

LONE WORKING

| What are the hazards? What can go wrong? | Who might be harmed and how is this likely to happen? |
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| <p>People working alone in fixed establishments</p> <p>Mobile staff or volunteers working away from the organisation's main base</p> | <p>Staff and volunteers may be at risk of violence, aggression, allegations and attack if working and /or travelling alone.</p> <p>Staff and volunteers with disabilities or health conditions, pregnant employees or those with a difficult relationship with a client are potentially more at risk.</p> |
| Possible control measures: | |
| <p>Avoid Lone working where possible.</p> <p>Establish if the workplace presents a special risk to the lone worker that is covered by other legislation e.g. confined spaces, if so follow, best practice advice on controlling these risks.</p> <p>Refer to Personal Safety Policy and follow advice given therein</p> <p>Consult Personal Safety Precautions Register before undertaking home visits or meeting anyone by appointment. Follow the precautions given.</p> <p>Follow any personal safety policies and procedures in place.</p> <p>Work in pairs if unhappy about lone visiting.</p> <p>Provision and use of a personal safety kit – alarm, mobile phone etc</p> <p>Ensure appropriate Personal Protective equipment is provided and used where this has been identified as necessary..</p> <p><u>Use of Lone Worker Monitoring Systems</u></p> <p>Operate effective 'Buddy systems' leaving contact details, name and address of visit and expected time of return with a colleague.</p> <p>Code word used to call for assistance.</p> <p>When visiting properties position yourself so that you can leave quickly if necessary.</p> <p>Access to relevant background information for high risk areas and visits.</p> <p>Attend relevant personal safety training course and implement techniques learnt.</p> <p>Report any concerns.</p> <p>Have knowledge of area (local shops, pubs, schools) and use this when deciding where to park and routes to use.</p> <p>Take into account seasonal changes, ie weather, snow, Christmas time, school runs.</p> | |