**Lone Working Policy**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Version:** | **Review date:** | **Edited by:** | **Approved by:** | **Comments:** |
| v1.6 | 20/09/2023 | Sultan Mohamed | Nine Taylor  Elisabeth Hawkey |  |
|  | September 2025 |  |  | Next review |
|  |  |  |  |  |
|  |  |  |  |  |

**Table of contents**

[1 Introduction 2](#_Toc140763283)

[1.1 Policy statement 2](#_Toc140763284)

[1.2 Status 2](#_Toc140763285)

[2 Process and guidance 2](#_Toc140763286)

[2.1 Risk assessment 2](#_Toc140763287)

[2.2 Working away from the organisation 3](#_Toc140763288)

[2.3 Working from home 3](#_Toc140763289)

[2.4 Lone working common hazards 3](#_Toc140763290)

[2.5 Training and supervision 3](#_Toc140763291)

[2.6 Incident reporting 4](#_Toc140763292)

[2.7 Additional sources of guidance 4](#_Toc140763293)

[Annex A – Risk assessment template – lone working 5](#_Toc140763294)

# Introduction

## Policy statement

The purpose of this policy is to set out Sheerwater Health Centre’s position and procedures regarding lone working. The policy aims to describe the procedures and working arrangements that will apply when employees have to work alone to minimise the risks that they may face.

This policy and the procedures contained within it have been written in accordance with the [Health and Safety at Work etc. Act 1974](https://www.legislation.gov.uk/ukpga/1974/37/contents) and the [Management of Health and Safety at Work Regulations 1999](https://www.legislation.gov.uk/uksi/1999/3242/contents/made).

The organisation will ensure, so far as is reasonably practicable, that those who are required to work alone, either on the premises or at other locations as part of their normal work routine for significant periods, are protected from risks to their health and safety.

## Status

The organisation aims to design and implement policies and procedures that meet the diverse needs of our service and workforce, ensuring that none are placed at a disadvantage over others, in accordance with the [Equality Act 2010](https://www.legislation.gov.uk). Consideration has been given to the impact this policy might have regarding the individual protected characteristics of those to whom it applies.

This document and any procedures contained within it are non-contractual and may be modified or withdrawn at any time. For the avoidance of doubt, it does not form part of your contract of employment. Furthermore, this document applies to all employees of the organisation and other individuals performing functions in relation to the organisation such as agency workers, locums and contractors.

# Process and guidance

## Risk assessment

This organisation will comply with the [Management of Health and Safety at Work Regulations 1999](https://www.legislation.gov.uk/uksi/1999/3242/contents/made) to ensure that all health and safety risks are assessed, including the risk of lone working. If the risk assessment shows that it is not possible for the work to be done safely by a lone worker, then other arrangements/control measures will be put in place.

The Health and Safety Executive (HSE) [Protecting lone workers – How to manage the risks of working alone](https://www.hse.gov.uk/pubns/indg73.pdf) guidance will be used to ensure the risk assessment is suitable and sufficient.

While there is no legal requirement to conduct a specific risk assessment for lone workers, it is good practice to do so. The lone working risk assessment will help to decide the most appropriate level of supervision for lone workers. A lone working risk assessment template is at [Annex A](#_Annex_A_–).

In any situation where an employee feels unsafe while working alone, they should remove themselves from the situation immediately and report the incident to their line manager.

## Working away from the organisation

Staff may be required to work away from the organisation, such as conducting home visits. Detailed guidance can be found in the organisation’s Home Visit Policy which includes a home visit risk assessment.

## Working from home

The organisation has the same health and safety responsibilities for homeworkers and the same liability for accident or injury as for any other workers. Detailed guidance can be found in the organisation’s Home Working Policy and Procedures.

For those people who are working at home on a long-term basis, the risks associated with display screen equipment must be controlled. This includes the employees undertaking workstation assessments at home..

## Lone working common hazards

The following are possible hazards that may arise when working alone:

* Violence
* Manual handling
* Fire
* Road risks
* Hazardous substances
* Stress and other health factors

The organisation will take into consideration all the above when assessing the risk to lone workers.

## Training and supervision

The organisation will ensure that lone workers have the necessary information and training to manage the risks relating to their work activities. Information and training will cover the risks they are exposed to, the precautions that are needed and the actions to take in an emergency.

Levels of supervision should be based on the organisation’s risk assessment. The higher the risk, the more supervision an employee will need. This will also depend on their ability to identify and handle health and safety issues.

Lone workers from outside the UK may come across unfamiliar risks in a workplace culture that is very different from that in their own country. The organisation must ensure that they have received and understood the information, instruction and training they need to work safely.

## Incident reporting

The organisation will maintain an appropriate record of incidents involving lone working. It is therefore essential that all incidents or ‘near misses’ are reported and in accordance with the Significant Event and Incident Policy.

## Additional sources of guidance

Additional guidance regarding lone working can be accessed using the following links:

* [Video providing basic advice on protecting lone workers](https://www.youtube.com/watch?v=P2MxIL0jopM&feature=emb_imp_woyt)
* [HSE Guidance – Lone Working: Protect Those Working Alone](https://www.hse.gov.uk/lone-working/employer/index.htm)
* [HSE Guidance – Work related violence](https://www.hse.gov.uk/violence/index.htm)
* [NHS Employers – A guide for staff who work alone](https://www.nhsemployers.org/publications/improving-personal-safety-lone-workers)

# Annex A – Risk assessment template – lone working

**Risk Assessment and Control Form**

Brief task description: [Lone working]

Organisation name: [Insert organisation name] Risk assessment reference: [Insert local reference number]

Date completed: [Insert date completed] Relevant documents reference: [Insert supporting document name/reference numbers]

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **General risk description**  (Hazard/ consequence) | **Hazard rating** | **Likelihood**  **(including relevant people, environmental and data factors as well as existing control measures)** | **Likelihood rating** | Risk rating | Additional control measures required | **To be implemented**  **By who?**  **By when?** | **Residual risk**  ***(Risk after all additional controls are implemented)*** |
| Staff often unlock and lock premises, due to lone worker vulnerability, a staff member may be assaulted, resulting in minor/moderate injuries | 3 | Some staff do undertake this activity alone on a regular basis, although it is often undertaken by cleaning contractors  There have been no reported attempted break-ins or thefts in the last 12 months. However, on one recent occasion a staff member was concerned by a large group of youths in the immediate vicinity, although no untoward event occurred  Security lighting and CCTV is in place  All staff receive conflict resolution training every three years  Consider locking and unlocking procedures  All staff have been provided with personal attack alarms  The organisation has a Lone Working Policy | 3 | 9 | To ensure that adequate training is provided to staff on de-escalation techniques and lone working  To review the security arrangements for staff who undertake lone working activities such as locking/unlocking premises and implement a buddy system | Practice Manager  29 Sep 2023  Ops Manager  29 Sep 2023 |  |

**General Administration**

|  |  |  |
| --- | --- | --- |
| **Risk assessor’s name:** | **Contribution to risk assessment by:** | **Manager approval** |
| [Insert name of risk assessor] | [Insert name of any contributors] | [Insert name of manager] |
| **Risk assessor’s job role:** | **Contributor’s job role:** | **Date of approval** |
| [Insert job role] | [Insert job role] | [Insert date] |

|  |  |  |  |
| --- | --- | --- | --- |
| **This document was reviewed/updated by:** | **Job role:** | **On date:** | **Next planned review due:** |
| [Insert name of assessor] | [Insert job role] | [Insert date] | [Insert date] |

|  |  |
| --- | --- |
| **Risk Review Profile** | **Recommended risk assessment and risk controls review periodicity.**  ***Guidance Note:*** *The principle of review is that the more significant the risk level, the more often it must be reviewed.*  **Always review if an incident has occurred:** |
|  | If the risk is 15 – 25 (Very high) Review at least every 1 – 3 months |
|  | If the risk is 8 – 12 (High) Review at least every 6 – 12 months |
|  | If the risk is 4 – 6 (Moderate) Review at least every 12 – 18 months |
|  | If the risk is 1 – 3 (Low) Review at least every 18 – 24 months |