

# Lone Working Procedures

Date approved: 27 April 2023  
 Approved by: AMT  
 Responsible Manager (s): Health, Safety & Environment Manager  
 Executive Lead: Vice Principal Finance and Planning

Applicable to employees: Yes  
 Applicable to students: Yes  
 Accessible to students: Yes  
 Accessible to general public: Yes  
 (including clients)

## Consultation

Consultation undertaken with:	Date:
• AMT Yes	27 April 2023
• CCMT Yes	27 April 2023
• Students No	N/A
• Employee representatives ( <b>Employee related procedures only</b> )	N/A

*\*please delete as appropriate*

Policy review frequency, normally: 2 years  
*(please delete as appropriate)*

## Contents

### 1. Scope and purpose of the procedure

The purpose of these procedures is to provide a summary of how,

- B&FC complies with its legal duties towards lone workers under:  
The Health and Safety at Work etc Act 1974  
The Management of Health and Safety at Work Regulations 1999
- Aims to protect B&FC employees, workers and contractors by ensuring their safety
- That all employees, workers and contractors identified as lone workers have the appropriate safe systems of work in place
- Ensure that all B&FC employees who work from home have regular communication to reduce isolation.

It is the responsibility of all line managers to identify any potential lone working situations and review the task to remove any lone working potential, or to review the task and agree any safe working with Health and Safety before the task can be undertaken. This includes managing the risk for employees that work from home and those that work in student halls of residence.

### 2. Definition of Lone Working

The Health and Safety Executive (HSE) define lone working as 'someone who works by themselves without close or direct supervision'. They exist in all sectors and include those who:

- Work alone at a fixed base. For example in shops, petrol stations, factories, warehouses or leisure centres
- Work separately from other people on the same premises or outside normal working hours, for example security staff, cleaners, maintenance and repair staff
- Work at home
- Work away from a fixed base, such as:  
Health, medical and social care workers visiting people's homes etc;  
Workers involved in construction, maintenance and repair including engineers, plant installation and cleaning workers.  
Engineers, assessors and delivery drivers of equipment and supplies who attend construction projects  
Service workers, including postal staff, taxi drivers, engineers, estate agents and sales or service representatives visiting domestic and commercial premises  
Delivery drivers including HGV drivers, van driver/couriers and car/bike-based couriers  
Agricultural and forestry workers.
- Are volunteers carrying out work on their own, for charities or voluntary organisations

### **3. Working arrangements at B&FC**

All premises that B&FC operate out of have an agreed operating time that is set by the Executive. This will then allow for fire and first aid provision to be available.

For Bispham Campus and UC, the Head of Capital Projects and Maintenance will operate a rota to ensure that the building opening will start with Estates – Campus Services arriving on site to open up, prior to the cleaning team and then the site will be open to all.

The Sports Centre at Bispham has operating hours outside of the operating hours for the Bispham Campus. This requires the Sports Centre Manager to facilitate opening and closing of the sports centre in the evenings and at weekends using a rota.

For Fleetwood Nautical Campus, the Head of Fleetwood Nautical Campus is responsible for ensuring the main campus and out centres are opened and closed as required. The Residential Manager for the halls of residence is responsible for the staffing rota of the halls to provide suitable cover.

All other B&FC designated centres (including; Build Up, Bickerstaffe House, Seaside, Fleetwood Hub, Marine Lake, Fire Ground), the respective centre manager is responsible for ensuring the buildings are opened and closed safely.

The only exceptions to being on site out of the agreed set hours, would be for the Estates Call Out team in case of intruder or fire alarm activations.

Fleetwood Nautical Campus operate residential accommodation and are therefore on site 24/7. In case of fire, intruder alarm or a medical incident, the residential wardens on duty will manage the situation unless emergency services are required.

Depending on the situation, the residential wardens can contact the call out team for further support or instigate the Emergency Management Plan.

At all times, B&FC employees will operate in a minimum of two persons (with the exception of home working).

For opening and closing of buildings arrangements – particularly at outreach centres, always ensure two B&FC employees are present for safety and security.

### **4. Working arrangements**

All working arrangements should be planned and agreed with line managers with a full risk assessment being carried out and agreed with the individual.

4.1 On-site operation; there should be no requirement for any lone working while any site is operational. If there are situations where employees find

themselves working alone, then this can be addressed during the risk assessment.

All B&FC employees can take measures to help themselves in these circumstances such as:

- Making sure your team know you are onsite.
- Keeping the lights on in the room so you can be seen.
- Not obscuring the door panel
- Being familiar with the operating hours and make sure you leave on time.
- Keeping in touch with colleagues
- Only work beyond the hours of operation if this has been agreed previously with your line manager and Estates.

4.2 Off-site working – this covers home working and working at partner agencies'/employers' locations.

- Home working should be agreed with your line manager
- Home offices should comply with health and safety legislation and it is up to the individual to ensure they have suitable facilities.
- A DSE self-assessment should be completed at any home as well as on campus.
- Keeping in touch during the day with your team.
- Plan any travel to site and update your calendar.
- All visits should be agreed in advance with no cold calling.
- B&FC employees visiting partner agencies/employers should arrange an appointment and follow any health and safety requirements they may have in place.
- B&FC employees visiting B&FC students or apprentices at their home address (Outreach) should only do so if this has been agreed it is appropriate and safe. Only contact / visit those who have indicated on their enrolment form that B&FC can contact. (GDPR)
- Use a 'buddy' system

## 5. Lone working planning and approvals

For any situations where lone working is identified and this can pose a risk to that individual. The first instance should be to review the task required to remove the lone working element. If this cannot be done then once the task has been agreed with the line-manager, a risk assessment must be completed for the lone working task and this must be submitted to the Health and Safety team for approval before the task can commence.

The risk assessment should look at the individual, the task, equipment required, time of day, any external influences, weather conditions, lighting and access arrangements, training of the individual, fire and first aid arrangements, keeping

in touch and contact arrangements, possible use of lone working monitoring systems, being familiar with any emergency plans.

Safe systems of work need to be in place for all identified lone workers and trained accordingly.

It is important to review all the details so those involved should familiarise themselves with the HSE guidance, protecting lone workers as well as any other HSE or Industry guidance that may apply to the task.

HSE guidance. INDG73(rev4) Protecting lone workers – How to manage the risks of working alone. <https://www.hse.gov.uk/pubns/indg73.htm>

## **6. Linked policies and documents**

- B&FC Lone working Policy
- B&FC Health and Safety Policy
- B&FC Lone Working Risk Assessment (Appendix 1)
- <https://www.hse.gov.uk/pubns/indg73.htm>
- <https://www.hse.gov.uk/legislation/hswa.htm>
- <https://www.hse.gov.uk/pubns/hsc13.pdf>
- <https://www.suzylampugh.org/>
- <https://www.hse.gov.uk/lone-working/employer/manage-the-risks-of-working-alone.htm>
- <https://www.hse.gov.uk/legislation/hswa.htm>
- <https://www.hse.gov.uk/legislation/index.htm>

## Appendix 1 Lone Working Procedures

## Risk Assessment and Checklist

<b>RA LW</b>	Task/Activity: <b>Lone Working (Page 1 of 2)</b>		Assessment date:
	Risk assessment carried out by:		Review date:
Hazard		Safety Risk	Safe System of Work / Control Measures
<p>Lone working: unsupervised work activities</p> <p>Medical emergency</p> <p>Injury</p> <p>Physical attack/abuse.</p>		<p>Injuries resulting from ill health and delay in summoning emergency assistance.</p> <p>Injuries resulting from routine work activities.</p> <p>Injuries resulting from unprovoked attack</p>	<ul style="list-style-type: none"> <li>Mitigate lone working where possible ensuring at least 2 x persons are working together at any one time</li> <li>Employ responsible persons, 18 years or over, who are capable of working with minimal supervision.</li> <li>Training in general health and safety awareness and specific job tasks is particularly important where there is limited supervision. Training should also include fire precautions, equipment failure, arrangements for illness and accidents and any other emergency procedures.</li> <li>Check that the lone worker has no medical conditions that would make them unsuitable for working alone. Consider both routine work and foreseeable emergencies and seek medical advice if necessary.</li> <li>Consider whether elderly, vulnerable, new or expectant mothers or workers with disabilities are particularly at risk when working alone.</li> <li>Ensure that one person can safely carry out activities/tasks that involve manual handling and the use of equipment</li> <li>Lone workers must not enter confined spaces where they may be exposed to atmospheres with depleted oxygen levels without ensuring an immediate means of escape (eg. walk in fridge)</li> <li>Ensure all employees have had emergency management training and understand what to do in event of an unprovoked attack</li> <li>Implement appropriate procedures for the monitoring of lone workers to ensure that they remain safe. These may include regular site visits, regular contact using a telephone or radio and checks that a lone worker has returned to their base on completion of a task. The procedures adopted to ensure the safety of a lone worker will depend on the specific circumstances at each site and may also require Estates involvement.</li> <li>The site-specific <b>Lone Workers Workplace Checklist</b> must be completed for each lone worker. (Any completed area specific Lone Workers Workplace Checklists should be attached to this completed form)</li> </ul>
<p><b>Who may be affected by the task/activity?</b> (Tick all applicable boxes)</p>			
B&FC staff/Agency staff	<input checked="" type="checkbox"/>		
Customers / Client staff	<input type="checkbox"/>		
Visitors / Members of the Public	<input type="checkbox"/>		
Maintenance personnel	<input type="checkbox"/>		
Delivery personnel	<input type="checkbox"/>		
Other (specify below)	<input type="checkbox"/>		
<p><b>IMPORTANT - This risk assessment should be reviewed annually, or whenever there is a significant change in the task or activity and following any accident or incident involving this task or activity.</b></p>			

**Appendix 1 Lone Working Procedures**

**Risk Assessment and Checklist**

<b>RA LW</b>	Task/Activity: <b>Lone Working</b> <b>(Page 2 of 2)</b>	Unit No:		
<b>B&amp;FC Lone Worker's Name:</b>		Job Title:		
<b>LONE WORKERS WORKPLACE CHECKLIST</b> <i>(To be completed by the B&amp;FC Line Manager or Supervisor with the Lone Worker)</i>			<b>Checked</b> (Please Tick)	Please ensure that all actions are discussed with the lone worker employee and any comments are recorded on the reverse of this document
1. Carry out an inspection of the workplace and access on a regular basis to make sure that the workplace is safe and that people are working safely.				
2. Ask yourself how would you feel working there alone – would you feel safe?				
3. Has the lone worker been trained to do their tasks correctly and has this been recorded on their Training Record?				
4. Check to make sure that equipment is being maintained properly and records are kept of all repairs.				
5. Make sure all risk assessments and any COSHH assessments are available for all materials/products used and/or stored on the premises				
6. Make sure Risk Assessments/Method Statements of all processes and activities are available for lone workers to refer to and that Safe Systems of Work are available. Make sure you know that lone workers are fully aware of local rules, especially those related to “working out of hours”.				
7. Periodically speak to those who work alone to find out if they have any concerns that can need to be dealt with.				
8. Make sure the employee knows that you do not want them to put themselves at risk.				
9. Ask them how the job could be made safer and support the employee appropriately.				
10. Make sure that you have a reliable system for contacting the lone worker and for establishing they are safe. This could be by a call-in/buddy system, mobile phone, Teams, email etc.				
11. Does the lone worker have the appropriate PPE and are they trained in its use?				
12. Consider what emergency situations could arise and make sure that the lone worker is aware of the <b>procedures that are in place</b> to deal with them. Ensure they are familiar with the Emergency Management Plan and know exactly what to do in an emergency situation				
13. Is first aid provision available?				

<b>B&amp;FC Line Manager Signature:</b>	<b>B&amp;FC Lone Worker Signature:</b>
---	--

*Retain a copy of this document in the Lone Workers Employee file*