2. The Tenants Scrutiny Panel will also review the policy to ensure that it is fair and properly communicated to tenants.

## 6. Equality and Diversity

- 6.1. Each employee's circumstances is different and can change from day to day. Therefore, it is important that risk assessments and risk management arrangements take this into account.
- 6.2. The ability to properly assess and manage risk associated with unpredictable behaviour will ensure that SHAL employees are able to offer a safe, professional, consistent and effective service.

## 7. Value for Money

- 7.1. Accident and incident prevention will ensure that no employees are injured at work and have to be absent as a result.
- 7.2. SHAL's effective management of its duty of care to employees to keep them safe will ensure that we are not subject to litigation and the award of damages for a breach of duty.

## 8. Owner

8.1. Housing Manager

## 9. Version and Revisions

9.1. This policy will be reviewed every 2 year(s)

9.2. Revisions

New version	Date	Revision details
2.0	28/05/21	DBS information added