

OADBY & WIGSTON BOROUGH COUNCIL

# Lone Worker Policy and Procedure 2017



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**Oadby & Wigston**  
BOROUGH COUNCIL

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## 1.0 Introduction

The purpose of this policy is to ensure adequate systems are in place to assess the risks a lone worker may face and ensure the health, safety and welfare to reduce the risks of lone working so far as is reasonably possible and practicable.

Lone working is common in many Council activities and recognises that lone workers face particular problems.

## 2.0 Definition

A lone worker is anyone who works in isolation from their colleagues without close or direct supervision. It could be an employee in an office working early or late, a single person in a workshop, park or someone working at home. For a non exhaustive list of people who work outside of normal office hours.

## 3.0 Scope

This Policy applies to all employees permanent or temporary of the Council and includes any agency, contractors or visiting professionals employed to provide services on their behalf.

## 4.0 Objectives

The objectives of this policy are to ensure:

1. Lone workers are identified
2. That risks inherent in lone worker situations are assessed and suitable precautionary measures taken
3. There is a local safe system of work which:
  - a) Records the whereabouts of lone workers
  - b) Tracks the movement of lone workers
  - c) Follows an agreed system for locating employees who deviate from their expected movement pattern
  - d) Identifies when lone working is no longer appropriate

## 5.0 Roles and Responsibilities

### **Chief Executive (CEO)**

- Take overall responsibility for health & safety across the Council, and leads in setting corporate policy and direction.

### **Senior Management Team (SMT)**

It is the responsibility of Senior Management Team to ensure that:

- Employees are made aware of the contents of this lone working policy, including amendments, as and when they are made, and have access to a copy of this policy.
- The effectiveness of, and the adherence to, the lone working policy is monitored regularly.
- The lone working policy is reviewed regularly and revised as necessary.
- Suitable and sufficient training is identified and provided for all employees.
- Suitable and sufficient resources (money, people, time, materials and equipment) are provided to meet health and safety requirements.
- Adequate insurance cover (Employers' Liability Insurance, Motor Insurance, etc.) are provided.

### **Managers and Team Leaders**

It is the responsibility of Managers, Team Leaders and Senior Management Team to ensure that they:

- Are aware of the Lone Worker Policy
- Carry out risk assessments for every job. This should be carried out using the guide which is attached to the report at Appendix A.
- Ensure that actions and recommendations arising from the risk assessments are implemented fully and that suitable arrangements are made to monitor this implementation.
- Implement systems to identify those employees who do not report or return at the expected time.
- Monitor and review feedback from the organisation on lone worker risk and seek to improve processes.
- Monitor and update this policy as appropriate.

- Report to SMT any situation where the risk cannot be controlled in consultation with Health and Safety Officer
- Adequate arrangements are made for employee welfare.
- Safe systems of work (including safe operating procedures) are developed and implemented as appropriate.
- Identify and recognise service specific health and safety requirements and arrange suitable training.
- Suitable and sufficient arrangements are made for monitoring and updating the Corporate Risk Register.
- Managers and Team Leaders are kept up to date with respect to relevant health and safety legislation that affected work area.

Any risks arising from their work are reported so that control measures can be put in place. To report to your Manager or Health and Safety Officer any situations where the risk assessments have to be reviewed.

The Manager must ensure that suitable precautions are in place, such as:

- a) Mobile telephones/radios
  - b) Team working
  - c) Access to the Corporate Risk Register
  - d) Reporting to an agreed arrangement such as Service 24
  - e) Personal alarms - Issued to all lone workers. New starters will be issued with one at induction.
- To support employees who are victims of violence and aggression. All staff can access the 24 free helpline for support. Details of this support will be issued at induction. Face to face counselling is available to all staff.
  - Ensure details of all incidents and employee safety concerns are recorded, as well as investigated as appropriate.

### **Health and Safety Officer**

It is the responsibility of the Health and Safety Officer to:

- Ensure that Managers offer the appropriate protection to Lone Workers.
- Investigate serious incidents with Managers.
- Review the Lone Worker Policy when legislation changes or an incident happens that prompts a review.

- Arrange the six monthly meetings with Lone Workers with support from the Human Resources Team.
- Administer the Central point for Customer Alert Service.
- Chair the Health and Safety Group.
- Collect data on the Incident reports and includes them in the annual Health and Safety that goes to Committee.

## **Employees**

It is the responsibility of an employee to ensure that they:

- Ensure their own safety whilst at work and the safety of those that might be affected by their acts or omissions.
- Follow Council procedures and guidelines for lone working.
- Ensure any incidents are reported via the correct procedures.
- Attend all mandatory training that is deemed appropriate by the nominated Health and Safety officer and Human Resources.
- Alert managers to any activity carried out, which involves working alone for more than one hour.
- Comply with any precautionary measures including guidelines laid down by Lone Worker Policies.
- Provide any of the following information that may be needed for the safe system of work:
  - a) Working alone at the beginning and end of the normal working hours
  - b) Daily out of base work place
  - c) Detail of the make, model, colour and registration number of the vehicle being used.
  - d) Notifying any changes to the daily out of base work plan (i.e. ad-hoc or “spur of the moment” visits).
  - e) Informing key person on return to base.
- Report any unsafe or potentially unsafe situations, and to report incidents in which violence or aggression or threats using the incident reporting procedure, including any near misses.
- Take reasonable care for own safety and not expose themselves to unnecessary risk.
- Attend any events to assist the Council to improve the safety and wellbeing for lone workers.

## 6.0 Equal Opportunities

The Equality Act 2010 provides a legal framework to combat unlawful discrimination and provides general and specific duties organisations must follow in relation to Equality in the workplace. The Council aims to eliminate discrimination on the grounds of age, being or becoming a transsexual person, being married or in a civil partnership, being pregnant or on maternity leave, disability, race (including colour, nationality, ethnicity or national origin), religion, belief or lack of religion/belief, sex or sexual orientation.

# Appendix A: Procedures and Guidance for Lone Working

## Introduction

This Procedure and Guidance for Lone Working should be read in conjunction with the Lone Working Policy.

Lone workers are at a potentially greater risk than their office based counter parts who work with other colleagues. They are also at significant risk from the threat of verbal and physical abuse. The issue of violence will need to be considered for all identified lone workers.

This document will explain the importance of risk assessments and the safe system of work that your manager will undertake to ensure your safety.

It will also give you guidance on how to prepare for meetings and visits away from the office.

## Definition

Lone Workers are those who work by themselves without close or direct supervision, usually at locations away from a fixed base. The main categories of workers affected by this definition within Oadby and Wigston Borough Council are:

- mobile workers who travel to varying locations and work away from their fixed base
- those working at fixed bases with limited personnel cover, often one person carrying out their duties alone
- those carrying out maintenance or contracted duties on other premises
- those home working in a home office setting
- those working outside normal working hours
- staff who are on a journey, travelling

The Lone Working Policy covers any duty undertaken by Oadby and Wigston Borough Council at any time of the day or night.

## Identifying Lone Workers

All job descriptions will need to be examined by the Managers so that lone workers can be identified. Each Manager will keep an up to date register of lone workers and inform the Human Resources Team of the contents on a regular basis and also at any change of content.



## **Risk Assessments**

Risk assessments must be carried out to identify risks to lone workers and control measures introduced to minimise the risks wherever practicable. These requirements are applicable to all work situations/activities and in particular where employees are working alone or outside normal working hours. The identified lone worker must have a risk assessment conducted that examines two aspects:

- Task
- Work environment

Lone workers should not be at any more risks than other employees, however in order to achieve this; extra control measures may be required. Precautions chosen will need to take into account the normal work activities and also foreseeable emergencies e.g. equipment failure, illness and accidents.

The risk assessment should consider all the factors that may endanger a lone workers health and safety. These may include the following:

- Can the risks of the job be controlled by an individual working on their own or does the workplace present a special risk to lone workers?
- Is there a risk of violence?
- The remoteness or isolation of the workplace
- the nature of the activity and time of day it is being conducted,
- Are there any particular risks faced by certain groups of people for example new starters or pregnant women working alone?
- Is the person medically fit competent, mature and suitable to work alone?
- Consider both routine and foreseeable emergencies, which may impose additional burdens on the individual.
- What happens if the person becomes ill, has an accident or there is an emergency? Lone workers should be capable of responding correctly to emergencies. Risk assessment should identify foreseeable events and emergency procedures should be established and employees trained in them. Lone workers should have access to first aid facilities.
- What training is required to ensure competency in safety matters? Training is particularly necessary where there is limited supervision to control, guide and support in situations of uncertainty. Lone workers need to be sufficiently experienced to understand the risks involved in their work. The manager should set limits on what can and cannot be done while working alone.

They should ensure employees are competent to recognise their own limitations, for example when it is necessary to stop work and seek advice from a supervisor.

- People working alone may face greater security risks than other workers. If there is an accident there may be nobody to help them and they may also run an increased risk of violence. The security of the Employee whilst visiting must be considered particularly how people working on their own will be able to stay in contact with their supervisor.
- There needs to be procedures set up for the employees to report incidents, accidents, etc. This includes discussion of any incidents at a team meeting as a standard agenda item.
- Ensure that all Employees that visit are provided with the necessary equipment, training, instruction or demonstration.

Where the risk assessment has identified the lone working risk category, as shown in the table below to be **Low**; **Medium** and **High** - and the need for measures to control risk to lone workers, appropriate control measures must be implemented to ensure a safe system of work.

There is a **Generic Risk Assessment** at **Appendix (B)** and also a **Risk Assessment Flow Chart** shown in **Appendix (C)** that will assist Managers in completing the risk assessment for the individual officer.

Risk Category	Minimum Requirements	Examples of Lone Workers
<b>Low Risk</b>	<ol style="list-style-type: none"> <li>1. Contact their manager, or nominated representative, when they start work and supply their location</li> <li>2. Contact their manager, or nominated representative, when they finish work.</li> </ol>	<ul style="list-style-type: none"> <li>• home workers</li> <li>• visiting other Councils in work hours</li> <li>• meetings in buildings where other persons are present</li> <li>• street cleansing duties (unless data indicates there is a risk).</li> </ul>

<p><b>Medium Risk</b></p>	<ol style="list-style-type: none"> <li>1. Contact their manager, or nominated representative, when they start work and supply their location or if various calls are going to be made throughout the day then details of these locations and approximate times will be required</li> <li>2. Contact their manager, or nominated representative at mid day</li> <li>3. Contact their manager, or nominated representative, when they finish work.</li> </ol>	<ul style="list-style-type: none"> <li>• Isolated staff at a Council property e.g. Boulter Crescent Community Flat</li> <li>• Visiting Officers e.g. Planning, Housing, Environmental – where no data exists to inform that a risk exists</li> <li>• Includes enforcement action, evening meetings on exit from the building on your own or where no other staff / persons are on site.</li> </ul>
<p><b>High Risk</b></p>	<ol style="list-style-type: none"> <li>1. Ensure access to arrangements such as the Service 24 system is available and used</li> <li>2. Ensure your manager knows where you are going and estimated time scales (day time only)</li> <li>3. Contact your manager when you are no longer in the high risk category (day time only)</li> <li>4. Special situations may automatically be high risk.</li> </ol>	<ul style="list-style-type: none"> <li>• Employees on call out (early morning / late evening), where data indicates there is a risk</li> <li>• Enforcement action (where there could be a risk) or where the manager / lone worker identify a high risk situation.</li> <li>• Special Situations such as call outs (evening or early morning), enforcement action (where data exists that a risk is posed); if any situation becomes violent.</li> <li>• <i>You can not define high risk situations exhaustively; consequently the use of other information streams need to be utilised to allow both the manager and the lone worker to make an <b>INFORMED</b> decision on the risk that may be faced by the lone worker.</i></li> </ul>

### Safe System of Work

Where the risk assessment identifies a risk to the employee a safe system of work, taking into account normal and abnormal working conditions and foreseeable emergency situations must be implemented.

When establishing and reviewing a safe system of work, consideration should be given to the following:

- avoiding the need for lone working altogether,
- maintaining sufficient staff numbers at a base to prevent lone working,
- a system of regular contact on arrival at and/or departure from the appointment(s),
- the provision and use of a mobile telephone or radio,
- the provision of an alarm/screechers,
- checking the credentials of the customer and the meeting place arranged,
- arranging appointments or meetings in public places,
- arranging for staff to be accompanied when meeting suspect customers,
- avoiding arranging meetings off site at the close of business,
- using a whiteboard in the office to track staff movements,
- using a duress signal e.g. an unusual but plausible person's name in a conversation as a code word for an emergency situation,
- using arrangements such as Service 24 as a lone worker contact point
- lowering the amount of cash/valuables the employee is carrying,
- varying the route to be followed to avoid predictable travelling schedules,
- whether or not the lone worker can safely handle the plant, equipment and goods by themselves,

Other important considerations are that;

- staff know the procedures and rigidly stick to them,
- contact times agreed are adhered to,
- contact last thing at night before a worker goes home is imperative,
- the escalation process, should the worst happen, is effective, uncomplicated and efficient,
- responsibilities and duties are known by each individual.

### **Information and Instruction**

Each employee required to carry out lone work must receive training and information on the risks associated with any work activity. Each employee should also be informed of any specific requirements for control of risk, the Lone Working Policy, and the need to consult known information sources, such as the Customer Alert System to establish the likely status of the customer and any potential risk they represent.

**Appendix D – Hints and Tips** on personal safety both at work and at home, taken from the Suzy Lamplugh Trust, is a helpful document that should be used in planning meetings.

### **Personal Protective Equipment (PPE)**

PPE must be issued to an employee when the risk assessment has shown it to be necessary for safe operation. The 'Defender Ultimate Personal Safety Alarm' units are regarded as PPE. The work activities being undertaken will identify other PPE necessary to the task, e.g. high visibility jacket; mobile telephone/radio etc. Where PPE is issued each employee must be trained in the correct application and use of the equipment.

### **Accident/Incident Reporting**

In addition to accidents, incidents and near misses that occur on our premises, any accident, incident or near miss which occurs whilst working away from base must also be reported in line with Council policy.

The Guidelines for Reporting Accidents, Incidents and Near Misses are available on the Council's Intranet under the 'Health and Safety' banner.

### **Records**

Where the risk assessment indicates the need for a system to manage the risk to lone workers, records must be kept of all employees training and equipment issued. A suitable system for recording daily contact with the employee must be implemented where the Manager should know where any of their staff members are at all times during their working hours.

While it is for each manager to implement a system which is best suited to his/her section's needs, the following methods are suggested:

- a reporting system for all members of staff to confirm whether they are in or out of the building.
- This shall include lunch time, end of working day and periods of leave.
- Use of diaries (electronic or paper) detailing -
  - address of appointment
  - time of appointment
  - contact name
  - telephone number
- It will be the responsibility of individuals to -
- Use the "In/Out" system correctly.

- leave a diary of appointments accessible to colleagues
- keep the diary accurate and up-to-date

Where an electronic diary is used, the individual and their manager should ensure that the manager can access the diary.

A **Summary Guide** giving the responsibilities of all members of staff under the Lone Working Policy is attached at **Appendix (E)**.

# Appendix B: Generic Risk Assessment



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BOROUGH COUNCIL

## Risk Assessment Form

Ref: **LW/0001**

Task: **Lone Working (Visiting) - Generic**

Date: 17 May 2017    Next Review Date: Annually unless there are changes in circumstances    Assessment Team: Manager/ Visiting Officer

<b>Task Definition:</b>
Lone Working – where the officer is carrying out their normal duties <b>without</b> close supervision, usually at locations away from a fixed base.

<b>Persons at Risk:</b>
<b>1</b> Mobile workers who travel to varying locations and work away from their fixed base; those working at fixed bases with limited personnel cover, often one person carrying out their duties alone.
<b>2</b> Those carrying out maintenance or contracted duties on other premises; those homeworking in a home office setting.
<b>3</b> Those working outside normal working hours; staff who are on a journey and or travelling.

Ref:	Activity	Hazard Identified	Inherent Risk	Risk Assessed			Control Measures	Residual Risk			Notes
				L	S	R		L	S	R	
1	Traffic Movements	Driving	Traffic Accidents	1	3	1	Localise all visits by area or Post Code to reduce travelling.  Emergency procedures to call office.	1	2	2	

**Likelihood (L)**  
1 Rare  
2 Unlikely  
3 Possible  
4 Probable

**Severity (S)**  
1 Insignificant  
2 Minor  
3 Moderate  
4 Major

5 Highly probable

5 Severe

#	L1	L2	L3	L4	L5
S1	1	2	3	4	5
S2	2	4	6	8	10
S3	3	6	9	12	15
S4	4	8	12	16	20
S5	5	10	15	20	25

**LEVEL OF RISK**

**HIGH (RED)** – Activity should be stopped until the risk is reduced

**MEDIUM (YELLOW)** – Risk reduction measures are required within a defined time period

**LOW (GREEN)** – Risk to be controlled as far as reasonably practicable



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2	Traffic Movements	Driving	Getting Lost / Car Jacking	2	2	4	Use Google Maps or road map book. Planning routes beforehand and familiarisation with the area of visits. Keep all doors and boot locked and don't highlight that you are lost. At traffic lights leave sufficient space to be able to drive away. Do not get boxed in. Park with vehicle in direction of exit especially in a Cul-de-sac.	1	2	2	
3	Site Visits	Visits to 'site' as part of the role. Including inspection, reading meters, collecting samples, meeting contractors etc.	Potential injury; violence	2	3	6	Staff who are appointed are competent for the role. Staff under training are supervised and accompanied where appropriate. Staff covered by the risk assessments relevant to the 'site' e.g. different companies or contractor's works. Staff provided with PPE as defined by the job description and additional task specific local risk assessments conducted for their role. PPE includes winter coats, protective footwear, waterproofs, wellington boots etc.	1	3	3	

**Likelihood (L)**  
1 Rare  
2 Unlikely  
3 Possible  
4 Probable

**Severity (S)**  
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Assessment Team: Manager/ Visiting Officer

4	Home Visits	Visiting in customers home	Potential Violence or Injury	3	3	9	<p>Violence and Aggression training. Prepares staff to identify &amp; deal with such incidents.</p> <p>Procedures for lone working.</p> <p>Initial sift of visits to sort higher risks i.e., high-rise flats or drug dens. Local knowledge and communication between officers.</p> <p>Before visit, check case to see if potentially violent is listed on Customer Alert System.</p> <p>Contact between supervision and visiting officer by telephone and / or site visit. Emergency procedure for danger. Monitoring &amp; tracing procedures in place.</p> <p>Call in at the end of day if not returning to the office.</p> <p>Use buddy system &amp; visit in pairs if potential</p>	2	2	4
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**Likelihood (L)**

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						<p>problem is identified or ensure interview is in a controlled environment. Management support.</p> <p>Competent staff that recognise their own limitations.</p> <p>Reporting of any incident where there is cause for concern, for example, threatened or actual violence.</p> <p>Feedback to officers on any action taken.</p> <p>Officer has right to terminate assessment.</p> <p>Pets in home. Right to ask customer to remove pets.</p> <p>Occupational Health / Counselling service available.</p> <p>Review of risk assessment.</p>				
5	Home Visits	Visiting customers in home	Non Physical Violence (Verbal aggression)	2	3 3	<p>Any threats to an individual including behaviour that is felt to be unacceptably intimidating by the officer.</p> <p>Reporting and recording procedures in place. Investigate reported incidents and give feedback to individual on any action taken. Inform manager; manager</p>	2	2	4	

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							<p>completes CAS form re adding to list of individuals. Competent Staff with interpersonal skills. Officer has right to withdraw and terminate assessment. Team benchmarking for acceptability on limits. Management support.</p>				
6	Home Visits	Visiting customers in own home	Alcohol or Drug abuse	3	2	6	<p>Competent Staff who can use their own judgement to assess the degree of imminent risk and recognise their own limitations. Right of officer not to enter property and terminate the assessment. Management support.</p>	1	2	2	
7	Home Visits; Pedestrian or Traffic movements	Theft or Mugging for personal equipment	Personal Injury	2	3	6	<p>Bags with IT equipment to be stored in boot between visits. If threatened give up equipment and call police and management to report incident, get support and crime number. Reporting procedures.</p>	1	3	3	

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							Investigation of circumstances and give feedback to team. Occupation Health / Counselling service available.				
8	Work related	Stress	Depression / Sick Leave	2	3	6	Monitoring & Review of workload. Generic Job description (Varied work) Identify training issues and make training available. Annual Individual performance management meetings. Involving team approach to deliver targets. Recognition & praise of new ideas and successes at team meetings. Team members valued. Feedback, encouragement, communication and team-working to achieve goals. Open management structure. Back to work interviews. Occupation Health services.	1	3	3	

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9	Pedestrian Movements	Working outdoors	Sun / Dehydration / Getting wet / Foot injuries	3	3	9	Wear sensible clothing to protect from sunburn. Take bottled water for hydration. Protective wet weather clothing supplied. Protective footwear supplied.	2	2	4	

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S5	5	10	15	20	25

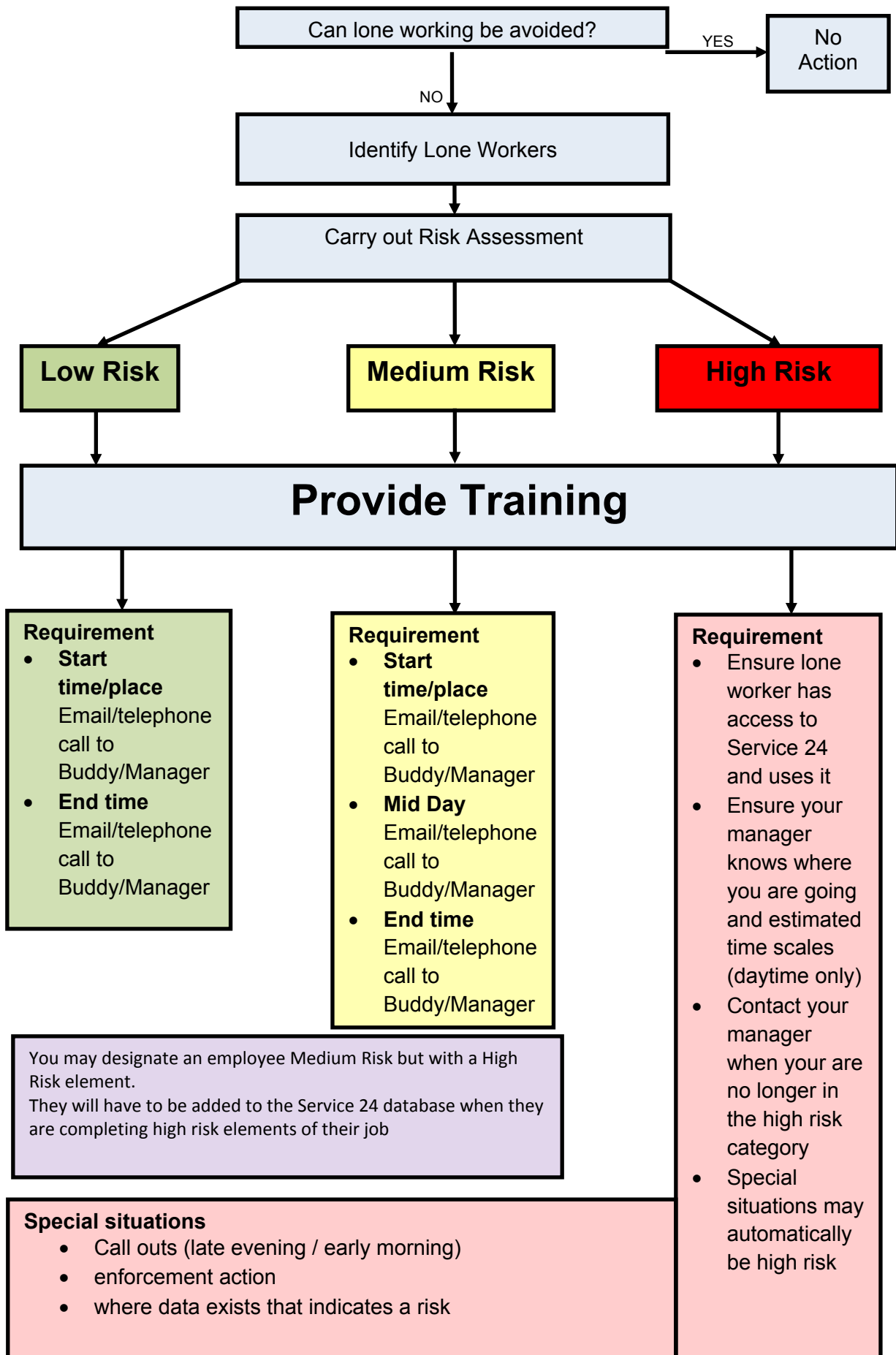
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# Appendix C: Risk Assessment Flow chart



## Appendix D: Hints and Tips

*Suzy Lamplugh Trust are the pioneers of personal safety. They campaign, educate, and support people to help reduce the risk of violence and aggression for everyone. Below are some hints and tips on personal safety both at work and at home taken from the Suzy Lamplugh Trust website.*



**WORKING ALONE ON THE FRONTLINE** - For example receptionists, customer service officers:

- Ensure you have a means of communicating with others.
- Some form of emergency alarm system should be in place which will enable you to summon assistance if necessary. Is it tested? Do people know how to respond?
- Make sure that any cash is kept out of sight.

### **WORKING FROM HOME**

- Try not to advertise that you work from home to prospective customers.
- Consider setting up a buddy system with someone so they know your plans for the day. Think about asking your 'buddy' to call you 10 minutes into any meeting with a new customer to check that you are ok and feel comfortable with them. Have a predetermined code word ready in case you want to summon help.
- If customers have to come to your house, use rooms that are as professional looking as possible.
- When visiting others, conduct your own dynamic risk assessment on the door step before you enter.
  - Give some thought before you arrive as to what exit strategies you could use if you felt uncomfortable or threatened.
  - If you feel at all uncomfortable or unsure, make an excuse and leave. Trust your instincts and be mindful of the fact that you are entering someone else's territory. Your presence there may be unwanted and/or pose a threat.
  - As you enter, make a note of how the door opens and closes so that you can leave quickly, if necessary.
  - Give the customer an idea of how long the meeting will take and try to adhere to this.
  - Avoid actions or words which may appear judgemental, aggressive or an invasion of privacy or space.
- It is important that a tracing system is in place that enables your employer/colleagues to know where you are and who you are with at all times.
- Risk assessments should be carried out by your employer to identify any risks related to the people, environment or tasks involved in your job.
- You also need to be able to make quick risk assessments yourself, which can help you decide how safe a situation is and what action you should take to avoid danger.

## MEETINGS AND VISITS AWAY FROM THE OFFICE

		
<p><b>1 Planning Your Meeting</b></p>	<p><b>Before you leave the office</b>, think about any difficulties that may arise and how you may handle them.</p> <p><b>Discuss</b> with your manager any meetings or visits which you think may be confrontational.</p> <p>If meeting someone for the first time, <b>consider a first appointment in the office</b>. If this is not possible, ask for a telephone number and ring back to confirm the arrangement.</p> <p><b>Take</b> a colleague with you if you think it will help your safety.</p>	<p><b>DO NOT Dress</b> in an inappropriate way.</p> <p>(See your manager if you need any further advice about this).</p>
<p><b>2 Before Leaving the Office</b></p>	<p><b>Record</b> the details of your appointments in your diary (including addresses, names and telephone numbers).</p> <p><b>Leave</b> your diary available for colleagues to see.</p> <p>Record that you are <b>`out`</b> of the offices and your <b>estimated time of return</b>.</p> <p><b>Remember</b> your Identity Card.</p>	<p><b>DO NOT Go</b> straight home after an appointment without first notifying your colleagues.</p> <p>If your colleagues have not heard from you by a pre-agreed time, they will start emergency procedures. This will include calling the police.</p> <p>Forget your Identity Card!</p>
<p><b>3 When Reaching the Place Your Meeting is to be Held</b></p>	<p>Do <b>identify</b> yourself using your identity card.</p> <p>Make sure you know <b>how to get out of the building</b> or premises in a hurry (this includes reasons of emergency such as fire <u>as well as</u> threats of violence).</p> <p>If possible, <b>allow the other person to go into the room first</b> and make sure you have a clear line of escape at all times. Do not enter if the customer is not present.</p> <p>Do not run hands on a banister or stair rail in communal areas as there may be hypodermic needles taped to them.</p> <p>Sit in a position where you can easily reach the exit door.</p>	<p>If you feel violence is a possibility <b>DO NOT</b> talk to someone in a dangerous place, such as the top of a staircase, in a restricted space or a place where there is equipment that could be used as a weapon</p> <p><b>Block</b> off either your own or the other person's line of exit.</p> <p><b>DO NOT</b> sit too close to the Customer.</p> <p><b>DO NOT</b> give out any personal details</p>
<p><b>4 During Your Meeting</b></p>	<p><b>Listen carefully</b> to what is said, even if it is abusive. Agree if possible.</p>	<p><b>DO NOT</b> adopt a confrontational or aggressive posture</p>



		<p><b>Try to keep relaxed</b> and move about occasionally.</p> <p>Ask the Customer to <b>remove pets</b> from the room if they make you feel uncomfortable.</p> <p><b>Telephone</b> your colleagues and give them your up-to-date situation, if you are delayed beyond your estimated time of return.</p>	<p>(crossed arms, hands on hips, pointing finger)</p> <p><b>DO NOT</b> deal with someone who appears to be under the influence of alcohol or drugs. Always trust your instinct.</p> <p>If you are on a building site, <b>DO NOT</b> stand close to scaffolding or foundation trenches and always wear the correct PPE</p> <p><b>DO NOT</b> go straight home after an appointment without letting your colleagues know.</p>
5	<b>If there is a Sign of Aggression Developing</b>	<p>Consider <b>postponing</b> the meeting if you feel it may cool the atmosphere.</p> <p><b>Reduce</b> eye contact by turning sideways for example to look at the site under discussion.</p> <p>If the other person produces a weapon of any kind or threatens to use violence, <b>leave at once</b>.</p> <p>Leave by moving <b>backwards gradually</b>, but be prepared to move quickly if necessary.</p> <p>If you have a <b>personal alarm</b>, use it as a last resort to frighten the aggressor, and then run away.</p>	<p><b>DO NOT</b> respond in kind to abuse, rudeness or threats.</p> <p><b>DO NOT</b> maintain eye to eye contact for long periods.</p> <p><b>DO NOT</b> touch somebody who is angry.</p> <p><b>DO NOT</b> try to talk anyone into putting down a weapon.</p> <p><b>DO NOT</b> turn your back to the aggressor.</p> <p><b>DO NOT</b> expect anyone to help you when your personal alarm is sounded.</p>
6	<b>On Returning to the Office</b>	<p><b>Mark</b> yourself `In` and make sure your colleagues know you are back.</p> <p><b>Report</b> all cases of aggression or violence to your manager.</p> <p>Remember that producing a weapon or threatening violence are breaches of the peace and should also be <b>reported to the Police</b>. Your manager will help you with this.</p> <p>Make it your responsibility to <b>record</b> the incident using the Customer Alert System and in the council's Accident/Incident book, if you have suffered an injury.</p>	<p><b>DO NOT</b> be afraid to tell your manager or colleagues about any incident of violence or aggression, or threat which has concerned you.</p>

7	<p><b>If you see a Colleague in Difficulty</b></p>	<p><b>Try to defuse</b> the situation by stopping and taking an obvious interest in what is happening.</p> <p><b>Ask</b> politely and quietly if there is anything you can do to help.</p> <p><b>Be prepared to call</b> for assistance from passersby, other staff or the Police.</p> <p><b>Assist</b> your colleague to leave the scene as soon as safely possible.</p> <p><b>Report</b> the situation to your manager immediately on return to your work base.</p>	<p><b>DO NOT</b> become involved, in physical contact unless as a last resort, and then only to defend yourself or your colleague.</p> <p><b>DO NOT</b> prolong any conflict - the safety of you and your colleagues is your only consideration.</p>
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## TRAVELLING FOR WORK

### Public Transport

- Obtain timetable and fare information before travelling to prevent you waiting around for long periods at bus stops or stations.
- When waiting for public transport after dark, try to wait in well-lit areas and near emergency alarms and CCTV cameras.
- If you work for an organisation that receives unwelcome attention from the public, try to hide anything that would make you identifiable as an employee of that organisation.

### Walking

- Plan ahead. Before you go out, think about how you are going to get home, e.g. what time does the last bus/train leave?
- Avoid danger spots like quiet or badly-lit alleyways, subways or isolated car parks. Walk down the middle of the pavement if the street is deserted.
- Try to use well-lit, busy streets and use the route you know best.
- Try to walk against oncoming traffic to avoid kerb crawlers.
- If something or someone makes you feel uncomfortable, act upon your instinct. It may be better to move away before a problem arises.

### Taxis and Minicabs

- Ask the Licensing Officer to put together a list of licensed taxi or minicab companies for such firms in your area.
- Try to carry the telephone number of a licensed taxi or minicab firm with you at all times or add a suitable booking app to your phone.
- When making a booking, ask for the driver and/or car details and confirm them when the cab arrives. Also ask the driver whose name the taxi/cab is booked under.
- When you are in the cab, avoid giving out any personal details.
- If the driver makes you feel uneasy for any reason, trust your instincts and ask them to stop in a busy area and let you out.
- Always book your minicab in advance. Un-booked cabs are illegal and potentially very dangerous.

## Driving

- *Keep the car in good working order and ensure you have enough fuel and if possible, join a national breakdown organisation.*
- *Keep valuables: bags, mobile phones, computers out of sight*
- *Keep the doors locked when driving.*
- Put together an emergency kit for your car. This might include an extra coat, bottle water, a torch, spare change and an emergency mobile telephone charger.
- When driving to meetings, try to plan where you will park before you go. Park as close to your destination as possible. If you will be returning after dark, consider what the area will be like then and try to park near street lights.
- *When parking in a car park, consider where the entrances and exits are. Try to avoid having to walk across a lonely car park to get to your car. Do not park near pillars or barriers. If you can, reverse into your space so you can drive away easily. Avoid multi storey car parks – if you must use one, choose a space near the exit and away from pillars, and reverse into the space.*
- When approaching your car, be aware of your surroundings; have your keys ready and check that no one is inside before entering quickly.
- If you break down, check out your surroundings and only get out of your car when and if you feel it is safe to do so.
- Road rage incidents are rare and can often be avoided by not responding to aggression from other drivers.
- If the driver of another car forces you to stop and then gets out of his/her car, stay in your car, keep the engine running and if you need to, reverse to get away
- *Do not pick up hitchhikers.*

## **Personal Possessions**

- Keep valuables such as wallets in a secure inside pocket, or use a money belt.
- Keep purses in a closed bag.
- Keep your mobile phone out of sight.
- In public places keep your bag or briefcase on your lap – if you have to put it on the floor, secure the strap.

## Appendix E: Summary Guide

**This sheet summarises the responsibilities of all members of staff under the Lone Working Policy.**

**It is not a substitute for the policy itself, a copy of which can be seen on the Council's Intranet or from your Manager.**

Under the **Health and Safety at Work etc. Act 1974**, employees have the following responsibilities:

- (a) to take reasonable care for the health and safety of themselves;
- (b) to take reasonable care for the health and safety of any other person who may be affected by their work;
- (c) to co-operate with the employer to help achieve (a) and (b).

**You should therefore:**

1. Follow at all times any procedures or guidance you are given by your Manager.
2. Assist with the risk assessment of your work activities.
3. Keep your diary and "In/Out" information up-to-date at all times.
4. Telephone your section if you are likely to return later than you have forecast.
5. Notify the Human Resources team immediately of any changes to your contact numbers, car registrations or other details that are kept in case of an emergency.
6. Report to your manager any incident which results in or threatens violence to your safety or damage to your personal possessions or council equipment.