



Monmouthshire Pupil Referral Service

Lone Working Policy

Document Control	
Document author	MCC
Statutory status	Statutory
Website status	On website
Approved by	Management Committee
Date approved	
Approval cycle	
Next review date	

Document history			
Version	Date	Reviewer	Note of revisions

NOTE

Wherever the designation **manager** is used in this policy, it is taken to mean Chief Officer, Head of Service, Head Teacher, Line Manager, Supervisor and the Officer in charge or anyone who has responsibility for employees/volunteers/ trainees/ contractors in the course of their work.

Managers are responsible for ensuring that ALL staff have access to this document.

Introduction

Monmouthshire County Council recognises that, due to the nature of work undertaken, and the facilities from which services are provided, some staff are required to work by themselves for significant periods of time without close or direct supervision.

People who work alone face the same hazards in their daily work as other workers, however, for lone workers the risk of harm is often greater if there is no-one there to help if something goes wrong or if the person suffers a sudden illness. A lone worker needs to be more aware and alert to recognise and avoid danger and know how to get help quickly. Some of the hazards which lone workers may face include:

- violence from members of the public
- accidents or emergencies arising out of work activities and lack of first aid assistance
- fire
- inadequate provision of rest, hygiene and welfare facilities
- manual handling
- sudden illness
- vehicle breakdowns

This policy and guidance document is intended to demonstrate the Council's commitment in addressing the generic issues associated with lone working, and to provide guidance to managers in developing effective systems to ensure the health and safety of those who are involved in lone working activities.

Legislative Requirements

Health and safety legislation does not prohibit lone working. Employers, however, have a general duty under Section 2(1) of the Health and Safety at Work etc. Act 1974, to ensure the health, safety and welfare of employees, and to maintain their physical and mental well-being. Further, the Management of Health and Safety at Work Regulations, 1999, requires that employers assess all risks to health and safety to which their employees are exposed, including the risks 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 additional arrangements must be put in place.

Under section 7 of the Health and Safety at Work etc. Act 1974, it is also the responsibility of employees to take reasonable care of their own health and safety at work and that of other persons who may be affected by their acts or omissions. All staff must comply with all safety procedures/safe systems of work and approved codes of practice pertaining to their particular work activities and report all incidents that have led or may have lead to injury or damage.

Definition

The principle the Council adopts is that lone working can occur anywhere at any time and includes any work activity that is carried out away from supervisors or colleagues for a significant part of the time. Staff that can be affected can be involved in quite diverse activities and some examples could typically be:

- staff working in a community visiting role
- enforcement officers
- where only one person works on a premises or within a department
- where people work separately from others, such as in interview rooms, reception work, stores, maintenance, porter services or site delivery
- those that work outside normal hours such as cleaners, maintenance, security and on-call staff
- those who work from home for much of the time

This list is by no means exhaustive and in recognising this the Council will adopt the Health and Safety Executive definition of lone workers as ***'those who work by themselves without close or direct supervision'***.

Scope

This policy applies to any person acting on behalf of Monmouthshire County Council, including in schools, who carries out their duties in a lone working situation.

Statement of Policy

The Council is committed to ensuring the health, safety and welfare of its staff and will ensure so far as is reasonably practicable, that staff and others who work alone or unsupervised for significant periods of time are protected from risks to their health and safety. Measures will also be adopted to protect anyone else affected by lone working.

Lone working can expose staff and others to certain hazards. It is the intention of the Council to remove the risks from these hazards where it is reasonably practicable to do so or, where complete elimination is not possible, to reduce the risk to an acceptable level.

Responsibilities

The Chief Executive:

The Chief Executive has ultimate responsibility for the health and safety of employees and others who may be affected by the Authority's undertakings. Strategic management of health and safety has been delegated to i) the Deputy Chief Executive (Resources) who is accountable to Cabinet for the Authority's health and safety performance and ii) to other members of the Strategic Leadership Team in respect of services under their control

Deputy Chief Executive (Resources)

The Deputy Chief Executive (Resources) is responsible to the Chief Executive for strategic health and safety management and will ensure that:

- The Council's policy and guidance for the management of lone working is clear and reviewed at least biennially
- The performance of the Council in managing lone working is periodically monitored and communicated to the Strategic Leadership Team.

Strategic Directors and Chief Officers will:

- Be responsible for ensuring effective implementation of this policy and associated management arrangements within their service areas
- Provide appropriate resources for the effective implementation of this policy, including the provision of training.
- Support managers in implementing identified control measures necessary for the effective management of lone working
- Ensure that the systems in place for managing lone working are periodically monitored to ensure they are effective

Heads of Service /Line Managers and others who have responsibility for workers will:

- Ensure risk assessments are carried out to identify the potential for harm from lone working activities
- Implement measures to minimise any risks identified
- Ensure clear and accurate guidance relating to lone working is provided to staff
- Ensure local procedures and safe systems of work are developed, implemented and followed
- Assess the training needs of their staff and ensure the training provided is appropriate to their needs
- Facilitate the attendance of their staff on training courses and maintain records
- Ensure incidents are reported, investigated and accurately recorded
- Ensure there is support for staff following an adverse incident and any necessary action is taken to prevent a recurrence
- Communicate this policy and associated procedures to staff

Employees are required to:

- Comply with Council policies and procedures relating to lone working at all times
- Take all reasonable steps to protect themselves and others from harm

- Attend lone worker training as required
- Report any incidents and near misses to their manager

Corporate Health and Safety will:

- Develop the Council's Lone Working Policy and Guidance and ensure it is subject to regular review
- Provide advice and guidance to managers and staff in the development, implementation and monitoring of any local procedures

Training and Instruction

The All-Wales Violence and Aggression Training Passport and Information Scheme provides a framework for the delivery of violence and aggression training across public services in Wales. Violence and aggression training and instruction is crucial for all staff that work alone and those who manage them. The passport scheme sets an approved national standard which should be developed locally so it is relevant to the nature of the work undertaken and delivered as part of the measures to control risk.

Training can bring about:

- a reduction in the number of incidents
- a reduction in the seriousness of the incidents
- a reduction in the psychological effects of any incidents
- an improved response to incidents
- an improvement in staff morale
- reduction in sickness/ill health
- improved overall efficiency
- better use of resources within the Council

Local Monitoring Arrangements

Regular monitoring must be undertaken by managers to ensure that:

- adequate measures are in place to control those risks identified
- lone worker incidents are being reported
- lone worker incidents are being investigated
- lessons learned are being communicated to staff
- safe systems are being reviewed and updated when changes occur
- staff are implementing measures appropriately

References

All Wales Violence and Aggression Training Passport and Information Scheme

Appendix 1

Developing Local Policies and Procedures

This guidance is intended to assist in identifying hazards that lone workers may be exposed to, assessing the risks they face and developing appropriate measures to reduce, control and manage the risks.

In maximising safety where lone working is under consideration, the main conditions to be satisfied are:

- whether the work itself can be done safely by a lone worker and
- what arrangements are required to ensure, so far as is reasonably practicable, the lone worker is at no more risk than employees working together.

If these conditions cannot be satisfied then other arrangements should be considered for carrying out the task.

Identifying the Risks

This should not be regarded as an isolated task but part of our daily work routine – a natural, normal part of managing, supervising and undertaking one's role.

Issues that should be considered include:

Workplace

- Do staff work within remote areas within larger sites, for example laboratories, workshops, plant rooms etc, or in community premises or home visiting?
- Consider access, security arrangements and means of escape in an emergency, transport and parking arrangements.
- Is the environment safe to do the job required - with proper lighting, enough space to carry out the work and temperature control?
- Are there hazards that can cause slips, trips or falls, hygiene concerns, poor safety, animals or vermin?
- If working outside, are there conditions that would affect safety such as inadequate lighting, ice or poor weather or ground conditions?

Process - identify hazards such as:

- Manual handling
- Work on electrical systems
- Confined spaces
- Harmful substances
- Risk of fire

- Working in the community
- Interaction with people with a known history or a potential for violent or aggressive behavior
- Handling cash or dealing with confidential information?

Equipment

- If the work involves manual handling, is it necessary, can it be avoided? If not, are appropriate mechanical aids available?
- Is there a need to operate essential or emergency controls?
- Are the right tools for the job available and are they maintained in good working order?
- Is personal protective equipment required?
- How will the individual communicate with others?
- Is there a need for regular communication?
- How can others check on the safety of the lone worker?

Individual

- Is the physical fitness of the individual an issue?
- Does the person suffer from a medical condition, have some form of disability, special needs?
- Is there any particular risk to female employees, expectant mothers, is age or inexperience an issue?
- Is there access to adequate rest, hygiene, refreshment, welfare and first aid facilities, etc?
- Is the individual suitably trained and informed to do the job?

Work Pattern

- How does it relate to those of other workers - shift pattern, out of office hours, on-call - how it relates geographically to other workers?
- Does it warrant additional measures?

Assessing the Levels of Risk

- It is important to consult all those who may be involved in the activity/task when undertaking a risk assessment. Perception of risk may vary from individual to individual. Also, employees may have experiences they have not previously reported or shared with other colleagues.
- The persons affected will range from those directly involved in the task, to those who may be in the work place at another time e.g. domestic staff, employees who may walk through the area, contractors or maintenance staff.
- Where the task involves a risk of violence or aggression, the Council's Management of Violence and Aggression Policy should be referenced and measures implemented to control those risks.
- Account should also be taken of an individual's personal qualities. Consideration should be made of the inexperience of young workers or trainees, agency or bank staff being unfamiliar with local procedures or the level of understanding of staff generally to deal with the issues. Also, other qualities to be considered include the knowledge, level of training and attitude of individuals and their interaction with other people in the workplace such as visitors, contractors or patients and their relatives.

- In assessing the level of risk to an individual the control measures that may already be in place should also be considered. Are there already policies, procedures, good practice standards, guidelines or other measures in place to control the risks? Are they suitable, used and up to date, and are they understood and implemented by staff?

Developing Control Measures

To safeguard individuals we should:

- Eliminate the risk completely, or if this is not possible
- Reduce the risk to an acceptable level

To achieve the necessary level of control, precautionary measures should be considered. They could include:

- Identifying the level and extent of training required, taking into account the nature of the lone working activity. Consider the knowledge and experience of individuals, particularly young and new workers. Lone workers should be given information to deal with normal everyday situations but should also understand when and where to seek guidance or assistance from others, i.e. unusual or threatening situations, etc.
- Ensuring that staff are given all available information that is relevant when dealing with a client.
- Ensuring there is a reliable means for the individual to communicate with others regularly or if in need of assistance. Depending on the location this could be personal duress alarm, fixed panic alarm, radio or telephone, or the provision of mobile phones.
- Providing supervision, the extent required will depend on the level of the risks involved and the ability and experience of the lone worker. A few examples of supervisory measures which may be useful in some circumstances could be:
 - periodic telephone contact with lone workers
 - periodic site visits to lone workers
 - regular contact, e.g. telephone, radio, etc,
 - automatic warning devices, e.g. motion sensors, etc,
 - manual warning devices, e.g. panic alarms, etc.,
 - end of task/shift contact e.g. returning keys
- What to do in an emergency. Does the individual have a clear understanding of how to respond? There should be discussion and advice as to suitable responses to different types of emergency situations to ensure the individual acts appropriately? It is also important that supervisors know how to respond in these circumstances, and that their role could be of the utmost importance if their colleague is in need of help.
- Ensuring staff are familiar with procedures for withdrawing their services if they feel threatened in any way by a patient or member of the public, and to be confident in seeking police assistance without recourse to their line manager if a physical threat is real.
- Arranging for difficult clients to be seen at offices rather than at home, if at all possible.

- Indicating on file if a potential problem exists. This enables other staff to prepare and assists with risk assessments.
- Imposing restrictions on the attendance of community staff such as where there is domestic violence, overdoses or certain problem locations. These circumstances may warrant a police presence, more than one member of staff, secure access or communication systems etc.
- Carrying out a site survey where lone working is undertaken on Council premises to assess the physical security of the lone working area. Managers could identify unsafe areas by using a questionnaire for lone workers and should actively pursue any improvements needed. When home visiting, ensure an adequate assessment is undertaken on the first visit, and if possible review beforehand information from other departments or agencies that have had involvement in the past. Ensure staff understand the importance of previewing cases. Establishing close working links with the police, social services, local authorities, ambulance service and any other agencies that may have involvement or information. By sharing information potential risks to staff can be identified, reduced and incidents can be avoided.

Lone Worker Guidance Notes

This guidance note has been written to assist managers in developing risk assessments for lone workers.

Definition: A lone worker is an employee who performs an activity that is carried out in isolation from other workers without close or direct supervision. Such staff may be exposed to risk because there is no-one to assist them and so a risk assessment may be required.

Risk assessments for Lone Workers

General Principles

- Risk assessments must be completed for all lone working tasks. Please refer to Notes on Conducting Risk Assessments set out in Appendix 3 describing these and how to document them.
- In most cases these will be electronic
- In the event that the risk assessment is in paper or electronic format, it must be available to be viewed before carrying out the task
- Where a risk assessment cannot be completed in advance (e.g. urgent visit/activity/health protection), the Lone Worker must follow the principles of Dynamic Risk Assessment outlined in Appendix 3.
- Where practicable the assessment should be available to lone workers to inspect ahead of any visit.
- Where legally permissible, the information should be communicated with other agencies who may work with the same service users as part of the overall risk management process. In the event of any query about release of information to other agencies, advice should be sought from Council's Information Governance team.
- If there are known risks, managers/workers should consider rescheduling the visit or task to a particular time or location where they can be accompanied or the situation can be managed more appropriately.
- Lone workers should be alert to risks presented from those under the influence of drink or drugs, who are confused or where animals may be present. All the facts should be considered to allow a personal dynamic risk assessment to be made and a judgement as to whether the work continues or they withdraw.
- It is essential that lone workers remain alert throughout the visit or the work that they are undertaking and ensure that they are aware of entrances/exits in the event of an emergency.
- If a violent situation develops or any incident that they feel is no longer manageable then colleagues should immediately terminate the visit and leave the location.

Buddy Systems and Lone Workers

- Buddy systems must be used to identify to managers and other colleagues the location of lone workers, this can be in conjunction with any other control measure identified as part of the risk assessment.
- Ensure details are up to date on the emergency contact list. Liaise with your line manager to ensure they have an updated list or arrange for it to be updated.
- The 'buddy' should be fully aware of the movements of the lone worker and be in a position to contact the lone worker as agreed if the lone worker fails to contact the buddy as agreed.
- Arrangements must be in place to cover lone workers operating outside of normal working hours.
- The escalation procedure detailed in the lone working buddy process at Appendix 4 should be agreed and followed if the lone worker cannot be contacted.
- Contingency arrangements should be in place for someone else to take over the role of the 'buddy' in case the nominated person has to leave.

During visits

- Lone workers should be prepared and fully briefed having concluded any necessary risk assessments ahead of the visit or read a pre-documented risk assessment if this is available.
- A dynamic risk assessment should be carried out on arrival and constantly throughout the visit. If animals are present, consideration should be given to ask for them to be moved to another room.
- On entering the house, lone workers should familiarise themselves with access/egress points and door locks, in case they need to make an emergency exit, and ensure they have a means of contacting the office/buddy in the event of an issue – e.g. keep mobile phone on and check the signal.
- Lone workers should try to follow a service user rather than walk in front.
- They should not position themselves in a corner or location where it may be difficult to escape.
- If a risk becomes unmanageable the lone worker is empowered to leave, ensuring the matter is escalated appropriately once a place of safety has been reached.

Driving

- Lone workers should ensure the vehicle has adequate fuel for the journey. And ensure their vehicle is kept in good condition, maintained and unlikely to break down.
- They should plan sufficient time for the journey to avoid taking unnecessary risks.
- Bags, valuables or anything which personally identifies the lone worker, their address or family details should not be visible in the vehicle.
- Lone workers should always hold vehicle keys in their hand when leaving premises to aid quick entry into the vehicle.
- Once inside, it is recommended that all doors should be locked, especially when travelling slowly or stopped at traffic lights.

- Ensure when attending a home visit, cars are parked in a manner which allows them to be driven away immediately, without turning or reversing.
- Park where possible in well-lit areas and try to avoid parking in driveways.
- When driving alone, after dark, do not stop to offer assistance to anyone who may appear to be in distress. Stop in a safe place and contact the emergency services. If followed or in doubt, drive to the nearest police station or well lit, populated building such as a petrol station to request assistance.
- In case of breakdown, lone workers should contact their manager, colleague or 'buddy' immediately. If using a mobile phone and the signal is poor, or there is no signal at all, they should put their hazard lights on. If they need to leave the vehicle to raise assistance, the vehicle should be locked and they should remain visible to passing traffic.

Lone workers and public transport

If lone workers intend to use public transport, they should:

- Avoid isolated stops if possible and use busy stops or those that are well lit.
- Lone workers should be in possession of a timetable for the type of transport and route taken. These details should be left with the manager, colleague or 'buddy'. If the route is changed or there is a significant delay, they should inform the aforementioned.
- They should always sit close to the public vehicle driver, preferably in an aisle seat.
- They should avoid upper empty decks on buses or empty train compartments and also where there is only one other passenger.
- If threatened by other passenger(s) they should inform the driver/guard immediately.

Taxis

- Wherever possible, a taxi should be booked in advance from a reputable company, with driver and company name being obtained.
- Only recognised taxi ranks and companies should be used.
- They should sit in the back, behind the driver's seat and where practicable take a picture of the car's license plate/taxi badge number and send to a friend before starting the journey.
- They should not give out personal information to the driver (whilst in conversation or over a mobile phone) or the purpose of their trip

Pedestrians

- Lone workers should always try to walk tall and confidently, this has proved to be a deterrent to unwanted approaches
- Do not display your name badge as this could cause unwarranted attention
- Do not stop to assist strangers with a 'light' or the 'time'.
- Bags should be carried with the opening against the body.
- Headphones/mobiles should not be worn/used as they shield the sound of people approaching from behind.
- Mobile phones should not be used overtly in any area.
- If an attempt is made to steal anything being carried, the property should be relinquished immediately without challenge.
- Always walk in the centre of the footpath, facing oncoming traffic.

- Lone workers should avoid waste ground, isolated pathways and subways, particularly at night.
- Consideration should be given to keeping house keys and mobile phones separately.
- If there is any risk or danger, of being followed, then find a public place with plenty of people there – e.g. shop or department store. Contact the buddy/manager if continue to feel at risk.
- Any theft should be reported to the police and internally.
- Animals
- It is acceptable when making arrangements to attend an address to ask whether the occupier has any animals.
- The occupants should be asked to remove or secure the animal in another room before arrival.
- If a lone worker is confronted with an aggressive animal on a first visit to a service user's address, they should not put themselves at risk. It should be reported, risk assessed and if necessary the visit abandoned. Post visit, a warning marker should be considered. Remember that a request to remove an animal may in certain circumstances provoke a negative reaction with the patient.

Office Workers – During office hours

- Lone workers within a department during office hours should note where emergency exits are and familiarise themselves with emergency procedures.
- Lone workers should notify other colleagues if they intend to hold a meeting with unknown guests and provide details of when, where and how long it will last.
- Lone workers should ensure that information that they are alone in the work place is only shared as part of their buddy support system.
- If anxious, they should call for assistance either from other colleagues, security or the emergency services.
- Colleagues working alone within a department outside of office hours should ensure that they comply with current Health and Safety legislation.
- Always let a caretaker, security guard, receptionist or cleaning colleagues know if you are staying behind in the office at the end of a normal working day.

Workers - Out of Office hours

- Anybody intending to work alone out of normal office hours must ensure that current Health & Safety and other relevant policies permit lone working within the building.
- If working at weekends or late at night/early in the morning, let a manager, colleague, friend or relative know your whereabouts and the time you are expected to finish/return home. Maintain regular contact with them to verify that you are okay.
- If plans change, the contact should be notified immediately.
- Ensure all windows and doors are secure to prevent unauthorised access.
- Do not open doors to strangers no matter what identification they may produce.
- Never give security codes or keys to strangers.
- Make sure any fire escape routes are clear and not locked, which can occur outside normal working hours in some premises.
- Never use lifts at these times as you may become trapped inside and unable to raise the alarm.

- If a fire alarm sounds, you must leave the building and go to the recognised muster point and await the emergency services.
- If a lone worker discovers a fault with equipment, they should not attempt to fix it or tamper with the controls.
- On leaving, ensure all windows and doors are secured.
- Park as close to the building as possible. If necessary, move the vehicle nearer to the building prior to ceasing work.

Appendix 3

Notes for Conducting a Risk Assessment (Generic Risk Assessment)

A risk assessment is a written record of hazards and control measures however risk assessments may also be dynamic (see paragraph below). The five-step process outlined below should be followed when carrying out a risk assessment:

- Identify any hazards
- Decide if the person(s) may be affected/harmed and how
- Evaluate the risk arising from the information you have already gathered
- Record your findings and eliminate the risk or put control measures in place to reduce the level of risk to the lowest level practicable
- Review the assessment on a regular basis

Risk assessments must be carried out in all areas of work where working alone poses an actual or potential risk to colleagues. Risk assessments should be carried out by competent persons, be recorded, evaluated by a line manager and communicated to all who may have a need to know about the risk during their work. Factors to consider when carrying out the risk assessment include the following:

- Does the activity need to be carried out alone?
- Does the workplace present a special risk to the lone worker?
- Is there a record or history of violence, aggression, verbal and physical abuse or racism at the location, either from the client, relatives or neighbours?
- Is there a potential risk of violence/aggression?
- Does the task being undertaken with the person have the potential to cause them to become angry?
- Are there any security concerns regarding the area?
- Is there a safe way in/out for one person?
- Can the building/area be secured to prevent entry but still maintain sufficient emergency exits?
- Are there known drug, alcohol or mental health issues which need to be considered?
- Can the equipment, substances and goods involved in the work be safely handled by one person?
- Is the person medically fit and suitable to work alone?
- Does the task require any specialist training to allow them to work alone?
- How will the person be buddied?
- Consider whether protected characteristics of an individual e.g. pregnancy, age, disability may increase the lone worker risk

- Are new, inexperienced or young colleagues especially at risk if they work alone?
- What happens if a person becomes ill, has an accident or if there is an emergency?
- Will the visit/meeting be taking place out of hours?

Details of the risk assessment should be recorded on paper and or a retrievable electronic database and should include:

- The extent and nature of the risks;
- Factors that contribute to the risk, including job content and specific tasks and activities;
- The safe systems of work to be followed to eliminate or reduce the risk;
- The numbers of colleagues and others affected by the activity;
- Any changes, recommendations, training, policy and procedural reviews necessary;
- Who is responsible for ensuring the identified actions in the risk assessment are followed through to a logical conclusion; and
- Environmental factors, lighting, temperature, noise, floor conditions, etc.

Dynamic Risk Assessment

- A **Dynamic Risk Assessment** follows the same process as above, however, it is a continuous mental process whereby the environment and situation are checked and mentally monitored to ensure that the original risk assessment remains valid
- If the risk increases during the process and it is believed the change makes the risk unmanageable, then the lone worker is empowered to remove themselves from the situation, ensuring the matter is appropriately escalated and reported once a place of safety has been reached.

Risk Assessment Form

TASK	Lone working	ASSESSMENT No	GEN/LW/001	<div>Likelihood</div> <table><tr><td></td><td>1</td><td>2</td><td>3</td><td>4</td><td>5</td></tr><tr><td>1</td><td>1</td><td>2</td><td>3</td><td>4</td><td>5</td></tr><tr><td>2</td><td>2</td><td>4</td><td>6</td><td>8</td><td>10</td></tr><tr><td>3</td><td>3</td><td>6</td><td>9</td><td>12</td><td>15</td></tr><tr><td>4</td><td>4</td><td>8</td><td>12</td><td>16</td><td>20</td></tr><tr><td>5</td><td>5</td><td>10</td><td>15</td><td>20</td><td>25</td></tr></table>		1	2	3	4	5	1	1	2	3	4	5	2	2	4	6	8	10	3	3	6	9	12	15	4	4	8	12	16	20	5	5	10	15	20	25
	1	2	3		4	5																																		
1	1	2	3		4	5																																		
2	2	4	6		8	10																																		
3	3	6	9		12	15																																		
4	4	8	12		16	20																																		
5	5	10	15	20	25																																			
Source	Lone Working Policy	Date of Assessment	29.5.19																																					
PREMISES	All	PERSON RESPONSIBLE	All staff																																					

Ref No	Hazard	Person(s) exposed to Hazard	Risk Identified	Pure Risk Rating			Control Measures Required	In place		Residual Risk Rating		
				C	L	R		Y	N	C	L	R
01	Lone working (community)	Staff	Verbal Abuse (Psychological injury Upset Fear Time off work Fear of returning to the location)	3	2	6	Lone worker policy/procedures Violence and aggression policy Electronic warning markers on patient records policy Conflict resolution training Risk assessment and ongoing monitoring Dynamic risk assessment De-escalation techniques Empowerment to leave Exit strategy Incident reporting and management	✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓		2	1	2
02			Physical Abuse (Physical Injury Psychological injury Upset Fear Time off work)	4	1	4	As per Ref No 01	✓		3	1	3

Ref No	Hazard	Person(s) exposed to Hazard	Risk Identified	Pure Risk Rating			Control Measures Required	In place		Residual Risk Rating		
				C	L	R		Y	N	C	L	R
			Fear of returning to the location)									
03			Inability to leave/False imprisonment (Physical Injury Psychological injury Upset Fear Time off work Fear of returning to the location)	5	1	5	As per Ref No 01 with the addition of : Mobile phone buddy systems Incident reporting and management	✓ ✓ ✓		4	1	4
04			Found Weapons (Physical Injury Psychological injury Upset fear Time off work Fear of returning to the location)	3	1	3	Dynamic risk assessment Empowerment to leave Mobile phone Incident reporting and management	✓ ✓ ✓ ✓		3	1	3
05			Travelling (Area unknown, property difficult to find)	2	3	6	Risk assessment Buddy systems Provision of Sat Nav or atlas at service discretion (Awareness of how to deal with issues).	✓ ✓ ✓ ✓		2	1	2

Ref No	Hazard	Person(s) exposed to Hazard	Risk Identified	Pure Risk Rating			Control Measures Required	In place		Residual Risk Rating		
				C	L	R		Y	N	C	L	R
							Sharing specific location hazards Mobile phone	✓ ✓				
06			Car breakdown	2	1	2	Buddy system Operational Road Risk Policy (Advice on car inspection). Mobile phone	✓ ✓ ✓		2	1	2
07			Operating in darkness (Unable to locate destination/lack of conspicuity)	3	2	6	Dynamic risk assessment Local buddy system Appropriate PP/Equipment for task.	✓ ✓ ✓		2	1	2
08			Inaccessible access/egress	2	1	2	Dynamic risk assessment Empowerment to leave Incident reporting and management	✓ ✓ ✓		2	1	2
09			Animals (Bite Phobias Allergies Time off work Fear of returning to the location)	2	2	4	Risk assessment Agreements with owners to remove animals during visit Empowerment to leave/not enter Incident reporting and management	✓ ✓ ✓		1	1	1
10			Health conditions/Injury	2	1	2	Buddy systems Mobile phone	✓ ✓ ✓		2	1	2

Ref No	Hazard	Person(s) exposed to Hazard	Risk Identified	Pure Risk Rating			Control Measures Required	In place		Residual Risk Rating		
				C	L	R		Y	N	C	L	R
							Incident reporting and management					
11			Reduced support/ communication with/from colleagues (working out of hours/nights	3	2	6	Buddy systems Mobile phone Incident reporting and management	✓ ✓ ✓		2	2	4
12	Lone working (Office/Ward or Home)	Staff	Accident	3	1	3	Flexible working and working from home guidelines Lone working policy Buddy systems (Other Wards) Incident reporting and management Means of communication Panic alarms/buttons	✓ ✓ ✓ ✓ ✓		3	1	3
13			Access to unlit buildings	3	1	3	Risk assessment Dynamic risk assessment Provision of torch by service Householder advised of hazards and asked to take action. Access issues passed to all visitors to ensure vigilance. Review visit times to daylight hours.	✓ ✓ ✓ ✓ ✓		2	1	2

Ref No	Hazard	Person(s) exposed to Hazard	Risk Identified	Pure Risk Rating			Control Measures Required	In place		Residual Risk Rating		
				C	L	R		Y	N	C	L	R
							Consider suspending visits.	✓				
14			Slip/Trip hazards on premises. Rugs, trailing wires	3	1	3	Risk assessment Dynamic risk assessment Householder/landlord advised of any hazards and asked to take action. Premises issues passed to all visitors to ensure vigilance	✓ ✓ ✓ ✓		1	1	1
15			Drugs/equipment (Exposure to cytotoxic drugs etc.)	4	2	8	Policies/procedures Training in safe handling. Provision of Personal Protective Equipment (PPE). Provision of spill kits. Provision of disposal arrangements.	✓ ✓ ✓ ✓ ✓		1	1	1
16			Working at height/Confined space/compressed gas/electrical installations (death, serious injury)	5	2	10	Specific risk assessments for task must be written and adhered to Up to date training/competency Local buddy systems to be in place	✓ ✓ ✓		5	1	5

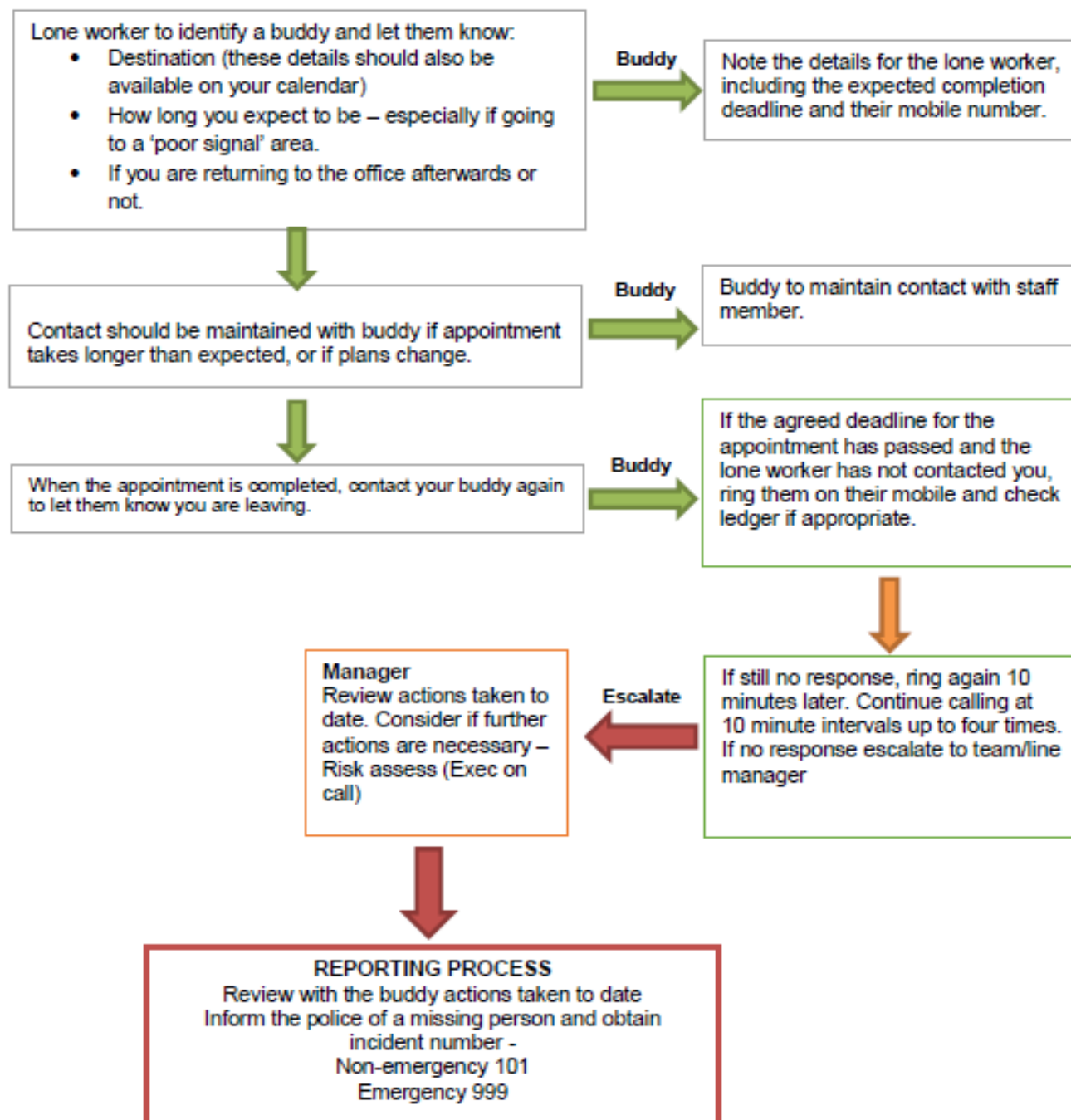
Ref No	Hazard	Person(s) exposed to Hazard	Risk Identified	Pure Risk Rating			Control Measures Required	In place		Residual Risk Rating		
				C	L	R		Y	N	C	L	R
							Appropriate PPE	✓				
							Mobile phone	✓				

Consequence X Likelihood = Risk Total (C x L = R)

RED	IMMEDIATE ATTENTION REQUIRED	Top Priority – must not be allowed to continue	ALL RED risks MUST be reported to your line Manager
ORANGE	ATTENTION REQUIRED	As soon as possible.	
YELLOW	RISK REDUCTION REQUIRED	As soon as reasonably practicable	
GREEN	NO IMMEDIATE ACTION REQUIRED	Risk is tolerable for the time being, needs reviewing regularly, especially after changes.	

Escalation process for missing lone worker

- Staff should ensure their calendars are up to date daily with their whereabouts to include absences (annual leave, TOIL, training etc).
- Staff are also responsible for ensuring that their information on the Emergency Contact List is up to date with their line managers.
- All staff's calendars should be available to all Team Managers.



This policy was approved by the Management Committee

Signed:

Chair of the Management Committee

Date:

Signed:Jake Parkinson.....

Head of the Pupil Referral Service

Date: