

Lone Working Policy

December 2018

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Version Control History

Version Number	Date of Change	Summary of Revisions Made
1	May 2015	No feedback on when this was approved. Quality Approval check completed and Procedure published 1 April 2016.
1.1	July 2016	Footer updated to reflect new template model.
1.2	December 2018	Change to Quality Manager instead of Head of Quality Change of owner, Lead Author and Lead Editor.
1.3	December 2018	Change of wording in para 3.5 to read: A hazardous task is a task where the hazards encountered within the task are considered to be greater than normal eg working at height, working with electricity, working with hazardous substances.

Lone Working Policy

1 Purpose

This Policy has been developed as part of the College's ongoing commitment to ensure the health and safety of its employees and those persons affected by its work activities.

There is no specific legislation on lone working, however, the general duties of the Health and Safety at Work etc Act will apply.

- 1.1 The purpose of this policy is to ensure so far as is reasonably practicable, that employees and students who work alone are not exposed to risks to their health and safety, and outline steps to reduce and improve personal safety.
- 1.2 This document will outline responsibilities and how the risks from Lone Working will be managed.

2 Scope

- 2.1 This policy applies to staff and students who for significant periods of their working or learning time, are engaged in activities which places them in a situation without direct access to other staff/students, or without direct supervision, during an activity that places that person at significant risk of exposure to a hazard or number of hazards. It does not apply to students residing in halls of residence.

All departments are required to have in place local arrangements that comply with this policy.

3 Definitions

- 3.1 **A Lone Worker**, for the purpose of this policy, is defined as a member of staff or student who for significant periods of their working or learning time, are engaged in activities which places them in a situation without direct access to other staff/students, or without direct supervision, during an activity that places that person at significant risk of exposure to a hazard or number of hazards:

In Fixed Establishments

A person working alone in a Learning Centre, Reception or the Library.
People who work mainly from home other than in low-risk, office-type work.
People working on their own outside core hours, eg cleaners, caretakers.

Mobile Workers Working Away from their Fixed Base

Workers involved in construction, maintenance and repair, plant installation and cleaning work. Workers visiting domestic and commercial premises.

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Lead Author: Head of HR and Organisational Development
Lead Editor: Health, Safety and Wellbeing Advisor
Review Timing/Date: 4 Years/2022/23

3.2 **Core Working Hours**

Generally core working hours are 0845 until 1645 support staff, 0900 until 1700 lecturing staff unless otherwise stated.

3.3 **Out of Hours** is anytime outside of the core working hours, including weekends and public holidays.

3.4 **Hazardous Areas** are areas where an employee or student, may be exposed to hazards that are considered greater than those normally encountered within working environments such as offices or teaching spaces. These may include field work, laboratories or workshops.

3.5 **A Hazardous Task** is a task where the hazards encountered within the task are considered to be greater than normal eg working at height, working with electricity, working with hazardous substances.

4 **Key Principles**

The college will:

4.1 Identify through a risk assessment approach, members of staff that fall within the definition of lone workers and those that work in isolated situations.

4.2 Support any employees whose working arrangements will see them working in a 'Lone Worker' situation.

4.3 Increase staff awareness of potential risks and safer working practices relating to lone working.

4.4 Make arrangements to provide appropriate training to employees, maintain a record of that training and review as appropriate.

5 **Responsibilities**

The organisational structure for the implementation and management of the College's statutory health and safety duties is described in detail in the Health and Safety Policy.

General duties for Lone Working remain the same, but additional or specific duties relating to this policy are detailed below.

5.1 **Chief Operating Officer**

It is the responsibility of the Chief Operating Officer to review and update this policy and ensure an Equality Impact Assessment is carried out on this policy.

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5.2 Managers

It is the responsibility of College Managers to:

- Bring this policy to the attention of staff they line manage.
- Ensure that lone workers are not exposed to significantly higher risks than others who work together so far as is reasonably practicable.
- Ensure the arrangements for lone working are communicated effectively and the details of what can or cannot be done while working alone is explicit.
- Identify situations where employees work alone and decide whether systems can be adopted to avoid workers carrying out tasks on their own.
- Ensuring risk assessments are carried out that identify and assess the risks of lone working that employees may be exposed to and that these risks are either eliminated or adequately controlled.
- Put procedures and safe working arrangements into practice which are designed to eliminate or reduce the risks associated with working alone and that these detail the roles and responsibilities of all employees and are specific to the work activities under their control.
- Ensure the procedures are readily available, are understood by all employees and are followed.
- Ensure that employee groups and individuals identified as being at risk are given appropriate information, instruction and training.
- Ensuring adequate supervision is in place and that the lone worker is competent. (The extent of the supervision is a management decision, which should be established through the risk assessment process. It should not be left to individual members of staff or students to decide if they require assistance/supervision.)
- Bring to the attention of the Health and Safety Officer/HR any accidents or incidents involving their staff when lone working including incidents of a violent and aggressive nature wherever they may occur.
- Ensure appropriate support is given to employees involved in any incident.
- Provide a mobile phone or other means of communication, and other personal safety equipment identified as necessary as part of the risk assessment process.
- Ensure there are call-in systems in place as appropriate.
- Monitor lone working practices that are in place to ensure that control measures identified in the lone working risk assessment are being adhered to.
- Ensuring lone working and risk assessment are regular agenda items for team meetings.

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5.3 Personal Academic Tutors

- Will apply, as appropriate, all the measures detailed above with respect to students.

5.4 Human Resources

Human Resources will:

- Advise and support managers on related HR procedures when required.
- Make reasonable enquiries to ensure that employees are medically fit to work alone.
- Refer staff to the College's Occupational Health provider as required.

5.5 Employees

It is the responsibility of each employee to:

- Attend training as required to meet the requirements of the policy.
- Follow any reasonable instruction, guidance or procedure in relation to lone working.
- Cooperate and be involved in the risk assessment process as appropriate.
- Report to their line manager, Health, Safety and Wellbeing Advisor, Human Resources or Safety representative any accidents/incidents when lone working as per current College reporting procedures.
- Report any shortcomings in the health and safety arrangements, even when no immediate danger exists, so that the College can take action if needed.
- If staff are working outside of normal working hours within the main campus buildings they must notify reception ie if working after 5pm Monday to Thursday. If working weekends and/or public holidays you must notify the duty caretaker.
- If a person finds that they are placed in a situation, which may be considered to be that of a 'lone worker', then they should ensure that their line manager is made aware of the circumstances at the earliest opportunity and then assist in the process of identifying the steps needed to either prevent the lone worker situation from arising, or, if this is not possible, assist in developing the precautions necessary to ensure their safety.

Employees must not:

- Knowingly place themselves in situations which expose them to additional risk by working alone.

5.6 Health, Safety and Wellbeing Advisor

The Health, Safety and Wellbeing Advisor will:

- Develop and deliver Lone Working training as required.
- Advise employees on risk assessments and procedures for Lone Working.
- Report any incidents/accidents to the HSE when required as per current Health and Safety legislation.

5.7 Quality Manager

Quality approval check of this Policy is the responsibility of the Quality Manager who will arrange for the Policy to be posted on the web.

6 Linked Policies/Related Documents

Health and Safety Policy

Work at Height Policy

Driving for Work Policy

HSE Guidance:

Working Alone Health and Safety Guidance on the Risks of Lone Working
INDG73 (rev3)

Violence at Work A guide for Employers INDG69 (rev)

7 Relevant Legislation

There is no specific legislation on lone working, the general duties of the Health and Safety at Work etc Act 1974 will apply.

Management of Health and Safety at Work Regulations 1999

Workplace (Health, Safety and Welfare) Regulations 1992

Control of Substances Hazardous to Health 2002

Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013

Electricity at Work Regulations 1989

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