# Lone palm tree in desert landscape

Children, Families, and Lifelong Learning

Lone working policy

|  |  |
| --- | --- |
| **Question** | **Answer** |
| Document Owner | Strategic Risk Management |
| Creation Date | January 2019 |
| Version | Version No 5 |
| Status | Final |
| Publication Date | August 2024 |
| Review Date | August 2027 |

|  |  |  |
| --- | --- | --- |
| Version control | Date | Reason for change |
| V1 | November 2012 | Creation of CS lone working policy |
| V2 | January 2016 | 3year review |
| V3 | January 2020 | Review |
| V4 | June 2022 | Reviewed policy- altered wording/sections to make more generic to SCC services/ included new links on page 18/ inserted updated reporting flow chart on page 8/ reviewed and updated risk assessment templates and examples in line with current SCC/Government guidance. |
|  |  |  |
|  |  |  |
| V5 | August 2024 | Review |

Contents

[1. Introduction 4](#_Toc172849354)

[2. Policy statement 4](#_Toc172849355)

[3. Definition 4](#_Toc172849356)

[Classification of Lone Workers: 5](#_Toc172849357)

[4. Responsibilities 5](#_Toc172849358)

[5. Risk management 6](#_Toc172849359)

[6. Meetings at external venues and client’s homes, including unannounced visits 7](#_Toc172849360)

[7. Working alone in buildings managed by SCC 10](#_Toc172849361)

[8. Training 10](#_Toc172849362)

[9. Monitoring and reviewing lone working practices 10](#_Toc172849363)

[Checklist for reviewing lone working practices 11](#_Toc172849364)

[Appendix 1 Local arrangement flowchart 13](#_Toc172849365)

[Appendix 2 Example of dynamic risk assessment – STAR Approach 14](#_Toc172849366)

[Appendix 3 Example lone working risk assessment for a home visit 20](#_Toc172849367)

Appendices

* Local arrangements
* Example of dynamic risk assessment
* Example risk assessment
* Example hazards and controls

## 1. Introduction

Children’s, Families and Lifelong Learning (CFLL) staff, frequently meet with children / young people and their families in their working day. On many of these occasions they attend these meetings on their own.

This lone working policy is designed to ensure effective and professional practice and the safety of staff, children / young people.

This guidance is intended for all CFLL teams, individual services may have their own specific guidance.

Foreseeable situations which may result in an employee being subject to harm whilst lone working require a risk assessment to be undertaken, in conjunction with Surrey County Council’s (SCC) risk assessment policy Section B - Risk control . All significant hazards and the people affected must be identified, with the necessary control measures implemented.

The CFLL leadership team acknowledge the different situations that staff encounter whilst working alone with children and families and will ensure that lone working risk assessments are completed and that all staff receive appropriate and relevant training.

## 2. Policy statement

SCC is committed to ensuring that lone workers are not exposed to additional or greater risk than any other worker and that lone workers are identified, hazards and risk are assessed, and managers and staff supported to take the appropriate action to reduce these risks.

SCC and the Leader of the Council are committed to providing a safe, healthy, and effective working environment, which includes the prevention of abuse, violence, and threats against staff. The leader has issued a statement of commitment on [Preventing and reporting abuse, violence and threats .](https://snet.surreycc.gov.uk/hr/health-and-safety/abuse-violence-and-threats) |

This lone working policy supports SCC’s [Section C7 Policy - Lone Working](https://orbispartnerships.sharepoint.com/sites/health_and_safety/SitePages/c7_lone_working_policy.aspx)  and the [Lone-Working-Good-Practice-for-Managers](https://orbispartnerships.sharepoint.com/sites/health_and_safety/Shared%20Documents/Lone-Working-Good-Practice-for-Managers.-v5.pdf?CID=3246d2fd-95d2-42a1-bdc3-a5e48aa9e9ba) which forms part of the Health and Safety Manual available on s-net.

All employees should be aware of the risks associated with lone working and the implementation of this policy, should help reduce these risks.

## 3. Definition

1. Lone workers are defined as those who work by themselves without close or direct supervision.
2. Lone working refers to situations where employees, in the course of their duties work alone in the community, in other people’s homes, buildings, or in a SCC establishment.

The risks to lone workers must be identified, assessed, and adequately managed. This policy applies to all employees, including bank and agency staff. These include staff:

* on home visits e.g. contact supervisor, social worker, etc.;
* working separately or in buildings on their own or out of sight or earshot of a colleague e.g. caretaker, receptionists, cleaner, security officers (especially at night);
* working out of hours or returning to the site when on-call;
* Drivers (e.g. young people transport drivers, social worker and contact supervisor);
* who travel between SCC sites and premises;
* who open and close service centres either early in the morning or late at night.

1. Dynamic risk assessment: A risk assessment that is carried out immediately before or while an activity is underway and builds on existing risk assessments.

**Classification of Lone Workers:**

Category 1 - Lower risk situations include:

* Staff working outside normal hours in an office, youth centre or similar
* Staff who travel alone for significant periods or in circumstances that may give rise to additional risks.

Category 2 - Medium risk situations include:

* Use of receptions, counters, and interview rooms and similar, where risk of violence and aggression, or a dangerous situation is reasonably foreseeable and where colleagues cannot be readily called on in the event of an emergency arising.

Category 3 - High risk situations include:

* Visiting domestic premises
* Meeting with young people who had a history of violence and aggression towards staff
* Working out of hours (not in a controlled council building)
* Working alone with hazardous plant, tools, equipment, or chemicals
* Where a serious injury may be incurred by the type of work being carried out.

## 4. Responsibilities

Each service area is responsible for implementing arrangements to ensure lone working is effectively managed and that all staff in their area, are made aware of this policy.

**Managers have a responsibility to:**

* Identify those staff, or groups of staff, who could be at risk due to lone working.
* Ensure all staff are familiar with the policy and understand its requirements
* Ensure written risks assessments are produced and consulted on with affected staff, with appropriate control measures put in place
* Review lone working practices and procedures in consultation with the employees affected and their representative, with the aim of identifying specific control measures and safe systems of work
* Ensure that all risks to lone workers are eliminated, where possible, so far as service delivery allows, or reduced to a minimum
* Provide staff with suitable information, instruction, and training
* Ensure all staff complete Lone Working e-learning training as part of their induction
* Ensure all incidents are reported on the SCC online reporting system [OSHENS](https://surreycc.oshens.com/Login/Default.aspx) and investigated
* Provide suitable equipment (eg. lone working mobile apps) to enable staff to work safely alone
* Put procedures in place that enable direct contact with the lone worker so the manager

can recognise the signs of stress as early as possible

* Provide all necessary wellbeing supports to staff involved in any incident.

**Employees shall:**

* Identify any activity carried out by them which will involve them working alone
* Identify the foreseeable risk identified in background check prior to the visit.
* Understand and comply with the requirements of this policy and risk assessments
* Comply with any precautionary measures, including any guidelines laid down by managers
* Attend all the training identified as necessary to ensure they acquire the skills to help them manage the risks of lone working.
* Take personal responsibility for sharing information regarding their whereabouts
* Conduct dynamic risk assessments when necessary to manage unforeseen hazards and notify line Manager
* Take reasonable care for their own safety and not expose themselves to unnecessary risks
* Report any unsafe or potentially unsafe situations, including violence or aggression[[1]](#footnote-1), to their line manager and on the SCC online reporting system [OSHENS](https://surreycc.oshens.com/Login/Default.aspx)

## 5. Risk management

5.1 The role, team, location, and circumstance will determine the type of lone working situation and possible risks. Hazards need to be risk assessed to determine how likely they are to occur and the impact if they do. This will give managers and staff an understanding of the risks of lone working, informing the steps they need to take to identify and reduce these risks to an acceptable level.

5.2 All teams must have a lone working risk assessment prior to undertaking lone working. See appendix 3 for an example.

5.3 Working condition for lone working activities could be unforeseen and it is not always possible to identify all the hazards relating to lone working activities during a risk assessment before the commencement of work, especially where the work is taking place in non-SCC premises. In such situations, lone workers can use dynamic risk assessment to conduct their own on the spot assessment of circumstances to keep them safe.

* Dynamic risk assessment allows different factors such as emotional conditions of young people or their parents, drug, alcohol, environmental settings, weapons or other dangerous elements to be assessed during the task to decide whether the employee feels safe to continue with their work.
* If an employee conducts a dynamic risk assessment and determines that the task presents unacceptable risks, they are empowered to stop the task and report the situation to their line manager.

5.4 All teams must have a lone working risk assessment prior to undertaking lone working. See appendix 2 for an example.

**Note:** For new and expectant mothers, a specific written risk assessment for the member of staff must be completed prior to any lone working. [Section B1 Appendix 6 - Risk assessments requirements for young persons and new expectant mothers.](https://orbispartnerships.sharepoint.com/sites/health_and_safety/SitePages/b1_young_persons_and_expectant_mothers.aspx)

## 6. Meetings at external venues and client’s homes, including unannounced visits

6.1 Before a member of staff leaves their office or home to undertake an unaccompanied meeting/visit with a child / young person or their family, they alert their manager and duty worker, or a buddy if this system is being used (which may be EDT if outside normal working hours). They have their mobile phone on and working, with the duty worker/manager or buddy’s number available on speed dial.

6.2 Staff must ensure that their electronic calendars are up to date and that the initials of the person to be visited, venue (address with post code), meeting start and expected finish time, contact number and length of intended time away from base are recorded on their calendar.

6.3 Where this is the first visit to a previously unknown family, address, or child / young person and/or there is the possibility that the visit could be problematic, a written note of the following should be shared with the manager:

* make/ model colour and registration of the member of staff’s vehicle (if driving), and an emergency contact number
* an emergency code word or agreed phrase, should there be a need to raise an alarm or summon help
* agreed time at which the duty worker/manager/buddy will raise the alarm if the member of staff fails to return or make contact.

6.4 Before leaving for the visit the lone worker must ensure that their vehicle is in good working order and that they have appropriate directions or maps to the venue. SCC policy prohibits any use of mobile telecommunication devices while driving at work except where there are exceptional circumstances [Section D5 Policy - Mobile phones and satellite navigation](https://orbispartnerships.sharepoint.com/sites/health_and_safety/SitePages/d5_mobile_phones.aspx).

6.5 On leaving the venue, and when safely back in your vehicle, alert your manager and/or duty manager/buddy that the visit/meeting is complete and that you are safe and returning to your home or base, or travelling to your next appointment.

6.6 On your return, incidents, near misses, abuse, threats, or violence must be reported immediately and recorded on [OSHENS](https://surreycc.oshens.com/Login/Default.aspx). For additional guidance on recording incidents, near misses, abuse, threats, or violence, please refer to the [CFLL Incident Reporting Flowchart](https://orbispartnerships.sharepoint.com/sites/cfll_hub/SiteAssets/Forms/AllItems.aspx?id=%2Fsites%2Fcfll%5Fhub%2FSiteAssets%2FSitePages%2FHealth%2D%26%2DSafety%2FCFLL%2DAccident%2D%2D%2DIncident%2DReporting%2DFlowchart%2DV5%2Epdf&parent=%2Fsites%2Fcfll%5Fhub%2FSiteAssets%2FSitePages%2FHealth%2D%26%2DSafety). Depending on the nature of the incident, additional support is available through the Employee Assistance Programme [Employee Assistance (EAP)](https://orbispartnerships.sharepoint.com/sites/wellbeing_support/SitePages/Employee-Assistance.aspx)  after going through distress or trauma.

6.7 Review the risk assessment and add additional notes if necessary, discussing any issues or concerns with your line manager.

Note: should you be bitten by any animal this must be reported immediately to your line manager and recorded on [OSHENS](https://surreycc.oshens.com/Login/Default.aspx) and if necessary, reported to the police. Further advice regarding bites is available from the NHS [Animal and human bites - NHS](https://www.nhs.uk/conditions/animal-and-human-bites/) .

A flowchart with text and images

Description automatically generated

## 7. Working alone in buildings managed by SCC

7.1 It is essential that where a member of staff is working alone in a building, they alert someone to this fact. A manager must always be aware of when and where lone working is taking place.

7.2 Staff must never enter a building alone if there is any indication of a security breach and must have access to and be familiar with the positioning of telephones, panic alarms, first aid and fire equipment, fire evacuation procedures and fire escape routes.

7.3 When working alone in a building, staff should continuously risk assess the hazards and decide whether the existing control measures are appropriate or need to change.

7.4 All staff should be familiar with SCC Buildings Security policy [Security guidance for our buildings.](https://orbispartnerships.sharepoint.com/sites/location_services/SitePages/Security-guidance-for-our-buildings.aspx)

## 8. Training

It is essential that training is identified for those roles where lone working is undertaken on a regular basis or part of a specific activity. Training needs should be discussed between individuals and line managers.

Learning tools such as e-learning and personal safety classroom training are available for lone workers through Olive ([Personal Safety- Lone Worker](https://surreycoun.plateau.com/learning/user/common/viewItemDetails.do?componentTypeID=ELEARNING&componentID=157&revisionDate=1514764800000&catalogCurrencyCode=GBP&returnLink=%2Flearning%2Fuser%2Fcatalogsearch%2FcatalogSearchDispatchAction.do%3FsearchType%3DfilteredSearch%26keywords%3D&backto=%2Flearning%2Fuser%2Fcatalogsearch%2FcatalogSearchDispatchAction.do%3FsearchType%3DfilteredSearch%26keywords%3D)), and where identified must be completed.

Schools Family Workforce Development Advisor, Education Safeguarding Team in Quality Practice Relationships & Support Division can provide lone worker / personal safety training. Contact person: Ms. Andrea Page, [andrea.page@surreycc.gov.uk](mailto:andrea.page@surreycc.gov.uk).

## 9. Monitoring and reviewing lone working practices

Working alone may bring additional risks to a work activity. Managers are enabled to develop local arrangements to control these risks and to protect their teams.

Important things to consider are that:

9.1 The lone worker has full knowledge of the hazards and risks to which he or she may be exposed and that they feel capable of carrying out the task/activity in this situation

9.2 The lone worker is aware of the procedures to follow if something untoward happens, is aware of their own personal limitations and does not exceed them

9.3 An appropriate manager is aware of the whereabouts of all lone workers under their supervision and what activities they are involved in

9.4 Procedures are in place to allow lone workers to report back following completion of their tasks/activities.

9.5 When a situation or activity arises where control measures are insufficient, it is the duty of managers and supervisors to identify additional control measures which need to be applied for the completion of the task.

## Checklist for reviewing lone working practices

Managers can use the following checklist as a guide when reviewing team lone working practices with their staff. This must be done at least every twelve months.

|  |  |
| --- | --- |
| **Team lone working checklist** | **Yes / No** |
| Are there activities the team is undertaking which mean staff work alone? |  |
| Are staff in the team familiar with the CFLL lone working policy? |  |
| Have staff completed the appropriate essential training? |  |
| Do you have a current lone working risk assessment for your team? |  |
| Do you have local lone working practices in your team that everyone is aware of? |  |
| Are staff in the team familiar with the process of dynamic risk assessment ? |  |
| Do staff know how to report and record incidents that occur while they are working alone? |  |
| Is it normal practice to debrief staff members after an incident? |  |
| Do you share learning from individual lone working practices and incidents with the rest of the team? |  |

**Buddy checklist**

Before you go - check

Calendar updated-where, when, who, why.

Buddy agreed and fully aware, SAFE WORD agreed.

Phone fully charged and switched on.

When you arrive

Confirm arrival with buddy, be aware - parking, surroundings, direction of traffic, lighting etc

Keep phone and keys on your person.

Assess exits.

Make check in calls to buddy/office if req.

Call 999 if you feel in danger or threatened

After

Call buddy to confirm visit complete and safe arrival.

## Appendix 1

Use as a guide to create local team arrangements.

Lone worker fails to report in

Operator calls lone worker

If no reply call again after 15 minutes

Contact made

Alert Police? ?

Yes

No

Log the details

Alert the duty manager

Phone visit destination

Contact not made

Contact made

Phone duty manager

Duty manager to call partner, or family member

Duty manager to decide on options

Alert media?

Alert SMT? SPSSMTSMT?

## Appendix 2

**Example of Dynamic Risk Assessment – STAR Approach**

The STAR approach is a practical and widely used model for dynamic risk assessment, especially in emergency services and lone working. Here’s a brief overview:

|  |  |
| --- | --- |
| 1. **STOP**   When faced with a situation, it is essential to immediately stop any planned work and swiftly focus on the developing circumstances. This prompt attention can help prevent the situation from escalating or worsening. | 1. **THINK**   It is essential to evaluate the situation you are encountering and assess your surroundings. This assessment can include various factors such as the environment, people, hazardous objects,etc.  After considering these aspects, is there a solution to the situation? Is it clear what actions to take to reduce the risk of injury or harm to yourself or others, and how you can ensure safety? |
| 1. **ACT**   Once you are aware of the situation and have made the necessary considerations, it is time to act. If you are unsure of the safest course of action, the best approach is to withdraw from the situation and seek further assistance from colleagues or other services such as the police or ambulance services. | 1. **REVIEW**   Once you have taken your initial actions, you should immediately review the situation to ensure your personal safety.  Report to line Manager and review the arrangement to further reduce the risk. |

Appendix 3 Example lone working risk assessment for a home visit

All teams must have a written lone working risk assessment that has been completed by the team and their manager. The risk assessment should establish:

1. if the work can be undertaken safely by a lone person
2. The arrangements required to ensure risks are managed.

When completing the risk assessment, refer to the tables in appendix 3 considering:

* People
* Environment
* Task

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Risk assessment: Lone working**  *This document below is only an example risk assessment and is intended for guidance. The hazards and control measures will differ from different situations and person to person.* | | | | |
| **Area: e.g., Children social care team** | | | | **Persons consulted:** |
| **Assessment date: day/month/year** | **Assessor:** | | |
| **Review date: 1 year after assessment date or following any significant changes/incidents** | **Further action required? (circle)** | **Yes** | **No** |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **What is the process/activity being assessed?** | **What are the hazards?** | **Who is at risk?** | **What are the control measures?** | **Are controls adequate?**  **Y/N** | **What further controls are required?** | **Action by whom and when?** |
| Home visit | Unfamiliarity with the person/family. | Social worker  Family support worker | Colleagues consulted in the team, partner agencies, and social care systems. |  | Emergency procedures in place and tested.  Staff vehicle details and emergency contact numbers recorded. |  |
| Home visit | Unpredictable behaviour, history of aggression, drugs, or alcohol problems. | Social worker  Family support worker | Last to enter and close the door. Positioned closest to the door. Electronic calendars and whiteboards up to date, buddy system in place. Emergency contact number on speed dial, pre-arranged code word for summoning urgent help. |  | Attend the visit in pairs or with police support.  Lone worker e-learning training and managing violence and aggression training completed. |  |
| Delivering bad news or a confrontational meeting. | Violence/aggression |  | ICS checked for any warning markers. Emergency contact number on speed dial for summoning urgent help. Appropriate clothing worn e.g., clothing that cannot be grabbed.  Visit discussed with manager. |  | Hold the meeting at an area office, council premises or neutral place.  Visit in pairs or with police support. |  |
| Home visit | Violence/abuse/theft. | Social worker  Family support worker | Colleagues consulted and partner agencies about safety of area.  ICS checked for any warning markers. Journey planned.  Car doors kept locked when travelling in built-up areas.  Mobile phone fully charged.  Avoid carrying valuables, only carry what you need.  ID not worn in public places.  Dynamic risk assessment carried out where there is any indication of alcohol or substance misuse from anyone present. |  | Incidents are reported to the line manager and recorded on ICS and OSHENS.  Training for staff on managing violence and aggression.  Visits completed in pairs.  Specific risk assessment completed for new and expectant mothers before lone working. |  |
| Remote location, or in a high-rise block with limited escape routes. | Social worker  Family support worker | Journey planned.  Visit takes place during office hours and in the daylight.  Car parked facing the direction of travel.  Car keys and mobile accessible and mobile fully charged.  Buddy alerted of arrival and departure time.  Emergency contact number on speed dial for summoning urgent help. |  | Alert the duty worker/manager of your arrival and departure.  Only carry what you need. |  |
| Dogs or other uncontrolled animals. | Social worker  Family support worker | All dogs and uncontrolled animals are secured before entering the premises.  ICS checked for warning markers. |  | Check where uncontrolled animals are and that they remain secured. |  |
| Travelling to a meeting/venue | Public transport or your own vehicle breaking down. | All vehicle occupants | Vehicle checked and in good working order with full fuel tank.  Journey planned, with appropriate directions and maps, including identifying closest public transport routes and/or car parks.  Duty worker/manager/buddy alerted in the event of a breakdown. |  | Carry appropriate emergency kit in car e.g., blanket, water, first aid kit, torch. |  |
| Transporting children and young people in a vehicle | Passenger grabbing the steering wheel, handbrake, or driver.  Passenger distracting the driver. | All vehicle occupants  Other road users | Children under 12 correctly secured in the vehicle as per Transporting children and young people guidance document.  Child safety locks activated.  Young person over 12 years old without an escort, normally sits in the front passenger seat.  Mobile phones charged with emergency numbers on speed dial. |  | Where the young person is unknown, they should sit in the rear of the vehicle, behind the passenger seat with an escort.  Individual risk assessment to be completed. |  |
| Distressed child or young person, causing the safety of other occupants to be compromised. | All vehicle occupants  Other road users | The vehicle is stopped in a safe and legal manner.  Emergency support is summoned. |  | Escort or additional adult to supervise.  Incident recorded on OSHENS. |  |
| Safeguarding concerns | All vehicle occupants | Young person seated in the rear of the car, supervised by an escort or another young person. |  |  |  |

**Appendix 3 Example hazards of working alone and example control measures**

The below table lists potential hazards that could arise when a member of staff is working alone. They could occur when staff are working alone with members of the public, in a building, or travelling.

Risk is influenced by three things: People, Environment, and the Task (“PET”). The below table is broken down into these three categories. It poses some example questions to help staff consider the level of risk generated by the hazard, and potential control measures. These hazards, risks and control measures must be recorded in the written risk assessment or monitored by a member of staff when carrying out a dynamic risk assessment.

A dynamic risk assessment is where a person mentally observes and assesses an ever-changing situation and makes quick decisions regarding their safety.

| **Example hazard** | **Example questions to understand level of risk** | **Example control measures, dependent on level of risk** |
| --- | --- | --- |
| **People** | | |
| Unfamiliarity with the person | * Have you, a colleague or partner agency met the person before? * Do you know their case history? | * Consult colleagues in team, partner agencies, social care systems etc |
| Unpredictable behaviour of person | * Could the person who receives support be under the influence of alcohol or drugs? * Do they have a known mental health need? * Do they quickly become emotional? | * Team lone working practices (e.g., electronic diary up-to-date, buddy system in place, emergency contact on speed dial, code word for summoning urgent help Mobile phone is charged * Consult colleagues in team, partner agencies, social care systems etc * Two members of staff work together * Police support requested if appropriate * Training for staff on conflict management * Appropriate clothing and dress (for example, tying back hair, clothing that cannot be grabbed) |
| Potential crime against staff | * What is the area like? * Is there a risk you could be the target of crime, including hate crime? Consider your age, race, sex, sexual orientation, faith group or religion, whether you have a disability, or are pregnant | * Consult colleagues and partner agencies about safety of area * Plan journey, including identifying closest public transport routes and/or car parks; streets with lighting * Keep car doors locked when travelling in built-up areas * Appropriate clothing and dress (for example, tying back hair, clothing that cannot be grabbed) * Mobile phone is charged * Training for staff on conflict management * Two members of staff work together |
| Suitability of member of staff to work | * What is your level of fitness and health? * Do you have a disability that might affect your ability to work alone safely? * If you are pregnant, a specific risk assessment must be completed | * Another member of staff does that task * Two members of staff work together |
| **Environment** | | |
| Unfamiliarity with premises and/or location | * Have you, a colleague or partner agency visited the person before? * Do you know what the area and building is like? | * Consult colleagues in team, partner agencies |
| Location | * Is it a remote location, or in a high-rise block with limited escape routes? * Is it only accessible through alleyways with limited escape routes? * Can you get a mobile phone signal? * Are there likely to be other people nearby? | * Consult colleagues about safety of area * Plan journey, including identifying closest public transport routes and/or car parks; streets with lighting * Team lone working practices (e.g., electronic diary up-to-date, buddy system in place, emergency contact on speed dial, code word for summoning urgent help Mobile phone is charged * Mobile phone is charged |
| Design of premises | * Is the building or premises rambling and difficult to navigate through? * Can you get out without a key? * What if there is an emergency? * Is the building or room too dirty that it is unsafe to work in? | * Familiar with emergency procedures Access to telephone, mobile phone and/or alarm * Access to first aid kit * If working in another agency’s building, familiarity with their health and safety procedures * If a big building, move to a room/location where there are more people |
| Time of day | * Will it be dark when you arrive/leave? * Will there be other people around? * Do other members of the team know how long you expect to be gone? * Has the heating gone off if working late in a building? | * Change time of visit/work/travel * Carry a torch * Ensure mobile phone is charged * Wear appropriate clothing to ensure your wellbeing |
| Lighting | * Is there good lighting both inside and outside? | * If it is an SCC or partner agency’s property, install better lighting |
| Animals | * Are there uncontrolled animals, for example dogs? | * Enter when animals have been restrained in another room/area and maintain constant vigilance |
| Transport | * Are you taking public transport or your own vehicle? * What will you do if you breakdown? * What roads will you be taking? * How accessible is the area? * Can you get a mobile phone signal? | * Plan journey, including identifying closest public transport routes and/or car parks; streets with lighting * Carry appropriate emergency kit in car (for example, blanket, water) * Mobile phone is charged * Team lone working practices (e.g., electronic diary up-to-date, buddy system in place, emergency contact on speed dial, code word for summoning urgent help. |
| Environment | * What are the weather conditions? * Could snow be restricting access? | * Carry appropriate emergency kit in car (for example, blanket, water) * Change time of visit/work/travel * Team lone working practices (e.g., electronic diary up-to-date, buddy system in place, emergency contact on speed dial, code word for summoning urgent help * Mobile phone is charged |
| Inadequate security measures | * Is there CCTV and/or security staff? * Do you have a mobile phone signal and/or charged battery? | * If an SCC or partner agency property, consider installing intruder detection systems, fire alarm system, setting up CCTV and/or security staff. Consider restricting the entrances to the building * Team lone working practices (e.g., electronic diary up-to-date, buddy system in place, emergency contact on speed dial, code word for summoning urgent help * Mobile phone is charged |
| **Task** | | |
| Nature of task | * Are you delivering bad news or creating a potentially confrontational situation? | * Team lone working practices (e.g., electronic diary up-to-date, buddy system in place, emergency contact on speed dial, code word for summoning urgent help * Mobile phone is charged * Two members of staff attend visit * Police support requested if appropriate * Training for staff on conflict management * Appropriate clothing and dress (for example, tying back hair, clothing that cannot be grabbed) |
| Carrying valuables | * Are you carrying a laptop or other visible high-value items? * Are you carrying money? | * Leave high-value items in a secure location * Hide high-value items out of sight |

Additional advice and guidance is available from the Suzy Lamplugh Trust and the HSE leaflet INDG73 (rev4) Working Alone.

[Protecting Lone Worker – How to manage the risks of working alone - HSE](https://www.hse.gov.uk/pubns/indg73.pdf)

[Suzy Lamplugh Trust | Home](https://www.suzylamplugh.org/)

[Protecting pregnant workers and new mothers - HSE](https://www.hse.gov.uk/mothers/)

[Transporting Children and Young People guidance](https://orbispartnerships.sharepoint.com/:w:/r/sites/cfll_hub/_layouts/15/Doc.aspx?sourcedoc=%7BDFFFCDA1-D9BB-4D5C-98D9-8704AA962383%7D&file=Transporting-children-and-young-people-guidance-V5.1.docx&action=default&mobileredirect=true)

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Risk assessment:** | | | | |
| **Area:** | | | | **Persons consulted:** |
| **Assessment date:** | **Assessor:** | | |
| **Review date:** | **Further action required? (circle)** | **Yes** | **No** |

**Blank risk assessment template**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **What is the process/activity being assessed?** | **What are the hazards?** | **Who is at risk?** | **What are the control measures?** | **Are controls adequate?**  **Y/N** | **What further controls are required?** | **Action by whom and when?** |
| *E.g., working alone in a building, contact supervision.* | *People, Environment and Task (“PET”). See guidance for suggestions.* | *Social worker, contact supervisor, receptionist, public, young people, etc.* | *The existing arrangements in place. See guidance for suggestions.* | *If no, complete further controls.* | *See examples for suggestions.* | *Who needs to carry out the action and the date for completion?* |
| *E.g., visiting a service user in their home.* | *Unfamiliarity with person(s) concerned.* | *Employee.* | *Accompanied by another person i.e., appropriate adult or colleague. Research / prior knowledge of person concerned.* | *If no, complete further controls.* | *See examples for suggestions* | *Who needs to carry out the action and the date for completion?* |
|  |  |  |  |  |  |  |

1. See flow chart on page 9 for guidance on reporting of incidents [↑](#footnote-ref-1)