1.   Introduction

1.1   Lone working can occur anywhere, at any time, and within any group of staff. In support of this, this document will adopt the Health and Safety Executive (HSE) **definition of lone working that of 'those who work by** themselves without close or **direct supervision'. Many Haringey Council employees do, and will be expected to,** work on their own. In some situations, the employee may have no fixed workplace and in other cases the individual may spend significant amounts of time away from their base.

1.2   Those working alone can be as safe as everyone else at work with proper management and control of the risks. In carrying out its responsibility, the Council recognises that there may be certain employees who may share characteristics which may render them more vulnerable than others and for whom special accounts may need to be taken when carrying out risk assessment and making safety provisions. This additional vulnerability may be because of their age, disability, gender including gender reassignment, or their ethnicity or because of their religion and belief or non-belief or because of their sexuality.

1.3   People who work by themselves, either on a regular, permanent or occasional basis can be at greater risk from assaults and accidents than other workers. Lone working and violence/aggression are frequently linked together and there are some Haringey Council employees who have direct contact with members of the public or service users, and who can and do experience aggression and violence when working alone. Other aspects of lone working that give cause for concern are sudden illness, security breaches, incidents that cause injury to the person and road traffic accidents when travelling between business calls, etc. Some employees are inevitably placed in a position where they do not always know in advance that they could face a potentially dangerous situation, particularly when they are dealing with someone accessing our services for the first time. The risk assessment should advise against lone working in this situation.

1.4   It is essential however that employees do not work alone when there is a known risk or threat to a solitary worker. In those cases, they should always be accompanied by another member of staff or other suitable arrangements must be made that will ensure their safety is maintained. In all cases of expected lone working, a risk assessment must be carried out to determine safe practice and a record must be kept of an **employee's movements either by a wr**itten method or by using a monitoring system. Once the safe system of work for lone working has been adopted within a departmental team, it must be followed precisely by everyone involved so as to maintain continuity.

2.   Scope of Procedure

2.1   This procedure is applicable to employees of the London Borough of Haringey, including agency and temporary employees, and is specifically aimed at those employees whose work is intended to be carried out unaccompanied or without immediate access to another person for assistance; this mainly includes but is not

limited to Council employees who tend to work alone or work outside normal working hours, employees working from home and who visit clients.

3.   Key Terms and Summary Information

3.1   Key Terms

Lone Working	The Health and Safety Executive (HSE) defines lone workers as those "who work by themselves without close or direct supervision". They may include: • people working separately from others in the same building; • people who work outside "normal" hours; • people who work away from their fixed base without colleagues, e.g. visiting people in their homes; and, • people who work at home.

4.   Responsibilities for Implementation

4.1   Directors, Heads of Service and Head Teachers

They are responsible for implementing and monitoring compliance with this procedure in their area or school.

4.2   Managers (whether in Council buildings, services or schools)

It is the responsibility of line managers to ensure:

- Procedures are in place that recognise lone workers and ensure that they can work safely.
- In circumstances where staff have to work alone it is imperative that managers address those issues via the use of suitable and sufficient risk assessments which are reviewed regularly. This responsibility cannot be transferred to people who work alone.
- Ensure that the lone worker risk assessment is communicated to all employees involved in lone working activities.
- This procedure is brought to the attention of all members of staff under their control through team meetings, etc.
- Where reasonably practicable, lone work is avoided or discontinued.
- Where lone work must continue, measures are introduced to minimise the risk to lone workers.
- Where appropriate, the safe system of work (Appendix 1) is recorded and persons involved trained.
- That any personal protective equipment (PPE) identified during the risk assessment is provided.
- Regular reviews are made of the effectiveness of the systems of work.

- Ensure that employees identified as lone workers are given appropriate information, instruction and training. Staff are to attend training events on health and safety, lone working and risk management as appropriate.
- That all reported incidents are fully investigated.
- Support is provided to staff traumatised/stressed by the incident, such as immediate verbal support, medical help, incident debrief, counselling via the Council's People at Work employee assistance programme, training and, where appropriate, time off to recover from the incident.

4.3 Employees

All lone workers have a responsibility to:

- Take reasonable care of themselves and other people affected by their work and to co-operate with their employers in meeting their legal obligations.
- Familiarise themselves with the lone worker risk assessments in place, follow safe systems of work, and follow this and other local procedures introduced for lone workers.
- Take part in any training designed to meet the requirements of this procedure.
- Ensure their whereabouts and intentions are known to their line manager or the appropriate coordinator (this is to ensure that should a member of staff not return to work their last visit is known and for any roll call purposes in case of fire).
- As far as is possible, avoid situations of significant risk.
- Withdraw immediately from situations where they feel vulnerable or threatened and contact their supervisor immediately.
- Report all incidents or near misses immediately in line with Haringey Council reporting procedures. They include incidents where they feel abused, threatened or unsafe.
- Never carry out unplanned visits without recording them or communicating back to the office following the team safe system of work.

4.4 Corporate Health & Safety Team

- Provide expert advice and training to all managers and staff where required.
- Monitor lone working related incidents.
- Review this procedure regularly and as required e.g. following significant changes to the organisation and monitor the effectiveness of this procedure.

5. Other documents you may need to consider

5.1 Forms and Procedures (hyperlinks)

5.1.1 Haringey Council Risk Assessment Procedure HSP06

5.1.2 Haringey Council Accident and Incident Management Procedure HSP01

6. Activities prohibited for lone workers

6.1 In general there is no specific legislation under health and safety law which prohibits lone working operations. There is, however, health and safety legislation which requires more than one worker to undertake high risk specific work activities, such as:

- Certain fumigation work and other work with controlled substances. (Control of Substances Hazardous to Health Regulations 2002).
- Entry into a confined space. In an emergency, a second person must be there in a rescue role without having to enter the confined space. A supervisor may also need to be there. (Confined Spaces Regulations 1997).
- Work on, or near a live electricity conductor or near live exposed electrical wires. (Electricity at Work Regulations 1989 and Guidance on the Regulations).
- Supervision of untrained people, particularly young people, operating certain types of dangerous machinery until they have received full instruction and training. (Management of Health and Safety at Work Regulations 1999).
- Vehicles carrying explosives. (Carriage of Explosives by Road Regulations 1996).
- Unloading petroleum spirit at certain premises. (Road Traffic (Carriage of Dangerous substances in Road Tankers and Tank Containers) Regulations 1992).

For further guidance please contact the Manager/Corporate Health and Safety Team.

7. Sharing of information

7.1 Information concerning risks of individuals and addresses should, where legally permissible and in accordance with The Data Protection Act (DPA) and the General Data Protection Regulation (GDPR), be communicated internally to all relevant staff who may work with the same service users. Service/Team managers are to notify other services of high-risk clients, using the most appropriate means (i.e. e-mail) when information needs to be cascaded as quickly as possible. Sharing information between services is essential if the safety of all staff involved is to be maintained.

If you are in any doubt about what information can be disclosed, you should contact the Council's Information Governance Team for advice at: dataprotection@haringey.gov.uk.

8. Risk Assessment

8.1 It needs to be mentioned that lone working is not an activity in itself. However, when lone working, the working activity becomes more hazardous because employees are on their own or isolated. It is necessary then to carry out a risk assessment for all planned working alone activities to ensure that the hazards are identified and measures put into place to avoid or control the risks. The risk assessment process is the responsibility of the manager to carry out. The manager does not have to conduct a separate risk assessment for lone

workers, however, they have a duty to include risks to lone workers in the general risk assessment and take steps to avoid or control risks where necessary.

8.2   Where a risk assessment has identified a work-related hazard, the first task should be to try and eliminate it at source by avoiding it completely or doing it another way. Where this is not possible, control measures must be introduced to minimise the risk. There may, in some lone working situations, be some residual element of personal danger despite all the best efforts to eliminate or minimise risks shown in the assessment. In those cases it will be necessary to introduce preventative and protective control measures to further reduce those risks so far as is reasonably practicable. Such control measures may include instruction, training, supervision, use of protective equipment or carefully selecting work equipment to ensure the employee can perform what is required safely. The manager will also be required to develop robust monitoring procedures for employees. Also, defining that a task or particular location is not suitable for a lone working situation, for example **home visits to a client's home where there is a history of violence.**

Managers should always try to involve employees when considering potential risks and measures to control them.

8.3   Levels of risk

8.3.1   Not all employees classed as lone workers face the same level of risk. The level of risk may be intrinsic to the activity and the working environment. The classification below will help managers in establishing the intrinsic level of risk so measures can be implemented to control the risk so far as is reasonably practicable:

- Low risk: staff working in offices or other secure locations outside of normal working hours or who routinely work in these locations on their own. Work of a low risk office type nature. Working from home.

- Medium risk: staff working in locations where security is inadequate or where shared premises would allow non-authorised access to their work area. Staff working in unfamiliar locations but not meeting members of the public. Staff visiting established clients who have been assessed as presenting no risk to staff.

- High risk: staff who visit unknown clients or clients who are known to present challenging or aggressive behaviour in their own homes in order to provide a service. Any other Council staff routinely working alone in remote locations e.g. parking wardens, street/estate/public toilet cleaners, parks, libraries or maintenance staff etc.

8.3.2   If, as a result of the conclusions of the risk assessment, there is a significant risk to employees carrying out a specific task or undertaking a workplace activity alone, the line manager must prohibit them from doing it and make arrangements to provide help or back-up. Only until further measures have been introduced to reduce the risk level to as low as **reasonably practicable (and lower then 'High' risk) can the activity commence again.**

8.4   A lone working risk assessment, in conjunction with the safe system of work, should include.

- The degree of isolation of the employee.

- The known or expected features and layout of the intended workplace whether office based or remote environment.
- Any previous knowledge of potential behavioural problems amongst client groups or their family and friends including known threats of violence.
- Particular risks to women, pregnant women, disabled or young persons working alone.
- Work that can trigger an incident, e.g. security, inspection or enforcement work where enforcing rules and having authority over people can trigger an incident.
- The nature and degree of exposure to any biological or chemical agents.
- The form, range and use of any work equipment and the way in which it is handled.
- Manual handling and any objects that are too large or unwieldy to be lifted alone.
- The degree and type of supervision that is required and the level of experience the employee has in their role and in working alone.
- The method to be adopted for obtaining assistance if required.
- Monitoring arrangements for lone workers.
- The extent of relevant health and safety training received, or found to be necessary.
- Lone workers medical conditions which may make them unsuitable for working alone.

8.5   Consider both routine work and foreseeable **emergencies** which may impose additional physical and mental burdens on the individual.

8.6   **Please refer to the Council's Risk Assessment Procedure when conducting the risk** assessment (see Section 5 'Other Documents You May Need to Consider').

You should also refer to Appendix 2 – 'Lone Working Risk Factors' which provides guidance on how to assess lone workers in the following situations:

1. **Lone working in people's homes (home visits)**.
2. Lone working in Council buildings.
3. Lone working in remote or rural areas.

9.   Training and supervision

9.1   Training is particularly important where there is limited supervision to control, guide and help in situations of uncertainty. Training may be critical to avoid panic reactions in unusual situations. Lone workers need to be sufficiently experienced and to understand the risks and precautions fully. Managers should set the tone and be trained so that they understand the risk assessment process and can recognise the limits to what can and cannot be done while working alone. They should ensure employees are competent to deal with circumstances which are new, unusual or beyond the scope of training, e.g. when to stop work and seek advice from a supervisor and how to handle aggression.

9.2   Although lone workers cannot be subject to constant supervision, it is still an **employer's duty to ensure their health and safety at work. Supervision can help to** ensure that employees understand the risks associated with their work and that the necessary safety precautions are carried out. Supervisors can also provide guidance in situations of uncertainty. Supervision of health and safety can often be carried out

when checking the progress and quality of the work; it may take the form of periodic site visits combined with discussions in which health and safety issues are raised.

9.3   The extent of supervision required depends on the risks involved and the ability of the lone worker to identify and handle health and safety issues. Employees new to a job, undergoing training, doing a job which presents special risks, or dealing with new situations may need to be accompanied at first. The level of supervision required is a management decision which should be based on the findings of risk assessment. The higher the risk, the greater the level of supervision required. It should not be left to individuals to decide whether they require assistance.

9.4   All lone workers visiting homes and their managers should undertake Lone Working Training, available via Fuse.

10.   Communication and equipment

10.1   Managers should agree how to keep in touch with lone workers through regular meetings or provide other opportunities to share concerns. They should also ensure they include lone workers in social events, work or team updates, consultation on changes especially any that may impact on them and any training.

10.2   Depending upon the risk assessment and the potential hazards identified it may be necessary to provide staff with some form of communication such as a mobile telephone or remote manual or automatic alarm. If communication equipment is issued, it should be checked to ensure that it is working correctly before the first visit is undertaken. Batteries for the equipment must be fully charged. If communication equipment is provided to employees, it should be stressed that it has limitations and should not be thought of as a way to **eliminating** hazards. Managers must ensure there are clear procedures in place for how and who is going to respond when an alarm is raised.

10.3   Equipment requirements to support lone workers should be specific, commensurate with the risk identified, and realistic. Where identified as required, suitable equipment which facilitates communication, to raise an alarm, or maintain personal safety, will be provided before lone working commences. Equipment in use at the Council to support lone workers, includes but is not limited to personal alarms, radios, mobile phones, lone worker devices and personal protective equipment.

10.4   Local managers must put in place suitable systems to ensure that any equipment, issued for personal protection, is fully functional and can be maintained and operated **in accordance with manufacturer's instructions and used in line with local team** procedures.

10.5   Equipment users must not tamper with equipment provided in any way and ensure that any equipment issued is fully operational at all times. Equipment users must **check, carry and use equipment in accordance with the manufacturer's instructions,** and procedures that have been agreed with the employer.

10.6 Managers must ensure that all equipment provided by the Council in connection with home working activities is maintained and PAT tested in line with Council procedures where applicable.

10.7 The Corporate Health and Safety Team should be contacted when selecting providers of suitable equipment and in particular when considering the use of monitoring and alert systems as they will direct you to the Council wide system in use.

10.8 Resourcing

10.8.1 All costs associated with lone working procedures and arrangements are the responsibility of the local team manager. Cost includes but are not limited to:

- Monitoring and alert systems.
- Mobile phone charges.
- Car parking fees.
- External training.
- Specialist risk assessment.
- Staff resourcing.

11. Safe system of work

11.1 A safe system of work will need to be put in place to monitor lone workers to see they remain safe.

This may include:

- Supervisors periodically visiting and observing people working alone.
- Pre-arranged regular contact between the lone worker and line manager using telephones, radio, email, etc.
- Automatic warning devices which operate if specific signals are not received periodically from the lone worker, e.g. systems for security staff.
- Other devices designed to raise the alarm in the event of an emergency and which are operated manually or automatically by the absence of activity.
- Checks or systems to ensure that a lone worker has returned to their base or home on completion of a task.

11.2 A safe system of work template can be found in Appendix 1.

12. Emergencies

12.1 Lone workers should be capable of responding correctly to emergencies. The risk assessment should identify foreseeable events. Emergency procedures should be established, put in place and employees trained in them.

12.2 Lone workers should have access to adequate first-aid facilities and mobile workers should carry a first-aid kit suitable for treating minor injuries. Occasionally risk assessment may indicate that lone workers need training in first aid.

13.   Violence

13.1   Staff working alone are potentially more vulnerable to the risk of violence at work. Any form of violence (including the threat of violence) is unacceptable and may affect the psychological, mental and physical health of a worker.

The Council must therefore ensure that managers assess the risk of violence and implement measures which will prevent or reduce this risk. The risk of violence to lone workers should be no greater than for other workers, and alternative arrangements or additional staff to deal with high-risk situations should be available. In general, Service Managers will need to look at all aspects of the work activities including working practices and systems of work, the workplace, staffing levels, the information and training provided and reporting procedures.

13.2   They should also consider:

- Avoiding the need for lone working as far as possible.
- Changing the way the job is done.
- Improving information gathering and sharing about patients or clients with a history of violence and/or alcohol or drug use.
- Have arrangements for meeting clients away from the home where home visits are not essential.
- Identifying visits which should not be carried out in the evening or night or by lone workers.
- Ensuring that staff who work in the community, away from base, leave details of their itinerary and report back to base, at regular intervals.
- Using devices to raise the alarm in an emergency.
- Training in personal safety, which may include conflict resolution, which can help a worker recognise situations where they may be at risk and know what appropriate steps to take to avoid or manage the risk.
- Encouraging employees to identify and report incidents to their Manager.
- Having measures in place to support any worker who has been subject to an abusive or violent incident.

13.3   In buildings, procedures should exist:

- To prevent members of the public wandering around the building unchecked.
- So that interview rooms are safely arranged, give staff a means of easy retreat and of communicating with colleagues, whilst also ensuring privacy for the client.
- To move staff working in isolated offices or work areas to safer work locations.

13.4   Managers should also ensure that there are enough staff at all times to deal with any foreseeable violence. They should have a written safe system of work, specifying the staff needed to implement it; have sufficient flexibility to adjust staffing levels to meet actual needs, and ensure that young or inexperienced staff do not work in isolation.

13.5   This subject is covered in more detail in Haringey Council Violence at Work Procedure, which can be obtained from the Corporate Health and Safety Team and from the intranet.

14.   Stress, mental health and wellbeing

14.1   **Lone working can cause work related stress and affect people's mental health** and wellbeing.

Managers should:

- Put procedures in place that enable direct contact with the lone worker so the manager can recognise signs of stress as early as possible. You can find more information on Health and Wellbeing at Work on the Council's intranet.
- Check whether the lone worker has a pre-existing medical or mental health condition that would require any additional support for them to work alone safely. Medical fitness should not be a significant factor when considering typical office activities conducted outside normal hours. When medical advice is necessary, the **Council's Occupational Health Service should be consulted**. For more information, go to the Council's intranet page on Occupational Health.
- Put emergency first aid procedures in place if the risk assessment indicates the lone worker requires this and ensure training is provided. The Council have in place Mental Health First Aiders who are able to support staff with their mental health and to help staff find ways to cope with stress, anxiety and worry.

15.   Homeworking

15.1   Many Haringey Council employees are now being given the option of working from home. Employees working from home are likely to be teleworkers, who use computers and other forms of information technology. It is therefore likely that the Display Screen Equipment Regulations apply.   The regulations apply wherever Display Screen Equipment (DSE) is used. They include the requirement for employers to carry out a risk assessment of the workstation to ensure it meets health and safety standards. In addition, eye tests must be provided (if requested by the employee) and glasses must be provided for Visual Display Unit (VDU) work if necessary. Additional training will be needed and should be tailored to the particular needs of homeworking, covering the risks, the precautions needed and the arrangements in place for reporting hazards, incidents and illness.

To carry out DSE training and homeworking risk assessments, go to Fuse on Haringey **Council's intranet.**

15.2   The user must be fully trained in DSE use, including the need to take adequate breaks. Staff are required to complete a home working risk assessment checklist to confirm that work equipment is in a satisfactory condition, complies with relevant health and safety legislation and that working arrangements provide effective Health & Safety. These should be completed before home working is agreed. For further information **on homeworking, please refer to the Council's guidelines:** Modern Working – Flexible Working, available from HR.

16. Outdoor / open spaces lone working

16.1 Some staff spend their entire working hours outside such as in parks, open spaces, and streets. Wherever possible these staff are paired, but there are certain times when this is not possible and it is important that the following are considered at a minimum:

- Ensure team leader/colleagues know scheduled work route and what times the staff member is due back at the work place / mess room.
- Ensure **the lone worker's** mobile phone is charged and call at pre-arranged intervals.
- Ensure manual handling techniques are followed with training provided as appropriate.
- Ensure a personal alarm or other safety device particularly if working in a known high-risk area is available.
- Ensure vehicles are locked and where possible valuables are locked inside and out of sight.
- Ensure machinery/equipment is not left unattended if machinery has broken down, help should be called for.
- Ensure staff are equipped with sufficient water and food.
- Ensure weather protection precautions suitable to conditions are utilised, such as sun-cream or relevant clothing.
- Utilise relevant PPE as provided.
- The correct tool or machine for the job is always used and it is working properly.
- Staff attend personal safety training as provided by employer.

16.2 Staff working in outdoor sites are vulnerable to potentially violent situations. All staff working in such situations whether they are lone workers or not, should receive training on how to handle such situations. When confronted with a potentially violent situation there are some basic guidelines that employees should follow:

- If possible, call for assistance.
- Avoid reacting to abusive remarks - this will always make things worse. Remain calm and try your best to calm the other person.
- Politely ask the person to come back at a later date to discuss the problem with your manager - a cooling off period may calm the person.
- Do not attempt to restrain the person.
- Ask members of the public to summon help.

17. Accident/Incident and Near Miss Reporting

17.1 Any accident/incident or near miss, and this includes the threat of violence, stalking, harassment and aggression, whilst lone working should be reported to a Manager and recorded in line with the Council's Accident and Incident Management Procedure (you can access this and other health and safety related procedures on the Council's Health and Safety intranet page).

18. Monitor and review

18.1 A variety of monitoring systems must be utilised to ensure adherence with this procedure including departmental monitoring checks.

18.2 Risk assessments should be reviewed regularly and whenever there is a reason to believe that the existing assessment is no longer valid

18.2 This safety procedure must be reviewed every 26 months and revised as soon as practicable where changes in statute or industry best practice deem the content out of date.

19. Approval of the Procedure

19.1 This safety procedure was reviewed by the Corporate Health, Safety and Wellbeing **Board and approved by the Council's Head of Organisational Resilience on 10th** November 2020. Any required variations from this safety procedure should be brought **to the attention of the Council's Head of Organisational Resilience.**

Approved by (print name):

Signature:

Date: 20/01/2021

20.   Guidance

The following information is considered best practice and every effort should be made to follow it or apply a different approach that will achieve the same intended outcome. This information should also be considered when conducting your risk assessment for lone workers.

20.1   Guidance for staff working alone within a department during office hours:

- Ensure that they are near a telephone to call for help if needed.
- Secure valuables in an appropriate place, i.e. a locker.
- Ensure that keys are secured and not accessible to visitors.
- If there is a cause for concern, staff should call their manager.
- Staff should avoid meeting people if they are alone in the workplace.
- If they are meeting a client, let colleagues know who they are meeting, when and where. They should telephone colleagues and let them know that the client has arrived and that they will get back to them at a certain time. This is particularly important if the client has a history of violence and/or alcohol or drug use.
- Not tell anyone, other than family and colleagues, that they are alone in the workplace.
- Report any incidents to the relevant Manager as soon as practical after any events.
- Never assume it won't happen to them – plan to stay safe.

20.2   Guidance for staff working alone within a department outside office hours:

From time to time, employees may need to carry out their office-based work outside of normal office hours, such as weekends and evenings. The following precautions must be taken to ensure that your health and safety continues to be protected.

- Always let your line manager or other colleagues know if you are staying behind in the office at the end of the normal working day. They will then know to check in on you before they leave.
- If you are working at weekends or very late at night/early in the morning let a colleague/friend or relative know your whereabouts and the time that you are expected back. Contact them at regular intervals to verify that you are ok.
- If you change your plans, let your contact know immediately.
- Ensure that all windows and doors are secured to prevent unauthorised access, so that the working environment is as safe as possible.
- Do not open the doors to any strangers no matter what identification they have. If they are meant to be there, they will either have keys or another means of access.
- Never give security codes or keys to any stranger. Again, there are channels they can use to gather information if they are legitimate and are meant to have access.
- Make sure your fire escape routes are available to you and not locked (as may happen outside working hours).
- Do not use lifts at these times, as you may become trapped inside and unable to gain assistance or attention.

- Should the fire alarm activate whilst you are in the office alone, you must leave the building immediately by the nearest and safest fire exit. Make your way to the front of the building, a safe distance away and wait for the emergency services to arrive. If you have discovered a fire, evacuate the building and call 999.
- Should you discover any problems with equipment whilst in the office, do not attempt to repair or tamper with it. If it is not serious, report it to your manager the following working day. Report emergencies in the usual manner.
- Before leaving, ensure that all windows are closed and doors locked.
- Ensure you have access to a phone in case you need to call the emergency services.
- Park as close to the building as possible in a well-lit area to minimise the risks if leaving the building on your own.
- If you do not have access to a car and use public transport, try to use access points that are well populated and well illuminated especially during darkness hours when leaving.
- If an incident occurs, follow the Accident and Incident Management Procedure;
- Liaise with reception, who in turn should liaise with anyone else in the building about estimated exit times, their whereabouts during extended hours and when they plan to leave the building.
- Never assume it won't happen to you or your staff – plan to stay safe.

20.3   Guidance for lone working off site

When making lone worker visits it is important to communicate with others about the lone worker's intentions during the delivery of services. The following information must be available:

- The location of the visit/meeting.
- A contact telephone number, if possible.
- The time of the appointment.
- The likely or estimated length of the meeting/visit.
- The time expected to return to the office/base or call in.
- If driving a personal car on Council business, the manager must have information regarding car make, registration and model.
- If not returning to the office, the time and location of the next visit.

Colleagues may be aware of issues that an employee (lone worker) may not. Employees should ascertain as much information as possible about the appointment, using the list below as a reference:

- Is physical support from another colleague needed during the visit?
- Is it necessary to carry specialist lone worker protection with you – alarm or another device?
- Is the mobile phone fully charged and will it have signal reception?
- Is there sufficient credit on your phone (pay as you go clients especially)?
- Is it necessary to have an exit strategy in the event of an emergency arising?
- Can the employee park the car (if using one) close to the visit address without putting oneself at risk, avoid parking in a darkened road or cul-de-sac?

- If walking or using public transport, access points that are well populated and well illuminated should be used.

20.4   Guidance on visiting clients in their own homes/premises

Visits to a client's home represents a series of particular risks to which a lone worker and their managers must aim to minimise. Some employees are inevitably placed in a position where they do not always know in advance that they could face a potentially dangerous situation, particularly when they are dealing with someone accessing our services for the first time. The risk assessment should advise against lone working in this situation.

This guidance is designed for all employees who visit clients within their own homes.

Prior to a home visit taking place the employee should:

- Obtain as much information as possible about the client, their families, location to be visited.
- Review existing information regarding the client.
- Review the last documented risk assessment, or if this is unavailable, contact manager to ascertain whether or not there are any relevant risk factors present and/or whether there is any reason why it would be unadvisable to visit the client alone.
- Double-check the address and telephone number.
- In the event that no records or information is available, consider whether or not it would be more appropriate to invite the client into a workplace or a safe place, therefore avoiding the need to make a home visit.

If it is decided that a home visit is required, the employee should:

- Carry out a risk assessment (if trained) and explore whether the client is high risk/potential high risk. This risk assessment should be approved by the manager.
- Conduct your own risk assessment on the door step before you enter unknown places. If you feel at all uncomfortable or unsure, make an excuse and leave. Trust your instincts.
- Consider whether it would be appropriate to arrange to have a 2nd staff member present for the duration of the visit. A 2nd staff member should be present if a particular safety risk has been identified or if this has been identified within a risk assessment.
- Always ensure that fellow workers know where you are. Details should include expected time of return, names and addresses of the clients being visited and time of appointments when visiting alone, mode of contact (e.g. mobile phone numbers).
- Make sure that you carry appropriate personal identification e.g. Haringey Council identification card to verify your authenticity.
- Dress **appropriately in accordance with Haringey's dress code**.
- Wear shoes and clothes that do not hinder movement or ability to run in case of an emergency.

- Ensure that the means of communication and any personal alarms are working and accessible. Programme the work base number into mobile telephones so **they can be 'speed dialled'**.

En-route to the home visit

Ensure:

- That the vehicle is well maintained and has sufficient fuel.
- Bags and equipment are concealed and cannot be seen when the vehicle is parked.
- You carry only the necessary items that are needed to individual appointments.
- Avoid carrying valuable items such as laptops.
- Try to use well-lit routes and consider carrying a torch.

Consider:

- The time, the location and the route.
- Lock vehicle while driving and waiting.

Are you being followed? Uneasy? Or uncertain?

- If you think you are being followed, trust your instincts and take action. Act confidently, cross the road, turning to see who is behind you. If you are still being followed, keep moving. Head to a busy area and if you believe you may be in danger, call the police – DIAL 999.

If you are near your vehicle:

- Remain with or return to your vehicle, drive away for a short while.
- Drive to place of safety.
- If suspicions are confirmed, contact the Police.

On arrival

- Be alert, aware, safe.
- Park with care – as near to the address as possible, in a lit area away from subways or waste ground and with the car facing forward where possible to enable easy departure.
- Do not leave equipment/valuables in your car or on show.
- Assess the situation on approach and be prepared to abandon or postpone the visit if in there is a concern for safety.
- Have your Haringey Council identification card available on request.
- If the person answering the door makes you feel uneasy about entering then an excuse should be made not to enter; for instance when the client or relatives are **drunk or 'intoxicated' via drugs**.
- If someone is aggressive or confrontational do not engage. Politely end the conversation and leave that address. Report this to colleagues so they avoid the same situation.

- Have a list of excuses prepared to help you leave any situation quickly.
- Be mindful of the fact that if **you are entering someone else's terri**tory, your presence there may be unwanted and/or pose a threat.
- You should follow the occupants in when entering and not take the lead.
- Give the client an idea of how long the meeting will take and try to adhere to this.
- Remain alert while in the house look for anything that may present a problem.
- When taking a seat within the property, ensure you are near an exit route.
- As you enter an unknown location, make a note of how the door opens so that you can leave quickly, if necessary.
- Be aware of any obstacles that may prevent one from exiting the premises quickly.

If in doubt:

- Do not enter premises – seek advice/assistance.
- Plan your action.
- Trust your instincts. Do not enter a property, a garden or driveway that you feel uncomfortable about.

IF YOU ARE THREATENED – LEAVE IMMEDIATELY AND DIAL 999 AS SOON AS YOU CAN.

Personal Safety

- Do not take short cuts.
- Walk facing oncoming traffic.
- Avoid groups of rowdy people.
- Carry a torch in the dark.
- Have a personal alarm, phone or other lone worker safety device readily at hand.

On return to the car

- Have your keys ready.
- Check the interior before getting in.
- Lock the doors as soon as you get in.

Checking back with the team following a home visit

- If for whatever reason you find you will not be back at the expected time you must ring and let colleagues know of any alterations.
- If you have to make a visit to a new client at the end of a shift, ensure that you have a mobile phone, and report back to base or to another designated person.

Known High Risk Home Visits

- If any visit is deemed to be a potential high risk, it will be necessary to consider visiting in pairs.

- The need for such additional support should be discussed with your Manager so that appropriate arrangements can be made.
- For such visits the employee must report back to their work base to confirm that the visit has ended and that they have safely left the person. A record must be **made of the times entering and leaving the client's home.**

20.5 Guidance for lone workers and public transport

- Staff who use public transport should familiarise themselves with up-to-date timetables and route information.
- Know where you are going and which stop you need.
- Lone workers should wait for transport at a busy stop or station that is well lit.
- They should try to sit near to the driver whenever possible.
- Before checking or using your mobile phone when leaving an underground station, employees should make sure they are in a safe location.
- If threatened by other passengers, move to another seat or carriage and/or alert the driver or contact the Police.

20.6 Guidance for lone workers travelling by foot

- Lone workers should walk briskly and if in need of directions should utilise public places such as a petrol station.
- Mobile phone use should be avoided whenever possible in public places. If someone does try to steal the phone it should be handed over immediately.
- Theft of any possession should be reported to police and incident form completed as soon as possible.
- Lone workers should stay on the footpath, be aware of the location and people around and avoid waste ground and isolated pathways.

20.7 Guidance on lone working and taxis

- Whenever possible the taxi should be booked in advance from a company recognised by the Council.
- Find out which licensed taxis and private hire vehicles operate in your area and plan your journey in advance.
- If a taxi is not booked, the staff member should use a recognised taxi rank/firm.
- Mini cabs should not be used if not pre-booked.
- Ask the driver to show you their badge before you start your journey.
- Examine the taxi or minicab before you get in – is a licence displayed on the vehicle? Does the vehicle look roadworthy?
- Personal information should not be discussed with the driver.
- Trust your instincts – if you feel worried or threatened, ask the driver to stop in a busy area so you can get out.
- Report any concerns about taxis or private hire vehicles to the police and your local licensing authority.

20.8 Guidance on lone working and use of bicycles

- Staff members using bicycles should ensure their bicycle is in good working order. Repairs are best done at home and not on the road.
- Consider wearing high visibility clothing.
- Never cycle anywhere you would not be comfortable walking.
- Access to a mobile phone should be available to all workers using a bike.

20.9 Interviewing clients in the office

In addition to advice already given earlier in this document, when interviewing in the office consider the following:

- Use interview rooms with panic buttons or means of communication where possible.
- Sit nearest the exit.
- Staff should make themselves aware of locks, bolts, etc. on exit doors and observe how they work.
- Ensure that colleagues are aware that an interview is taking place.
- If there is ever a need to take a client/visitor through a coded security door, ensure that the client/visitor cannot see the code or knock on the door and be let through to maintain security.

20.10 When a colleague does not return as expected

Service Managers must ensure that they or other staff members are aware of check-in times for any team members who may be involved in visits to remote areas. If one of your colleagues has not returned back to the office/base or rung in to confirm their whereabouts, then the first and most important thing is to remember not to panic. It may be that they have genuinely forgotten to let you know of changes to their plans or have been delayed. In the first instance, Service Managers or delegated staff should establish whether they have heard from that person, or have been properly notified of changes to their plans. If not, ring their mobile phone number and check to see that they are safe. If you receive no answer, or if they answer but sound distressed, then you should notify their Manager immediately. If they are not available, notify the most senior person on the premises and/or the Senior Manager on-call. If it has not been possible to obtain an answer from their mobile, the Manager should then try to contact the person at home or through their next of kin before contacting the police. In cases where the person answers but appears to be in distress, the police should be called immediately.

APPENDIX 1 – LONE WORKING SAFE SYSTEM OF WORK

Instructions for using this template

This document has been created in order to help managers document the lone working procedures in place within their area of responsibility. The use of this template is recommended to ensure the requirements set out in the Lone Working Procedure are met, however it is not mandatory if there is already sufficient documentation in place.

Please edit the content of this template so that it clearly documents the safe system of work in place in your service area / team, which are intended to monitor the safety of lone workers. You may remove content that is not required, and add additional information as appropriate.

< Delete this text box from the template before saving as your documented safe system of work >

This safe system of work applies to you if you work "without close or direct supervision" whether in your main place of work e.g. outside working hours, or because you work in the community.

Haringey Council has a Lone Working Procedure which should be read in conjunction with this Lone Working safe system of work.

Team name: *<insert team name>*
Date: *<insert document date>*
Scheduled review date: *<insert planned review date>*

1 Planning your visits:

1.1 Before you attend a property in the community or any event, activity or meeting away from your normal place of work, the following information must be recorded so it is accessible.

- **Organisation/contact name you're going to see.**
- Meeting location.
- A contact phone number
- Employees to check *<insert database name>* to ensure no cautionary code/Person of Concern Code *(use applicable term)* is against the person / property being visited. If there is, discuss it with your line manager as lone working might not be appropriate.
- Indication of travelling time both to and from the event.
- **Plan your journey and detail how you're going to travel to the location and if possible** the route you intend to take.
- Expected time to return to the office or to finish work.
- Before you leave your workplace or home for your meeting/event make sure your mobile phone is fully charged and make sure you take it with you.

- If your team uses lone worker devices, make sure its charged and you know how to use it.
- **As well as recording the information about your visit, also schedule a 'Check-In' with your manager (or the person you've been instructed to check in with) for when you arrive at the location so they know you've arrived safely. Double check who you are 'checking in' with as this may change due to sickness or other meetings. N.B.** This safe system of work will not apply if the employee has an automatic check-in system through a device or mobile phone.

Whenever Outlook is available to the employee, the information above will be recorded in their outlook calendars. All team members and managers will have a minimum of reviewer access to your outlook calendar but access to visit details should be restricted to your team. It is important that staff who need to include service user initials in the outlook calendar ensure that only their team has full view access to their outlook calendar and not wider council staff. Service users have a reasonable expectation that access to even this information will be limited as far as possible. The default calendar setting should be free/busy/time and this should be used when sharing outlook calendars beyond the team.

All staff must ensure that their outlook calendars are up to date at all times. *<insert method if outlook calendar is not available e.g. team board.>*

This team method to check in would be *<insert method e.g. outlook calendar/text message/phone call, etc. The preferred method would be Outlook calendar as explained in point 2.>*

1.2   Travelling to the location:
- Do not show off your valuables (either in your hand or car), this may draw the attention of a thief or mugger.
- Mobile phone use should be avoided whenever possible in public places. If someone does try to steal the phone it should be handed over immediately.
- Check you have extra money for emergency travel fare or petrol.
- If you are driving:
  o Make sure you have enough petrol.
  o Keep your car doors locked as you're driving.
  o Have your keys ready as you approach your vehicle.
  o Check the interior of your vehicle before getting in and lock the doors as soon as you get in.
- Ensure that you park in a well-lit, preferably public place – park as close to the **location you're visiting as you can and reverse parking if possible.**
- Notice the local area before you park up – e.g. where is the nearest shop? Is there a police station nearby?
- Try and sit near to the driver on public transport whenever possible.
- Avoid putting yourself in a potentially dangerous position - do not take poorly lit **shortcuts, use main roads where possible, don't drive o**r speak aggressively.
- If your plans change, let your manager/the person you check in know.
- Wear comfortable shoes and clothing you can easily move in.
- Make sure you are in a safe location before checking in or using your mobile phone.

- Lone workers should walk briskly and if in need of directions should utilise public places such as a petrol station.

1.3   During the works/visit:
- Assess the situation on approach and be prepared to abandon or postpone the visit if there is a concern for safety.
- Wear your ID when you reach your destination.
- Inform the person you are going to visit about the reason for the visit and the approximate time it will take.
- If the person answering the door makes you feel uneasy about entering, then an excuse should be made not to enter.
- You should follow the occupants in when entering and not take the lead.
- Remain alert while in the house/premises, look for anything that may present a problem.
- When taking a seat within the property, try to seat near an exit route.
- Be aware of any obstacles that may prevent you exiting the premises quickly.
- Pets (especially dogs) should be put away before you enter the premises.
- Clients/tenants should not smoke in the room you are working/carrying out the meeting.
- If you are delivering bad news, do not carry out the meeting in a room where items could be used as a weapon e.g. kitchen

If you see anything to cause you concern
Trust your instincts. If you feel threatened or the risk has increased to an unacceptable level, abandon the area and contact your line manager (or designated person) from a safe place.

1.4   After the works/visit:
- Remove your ID or keep it beneath your outer wear when you leave the premises.
- Do not make unscheduled visits.
- Call the office or a colleague if you need further directions.
- Avoid lingering longer than required in the area, particularly during dark hours.
- Inform your line manager if you go home directly.

2 How to Create a Check-in (Outlook users)

Enter all of the details listed in part 1.1 into your Outlook diary and invite your manager (or the person you've been instructed to check in with) to a meeting using the Outlook meeting request function so that the information shows in their calendar too and sends them a reminder message.

The check-in (meeting) time should be at the time you expect to arrive at the location and leave the location.

2.1   How to Check-in:
A text message is acceptable in the following circumstances:
- Arrival at or leaving after a formal event/meeting such as a conference.

- Returning home after an event/meeting when you've been with a colleague e.g. summer fair.
- Returning home after an event/meeting in a public place.
- Returning home after a meeting at a home or small office. You must call your manager in these instances
- **When you arrive and leave at a person's home.**

2.2   What happens if a check-**in isn't received?**

Your Manager (or designated person) will text you 10 minutes after your check-in time.

If you do not reply to that text, they will ring you 20 minutes after your check in time. If **you know you'll be later checking in, contact them as you leave the location to give them a revised ETA – if you're driving, do not use your mobile phone. Pull o**ver somewhere safe before texting or calling. Also inform the person you will be visiting of the ETA.

If no check-in has been received after 30 minutes, your manager (designated person) will check traffic/public transport reports for delays on your journey route, which may explain why you have not checked-in.

If no contact is made after an hour of the check-in time, the manager (designated person) will call your relevant landline phone number to see if you have returned home. If there is no reply, the manager will seek guidance from Head of Service.

The Head of Service may then decide to contact your next of kin.

3 Code 'Red Folder': Raising the alarm

If an employee/colleague uses the phrase "Please check the red folder" this indicates that an individual feels uncomfortable or unsafe but is unable to say so.
This phrase is not to be used in any other context, other than that stated below:

- If a staff member is in a situation where they feel uncomfortable:
- The staff member should leave immediately wherever it is possible to do so without inflaming the situation.
- If the staff member cannot leave the situation they should ring the office using the coded phrase 'Please check the red folder'.
- If the staff member rings and the person who receives the call is in any way concerned **by the call, but this phrase is not being used, they should ask, 'Do you want me to check the red folder?'**
- If the staff member uses the coded phrase or answers yes to the question, try to **confirm the staff member's whereabouts and then the manager should be informed** immediately. If there is no manager available within the team, inform the nearest manager in any team.
- The manager will then call the police.
- If the staff member later manages to leave the property they should ring back as soon as possible and inform everyone that they are safe.

If a staff member is in a situation where they feel uncomfortable and has a silent alarm system:

- The staff member should use the lone working device as trained.

The staff member should leave immediately wherever it is possible to do so without inflaming the situation.

If the Police are called:

- The manager will inform senior management of the concerns.
- The manager will again contact the emergency contact and explain that they have informed the police.
- The manager and senior manager will agree how best to continue to liaise with the police and emergency contact.

4 Lone working in a building/working elsewhere e.g. home

- Familiarise yourself with the location of the emergency exits and how to raise the alarm (if available).
- Ensure you have means of communication e.g. landline phone, mobile phone, radio, etc.
- **Ensure you have checked in with your manager (or the person you've been instructed to check in with).**
- Know where the first aid kit is located (expect public place) and how to call for help if necessary.
- If you think the building has been broken into, do not go inside. Wait for back up.

You will check-in with your manager *<insert agreed times.>*

APPENDIX 2 – LONE WORKING RISK FACTORS

Whether employees work alone in buildings or carry out home or site visits or work out on the field, the Manager should first conduct a risk assessment for lone workers. The risks to lone workers can be included in the general risk assessment which must also include the measures required to avoid or control the risks. The generic risk assessment template form can be found on the Council's intranet at Health and Safety Forms.

This Appendix provides guidance on how to risk assess lone workers in the following situations:

1. **Lone working in people's homes (home visits).**
2. Lone working in Council buildings.
3. Lone working in remote or rural areas.

The following information should be considered when conducting the risk assessment.

1. Lone Working in **People's** Homes (Home visits)

   This section has been written with the intention of ensuring the safety of employees who are expected to carry out work in people's private homes. They could include, for example, social workers, personal care workers, environmental health officers, pest control officers, housing officers, building control officers, planning officers, out of hours staff, call-out staff, and special school teachers.

   When considering risks to lone workers in private homes, Managers must take into account factors including:

   - Known history of the person being visited.
   - Family circumstances.
   - Living arrangements.
   - Concerns considered relevant by the referrer as well as concerns raised by the person's family or friends.
   - Travelling to isolated or high risk areas.
   - Travelling between appointments.
   - Communication availability.
   - Person safety and security.
   - Experience of staff member.
   - Any pre-existing medical conditions that would require extra support for the lone worker.

   To reduce the risk to as low as reasonably practicable, the risk assessment must consider control measures such as:

   - Arrange for meetings to be held in Council buildings or other suitable premises rather than at the person's home where possible.

- Allocate two members of staff to make a visit where appropriate, for example, if there is a known history of violence, aggression, drug or alcohol use, or if visiting at night.
- Police accompanying employees, for example when Environmental Health Officers (EHO's) attend potentially violent locations, where repeated and extreme threats have been made to them.
- Have meetings with clients in spaces that allow employees to exit easily in potentially violent or threatening situations.
- Implementation of a safe system of work (see Appendix 1) or other suitable management control system ensuring that information (such as where the lone worker is going; who they are visiting; contact address and telephone number; estimated arrival time and duration of visit; time expected to return to office; time and location of next visit or time when they are due to arrive home or to base, use of a "buddy" system) is shared with colleagues.
- Having a procedure in place if employees fail to return to base or home or failed to phone back at an agreed time.
- Implementing a flagging system where employees, such as social workers and EHO's, have a system of flagging up potentially violent people and are able to recommend who should or should not visit those people – eg, not females/males/lone workers, etc. Usually two employees should visit people flagged by this system.
- Using alternative staff when employees who have been previously threatened may request another employee to visit in their place.
- Use of lone working device where employee can raise the alarm when necessary and so that they can be traced in extreme circumstances.
- Supervision for new or inexperienced staff.
- Ensuring that the lone worker's vehicle and mobile phone are in good working order.
- Information, instruction and training appropriate to the level of risk. This may include any or all of the following:
  - Information and instruction on contact procedures and local risk management protocols.
  - Basic personal safety awareness and how to recognise situations where employees may feel at risk.
  - Use of lone working device.
  - Strategies to prevent/or manage violent and aggressive incidents, including encouraging confidence and the use of care and common sense.
  - Developing coping methods.
  - Minimising risk – e.g. parking cars facing the road to enable quick escape.
  - Manual handling training.
  - Instructions on the procedures for reporting all incidents, however minor.
  - Procedures for safe handling of hazardous substances or waste, including the use of PPE.

2. Lone Working in Council Buildings

The purpose of this section is to provide information relating to the safety of employees working alone in Council buildings. They could include, for example, employees working outside of normal working hours and maintenance, security and cleaning staff.

When considering risks to lone workers working within Council buildings, Managers must take into account factors including:

- Risks associated with the actual activity being undertaken.
- **The individual's capacity to undertake the activity.**
- The security of the building and grounds.
- Known history of the person who is visiting the employee at work.
- Communication availability.
- Any pre-existing medical conditions that would require extra support for the lone worker.

To reduce the risk to as low as reasonably practicable, the risk assessment must consider control measures such as:

- Have meetings with clients in spaces that allow employees to exit easily in potentially violent or threatening situations.
- Access to visually open meeting spaces or presence of another staff team member when meeting with a client who may be verbally abusive or aggressive.
- Restricted access to objects that may be used as weapons (for example, stapler, paper weights, scissors, moulded plastic chairs or office décor that can be picked up and thrown, etc).
- Security of the building – entry to buildings should be controllable so that unwanted visitors do not gain access. Progress beyond reception should be restricted to staff who are responsible for admitting people into the main body of the building and/or entrance security systems should be used.
- Contact procedures should be agree and implemented so that others are aware of the presence and movement of lone workers and what procedures to follow should the lone worker fail to make contact at predetermined times.
- Entrance security systems should be in place in areas where employees work alone to ensure there are no unwanted callers.
- Consider an internal alert system to a manned location, panic buttons or lone worker device that can be activated in a potentially threatening situation.
- Implementation of a safe system of work (see Appendix 1) where applicable to this situation.
- Within the grounds, consideration should be given to the quality of lighting and whether security cameras are also required.
- Information, instruction and training appropriate to the level of risk. This may include any or all of the following:
  - Information and instruction on contact procedures.
  - Basic personal safety awareness and how to recognise situations where employees may feel at risk.
  - Strategies to prevent and/or manage violent and aggressive incidents.
  - Manual handling training.
  - Procedures for safe handling of hazardous (COSHH) substances, including the use of PPE.
  - Instructions on reporting procedures for incidents, however minor.

Staff working alone within a Department **during working hours** should:

- Ensure they have access to a telephone/mobile phone to call for help if needed.
- Call security or emergency services as appropriate if they become anxious regarding their safety.
- If an incident occurs, report the circumstances, no matter how minor, to their Manager as soon as practicable after the event.
- Be aware of any pre-existing risk factors arising from a medical condition.

Staff working alone within a Department **outside office hours**, as a matter of routine, should, in addition to the above:

- Ensure that all windows and doors are secured to prevent unauthorised access, so that the working environment is as safe as possible.
- On leaving the Department, ensure that all windows are closed and doors locked or closed shut behind them.

3. <u>Lone Working in Remote or Rural Areas</u>

The purpose of this section is to provide information relating to the safety of employees working in the course of carrying out field work which may be in remote and/or rural areas. They could include, for example, maintenance, pest control and grounds staff, trees, parks and conservation staff and enforcement officers.

When considering risks to lone workers working in remote areas, whether urban or rural, Managers must take into account factors including:

- Risks associated with the actual activity being undertaken.
- **The individual's capacity to undertake the** activity.
- Suitability of equipment for use in remote area.
- Availability/suitability of PPE for use in exposed situations.
- Distance to nearest A&E and other emergency services and first aid provision.
- Risks associated with travel and access/egress to remote areas.
- Likelihood of having to deal with confrontation.
- Communication and availability.
- Personal safety and security.
- Experience of staff member.
- Any pre-existing medical conditions that would require extra support for the lone worker.

To reduce the risk to as low as reasonably practicable, the risk assessment must consider control measures such as:

- Whether a minimum of 2 people should be allocated to this activity. There are some activities that must not be carried out alone – See Section 6 of this procedure 'Activities prohibited for lone workers'.

- Whether alternative communication technology is available for use in isolated situations.
- Implementation of a safe system of work (see Appendix 1) or other suitable management control system ensuring that information (such as where the field work is taking place; estimated arrival time and duration of visit; time of departure and time expected to return to normal work base or home; any special contact arrangements; location and contact details of accommodation; **use of a "buddy"** system) is easily available to Manager or other suitable colleagues.
- Provision of alternative work equipment for use in remote and/or exposed area.
- Provision of basic or enhanced first aid equipment.
- Provision of hand washing equipment.
- Supervision for new or inexperienced staff.
- Ensuring that **the lone worker's vehicle** and mobile phone are in good working order.
- Training appropriate to the level of risk. This may include any or all of the following:
  - Information and instruction on contact procedures and local risk management protocols.
  - Basic personal safety awareness and how to recognise situations where employees may feel at risk.
  - Use of lone working device.
  - Strategies to prevent/or manage violent and aggressive incidents, including encouraging confidence and the use of care and common sense.
  - Developing coping methods.
  - Minimising risk – e.g. parking cars facing the road to enable quick escape.
  - Manual handling training.
  - Instructions on the procedures for reporting all incidents, however minor.
  - Procedures for safe handling of hazardous substances or waste, including the use of PPE.
  - Procedures for safe use of equipment.
  - First aid training suitable to the circumstances.