



Lone Worker Policy

Introduction

There are many employees who, of necessity, work alone and to ensure their safety at all times they should follow any specific instructions given to them by their line manager and the guidance detailed herein.

Relevant Legislation: Management of Health and Safety at Work Regulations 1999

Responsibilities

Manager

It is the manager's duty to assess risks to lone workers and take steps to avoid or control risk where necessary.

Employees

Employees have responsibilities to take reasonable care of themselves and other people affected by their work activities and to co-operate with their employers in meeting their legal obligations.

Guidance

Working in isolation and/ or alone

- Ensure that there is a system whereby anyone working by themselves or in isolation is able to make a designated manager or other responsible person aware of where they are working.
- The lone/isolated worker should be able to contact the designated person/ manager and should do so at agreed times during the day.
- At completion of the lone workers day they should inform the designated person/ manager that they have finished work; if the manager finished before the lone worker the manager should check the lone worker is ok and then implement the procedure for peripatetic and call out work.
- Any work undertaken must be authorised by management and any equipment or substances used must be used in accordance with training and instructions given.
- If work is undertaken during hours of darkness lights should be turned on in more than one room being used to give the impression that more than one person may be in the building.
- When on a building alone staff should ensure that they lock all external entrances and lock the door to the room in which they are working.

Peripatetic work visits by staff to various locations during work hours

- Any member of staff carrying out peripatetic work should leave a list of intended visits, as accurate as possible, in a diary, on a loose sheet or on a visits board. The list should be readily available to the person's manager and/or colleagues and should contain details of the place being visited, the reason for visiting, contact number (if possible) and time expected back.
- If details are left in a diary or loose sheet there should be some means of indicating to all or specific staff within the person's workplace that the person is out and is expected back at a specific time.
- Any major deviation from the list, for example a change to the location being visited, change to the expected return time should be notified to that person's manager as soon as possible to allow them to update the information provided as above.



- The system in use should allow colleagues and/or the manager to be aware of the person's expected return time and to be able to check whether the person has or has not returned when expected.
- If the person has not returned within one hour (or less depending on what is agreed locally) senior management must be informed.
- The manager should attempt to contact the member of staff at the last known address or via an agreed means of communication. If no contact is made the senior manager must decide whether to contact the police or attempt to find the member of staff (in most circumstances if there is an established means of communication that has failed and there is no known location to which the person may be likely to have gone, the police should be contacted.)
- When the police are contacted they will need specific information; it is useful to have a staff details sheet for all staff who may undertake peripatetic work. Such a sheet should include the following:
 - Person's name, address and phone number
 - Family contact and relationship
 - Height, weight, hair colour and style
 - Eye colour and any other distinguishing features
 - Car make, model, registration and year
 - What were they last seen wearing?

Call out

Similar procedures to those used for peripatetic work should be followed with the following differences:

- If there is a family member or partner they should be informed of the place being visited, the reason for the visit and the expected return time. The family member should also have the contact telephone number for a manager or designated person.
- If the person does not return home by the expected time their partner/ family member should contact the designated manager/ person who will need to follow the steps outlined above.
- Where there is no partner or family member available there should be arrangements in place for the person called out to contact a designated manager or other designated officer to act in the place of the family member. The person on call out should contact the designated manager/ person when called out leaving details of where the visit is to be made, for what reason and the expected time that the call out will finish. The person called out should contact the designated manager/ person upon returning home from the call out. If the designated manager/ person does not receive notification at the expected time that the person has returned home they should notify a senior manager.

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Date Issued	July 2021	Review Date	July 2022