

Lone Working Policy



Reference:	HS_POL_CMS_MLW_2.0	Author:	Fire, Health and Safety Manager
Scope:	Lone working policy	Approved by:	Executive Team
Legislation:	Health & Safety At Work Act 1974 Management of Workplace Health & Safety Regulations 1999 Corporate Manslaughter and Corporate Homicide Act 2007 Health & Safety Offences Act 2008	Date of approval:	April 2023
Regulatory/ Governance:		Date of next review:	3 yearly
Related Policies:	Health & Safety Policy Homeworking Policy		

1. Policy Statement

- 1.1 We believe that the protection of colleagues from violence, accidents, ill health, and other risks when working alone is of the utmost importance. Suitable and sufficient control measures will be made to minimise these risks as far as is reasonably practicable.
- 1.2 Appropriate operational control measures are in place for colleagues who:
 - Work alone in the community and are required to wear an identified lone working device, or
 - Work from home, or
 - Require specific or additional consideration, for example, medical issues.
- 1.3 Any additional control measures are recorded in the risk assessment and appropriately monitored.

2. Scope

- 2.1 This document sets out our policy for providing a safe working environment for all colleagues who work alone, regardless of working hours or environment.
- 2.2 The risk of lone working varies with:
 - Location

- The type of work being performed
 - The potential for interaction with others.
- 2.3 The controls put in place will reflect the risks colleagues may face when working alone.
- 2.4 The Health and Safety Executive defines a lone worker as someone who works by themselves without close or direct supervision.
- 2.5 Staff who work alone do not have colleagues in the vicinity to assist if an incident occurs e.g. violence, abuse, a fall, or health issue.
- 2.6 Lone working control measures are designed to safeguard colleagues who work alone either some or all of the time (e.g. those working in the community or in people's homes).
- 2.7 This Policy sets out how:
- Colleagues are required to comply with all lone working controls that are put in place.
 - Colleagues must take responsibility for protecting their own safety.
 - Managers are expected to identify and minimise risks associated with colleagues who are identified as lone workers and provide all necessary equipment and practical support.

3. Roles and Responsibilities

3.1 The table below outlines roles and responsibilities.

Role	Responsibility
Board	<ul style="list-style-type: none"> The Board strategically supports the organisation in the application of this policy.
Chief Executive	<ul style="list-style-type: none"> Overall responsibility for the implementation of the Lone Working Policy in line with the corporate strategy.
Executive Team	<ul style="list-style-type: none"> The Executive Team is responsible through the departmental roles of its members for supporting the effective implementation of the Lone Working Policy.
Fire and Health & Safety Manager	<ul style="list-style-type: none"> Ensuring that the lone worker policy is kept up to date Ensuring that all required lone working risk assessments are in place and kept up to date Reviewing the operational performance and usage of the lone working devices Ensuring all colleagues issued with a device have been trained and fully understand how to use the device
Senior Managers	<ul style="list-style-type: none"> Ensuring managers of colleagues who are lone working are

	<p>monitoring the usage of the devices.</p> <ul style="list-style-type: none"> • That line managers are reviewing colleagues device usage through the portal and that they discuss and rectify any identified non-conformance.
Managers	<ul style="list-style-type: none"> • Lone working devices are issued to all relevant colleagues who report directly to them • The device is used and worn appropriately by these colleagues • Using the device will be mandatory when working alone • They know how to use the lone working management portal, and that the information is kept correct and up to date at all times, including the escalation process for emergencies • They review colleagues' device usage through the portal and discuss and rectify any identified non-conformance.
IT Team	<ul style="list-style-type: none"> • Ensuring that all colleagues that require a lone working device have one issued and ensure that all records are kept up to date i.e. escalation contacts.
Lone workers	<ul style="list-style-type: none"> • They know how to properly use the device and undertake any necessary training • Their lone working device is fully charged, and that the device is worn and used correctly when working alone • You must check in on the device once per month, minimum • Visual daily status checks are made on the device for battery, signal and GPS location • Any faults with the device are immediately reported to their Manager. • Their own safety whilst working alone, for making dynamic assessments of risk and reacting accordingly • Ensuring that their mobile phone is charged, fully working and accessible at all times • Reporting any work-related incidents of violence, assault or abuse to their immediate Line Manager. • Ensuring that their contact details are kept up to date at all times.

4. Legislation

- 4.1 We will comply with all relevant health and safety legislation and shall produce documented information to support all of our legal obligations.

5. Procedure

- 5.1 The devices will be connected to an Alarm Receiving Centre (ARC) which will be manned 24 hours per day, seven days per week, and:
- The device must permit the user to activate an alarm discreetly and notify the ARC
 - The ARC must be able to remotely assess the situation and summon assistance based on what they hear
 - There must be an escalation process if further clarification on the situation is needed
 - The alarm must not be cancelled until it can be determined that the colleague is safe
 - The device must have a man down feature which will be activated if it detects no movement for a specific period of time
 - This Policy will be supported by specific instructions on how to use the device and what to expect from the ARC.
- 5.2 When arriving at a location alone, colleagues must wear the body worn lone worker device, and perform a dynamic assessment of the risks and act accordingly, including activating an alert on the device where necessary.
- 5.3 Where the Customer Relations Management system identifies a history of challenging behavior, or where a “Visit In Pairs (VIP)” marker exists, colleagues shall take the following appropriate steps:
- Attend the appointment with a colleague
 - Wear the body worn lone worker device, even though technically they will not be working alone
 - Perform a dynamic assessment of the risks and act accordingly, including activating an alert on the device where necessary.

6. Key Performance Indicators

- 6.1 The following will be monitored by Managers, Senior Managers and the Executive Team via the lone working management portal:
- Usage statistics
 - False alarms
 - Genuine alarms

7. Training and dissemination

- 7.1 Managers will receive training on using the portal and monitoring the performance measures set out in section 5. Awareness of the requirements of the Policy and the arrangements in place for each team will be disseminated to all relevant colleagues by the Fire and Health & Safety Manager.
- 7.2 The Policy and supporting documentation is accessible to all colleagues via the intranet.

- 7.3 Team specific lone working risk assessments are available to all colleagues via the intranet.
- 7.4 All colleagues issued with a lone working device will complete the training program provided by the supplier. The device will not work until the training has been completed.
- 7.5 Face-to-face training will be provided where there are practical issues with individuals accessing and viewing the training electronically.

8. Equality & Diversity

- 8.1 Housing Solutions recognises the needs of a diverse population and always acts within the scope of its own Equality and Diversity Policy, the Human Rights Act 1998, and Equalities Act 2010. Housing Solutions works closely with its partners to ensure it has a clear understanding of its resident community with clear regularly updated service user profiles. Housing Solutions will record, analyse and monitor information on ethnicity, vulnerability and disability.

9. Confidentiality

- 9.1 Under the Data Protection Act 2018, General Data Protection Regulation (GDPR) and the Human Rights Act 1998, all personal and sensitive organisational information, however received, is treated as confidential. This includes:
 - anything of a personal nature that is not a matter of public record about a resident, client, applicant, staff or board member
 - sensitive organisational information.
- 9.2 Housing Solutions employees will ensure that they only involve other agencies and share information where there is a legal basis for processing the information.

10. Review

- 10.1 This policy will be reviewed on a 2-yearly basis or more frequently in response to changes in legislation, regulatory guidance, good practice or changes in other relevant Housing Solutions' policies.
- 10.2 Our performance in relation to the delivery of the services and activities set out in this policy will be monitored on an ongoing basis through our established reporting mechanisms to our Senior Management Team, Executive Team, Board and associated committees.

11. Appendices

- Appendix A: Red alert process
- Appendix B: Incapacitation alert process
- Appendix C: Ready2Talk process
- Appendix D: Monitoring timer process

Useful information linked to device usage:

[Solo Protect Touch ID User Guide](#)

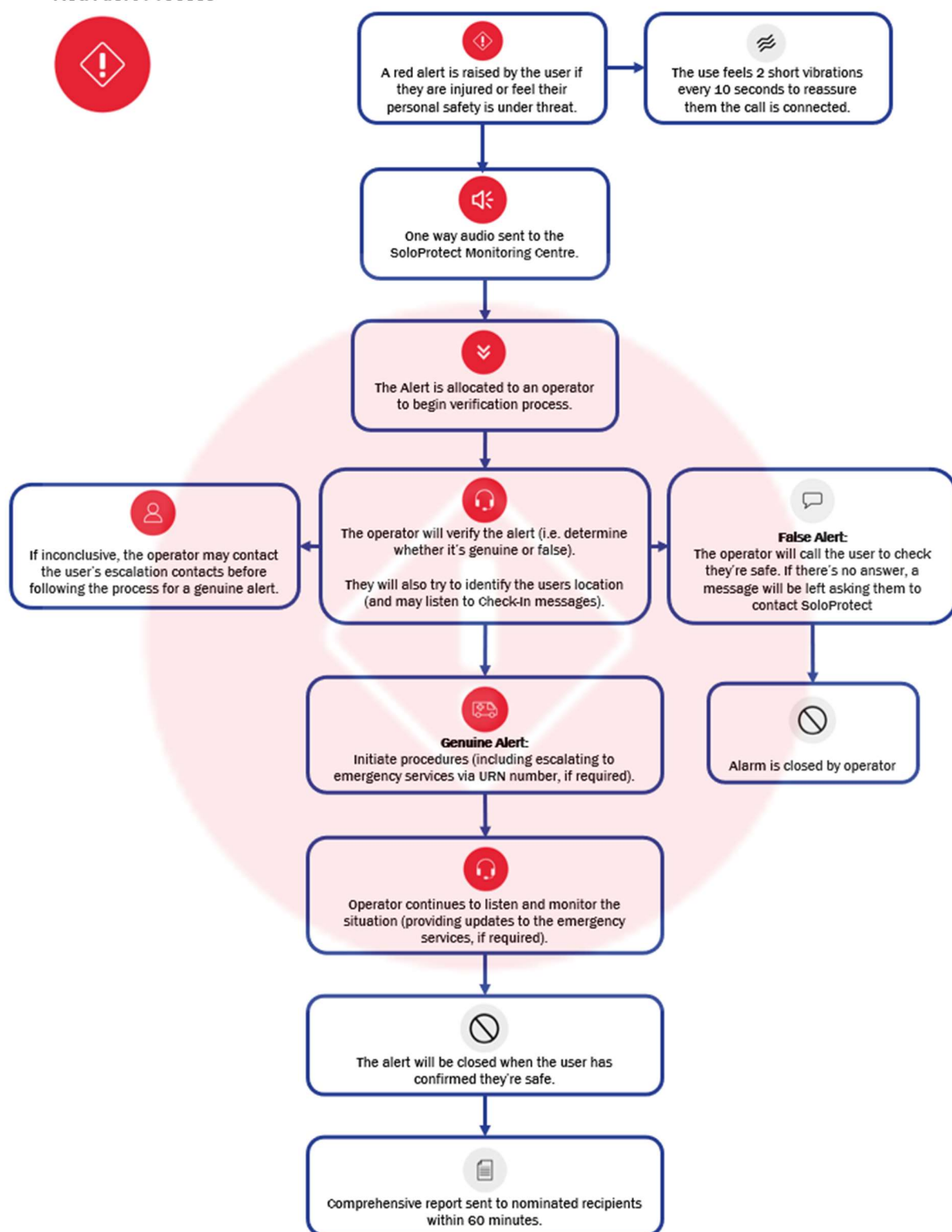
[Solo Protect Red Alert Guide](#)

[Solo Protect Touch ID Quick Reference Guide](#)

Appendix A – Red Alert Process



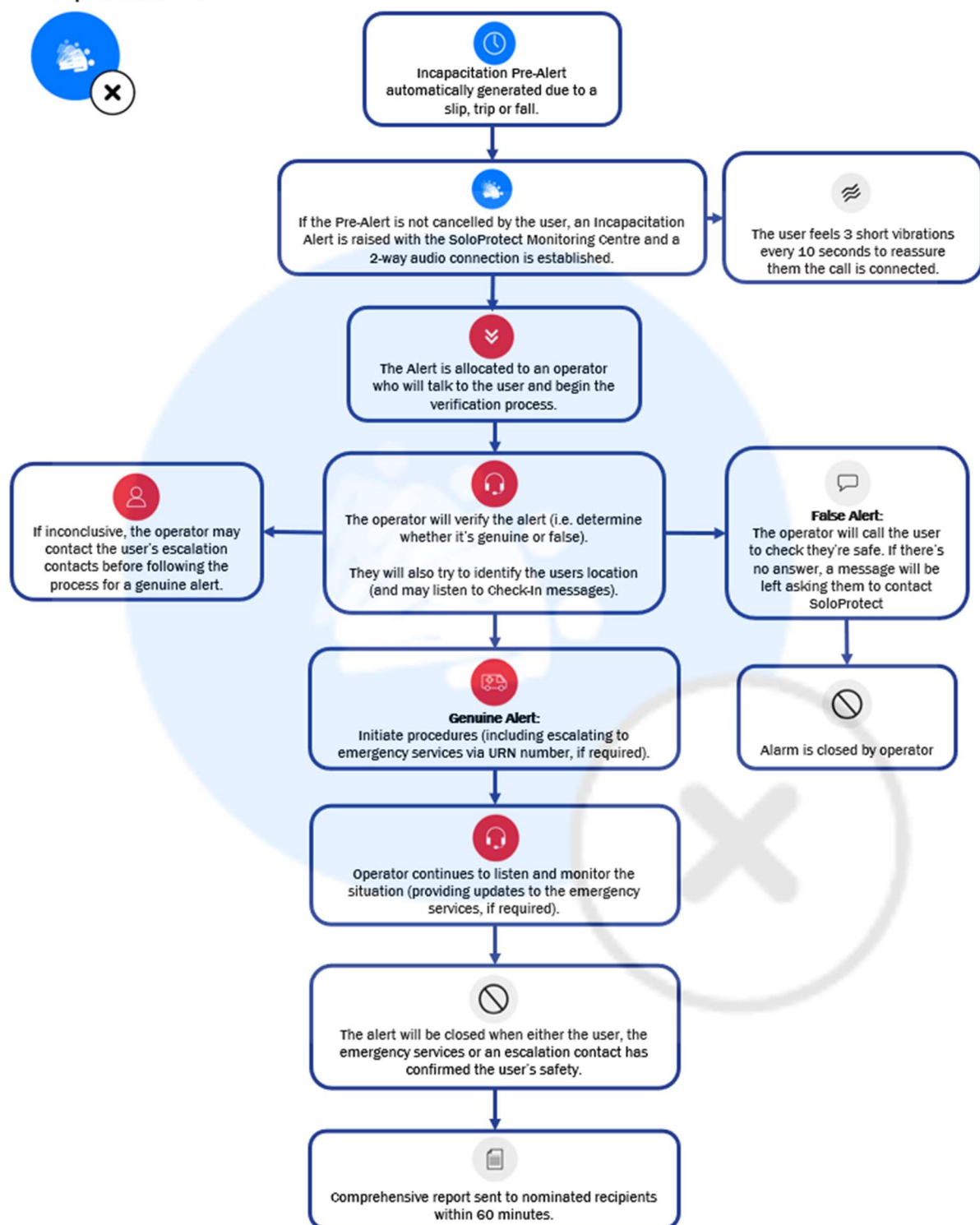
Red Alert Process

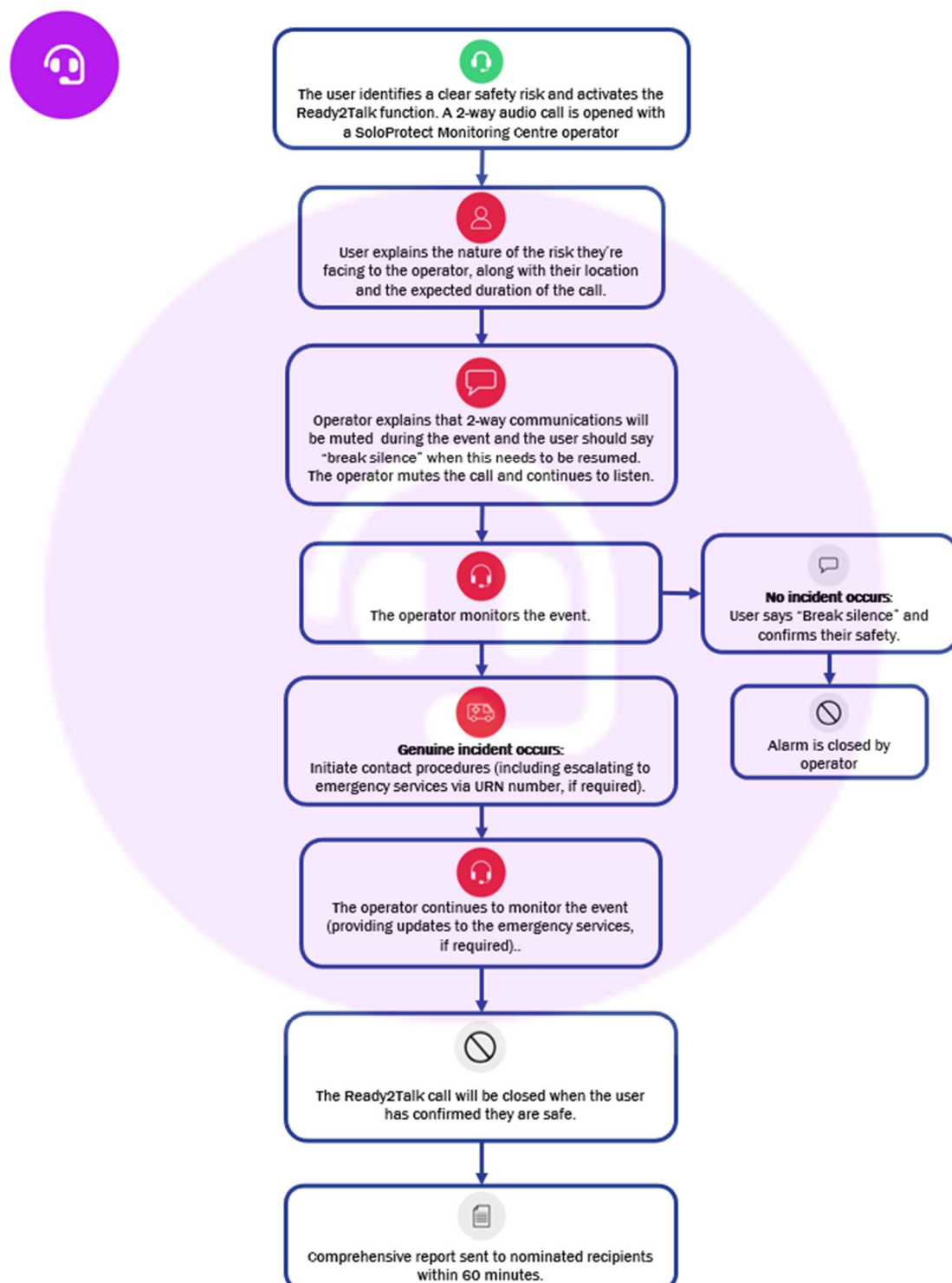


Appendix B – Incapacitation Alert process



Incapacitation Process





Appendix D – Monitoring Timer Process

