



LONE WORKER POLICY

POLICY OWNER:

Health Safety & Welfare

ISSUE:

Revision 1

ISSUE DATE:

January 2011

REVIEW DATE:

January 2012

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1. Introduction

1.1 The Isle of Wight Council recognises that some members of staff are required to work alone for significant periods of time without close or direct supervision in isolated work areas and out of hours. The purpose of this policy is to protect such staff so far as is reasonably practicable from the risks associated with lone working. The Council also recognises its responsibilities for the health, safety and welfare of its employees including those that, for whatever reason, work alone under the Health & Safety at Work Etc Act 1974 (HSW Act) and the Management of Health & Safety at Work (MHSW) Regulations 1999.

2. Scope of the Policy

2.1 This policy is provided for the use of ALL STAFF in their day-to-day work. This policy also covers volunteers and where appropriate, contractors. The policy applies to all situations involving lone working arising in connection with work related activities.

3. Aims of Policy

3.1 The aim of the policy is to:

- Increase staff awareness of safety issues relating to lone working.
- Ensure members of staff are aware of the lone worker monitoring system and how to use it.
- Ensure that the risk of lone working is assessed in a systematic way, and that safe systems and methods of work are put in place to reduce the risk so far as is reasonably practicable.
- Ensure that appropriate training is available to all staff in all areas that will equip them to recognise risk and provide practical advice on safety when working alone.
- Ensure that appropriate support is available to staff who have to work alone.
- Encourage full reporting and recording of all adverse incidents relating to lone working.
- Reduce the number of incidents and injuries to staff related to lone working.

4. Responsibilities

4.1 Managers are responsible for:

- Ensuring that all members of staff are aware of this policy and the lone worker monitoring system.
- Ensuring all staff use the lone worker monitoring system when necessary.
- Ensuring that risk assessments for lone working are carried out and reviewed regularly; they should always be reviewed after an accident/incident.
- Putting procedures and safe systems of work into practice which are designed to eliminate or reduce the risks associated with lone working.

- Ensuring that staff groups and individuals identified as being at risk are given appropriate information, instruction and training, including training at induction, updates and refresher training as necessary.
- Ensuring that appropriate support is given to staff involved in any incident; and managing the effectiveness of preventative measures through an effective system of reporting, investigating and recording of incidents.

4.2 Employees are responsible for:

- Using the lone worker monitoring system as necessary.
- Taking reasonable care of themselves and others affected by their actions.
- Participating in the scheme, as appropriate.
- Participating in the risk assessment process.
- Co-operating by following any control measures designed for safe working.
- Reporting all incidents that may affect the health and safety of themselves or others and asking for guidance as appropriate.
- Taking part in training designed to meet the requirements of any control measures.
- Reporting any dangers or potential dangers they identify or any concerns they might have in respect of working alone.

5. Risk Assessment

5.1 Risk assessment is essential to good risk management.

Assessments should be carried out for all members of staff who are considered at risk when lone working. This includes members of staff that are site based but work in isolation as well as mobile staff whose work takes them out into the community. Recommendations should be made to eliminate or to reduce the risk to the lowest level reasonably practicable. Managers should always question the need for lone working and investigate whether systems can be adopted to avoid workers carrying out tasks on their own.

The process of risk assessment for a lone worker's activity is exactly the same as for any other activity:

- Identify the hazard
- Evaluate the risk
- Determine and implement control measures which will either eliminate or reduce the risk to an acceptable level.

5.2 The following list provides a basis for a risk assessment relating to lone working. It is predominantly concerned with potential violent situations. The day to day routine activities of employees will be covered by other more task specific risk assessments.

- Is the monitoring system for contacting and tracing those who work alone being used?
- Does the activity need to be carried out alone?

- Does the activity need to be specially authorised before lone working can commence?
- Does the workplace present a special risk to the lone worker?
- Is there a potential risk of violence/aggression?
- Does the task have the potential to cause anger?
- Is the area being visited a known trouble spot?
- Is there a safe access and egress?
- Are there known drug, alcohol or mental health issues?
- Can the risks of the job be adequately controlled by one member of staff?
- Can equipment and materials involved in the work be safely handled by one member of staff?
- Is the member of staff medically fit and suitable to work alone?
- Have staff members received the necessary training to allow them to work alone?
- How will the member of staff be supervised?
- Are people especially at risk if they work alone because of age, race or religion?
- What happens if a member of staff becomes ill, has an accident, or if there is an emergency?
- Will the visit/meeting be taking place out of hours?

It is crucial that the person or persons carrying out the risk assessment are fully aware of all aspects of the case. This may be based on personal experience, feed back from individual staff or as a result of departmental meetings or information provided by other departments or outside agencies.

5.2 Control measures are to include:

- Ensure the lone worker monitoring system is being utilised and the whereabouts of staff are known.
- Considering working patterns and out of hours work which at certain times of day or night could reduce risks.
- Joint working with others for high-risk activities.
- Improvements to security arrangements in buildings.
- Communication systems for sharing information on risk with colleagues in other disciplines and agencies.
- Training to increase staff awareness of risk and the precautions to be taken.
- Supervision and auditing of working practices.

- Using personal protective equipment; mobile phones or personal alarms.

6. Procedure for using the Lone Worker System

6.1 You call the Lone Worker telephone number via your mobile phone and use your PIN to log on to the automated Lone Worker system, leave a message about your whereabouts and specify a time you expect to check back in. It is recommended that you do not log in for more than three hours at a time.

6.2 If you do not check in at the specified time the system will automatically attempt to contact your mobile phone, it will do this three times at two minute intervals. If you do not respond after the third attempt the system will alert the monitoring officer in the Monitoring Response Centre. They will first check your office or home number (depending on the time of day) and, if they cannot find you there, they will contact your line manager (Responsible Manager). If you cannot be traced the police will be informed.

6.3 Your details will be held on the PNC5 database (The New Lone Worker data base) at the Monitoring Response Centre (Wightcare). It is very important that these details are kept up to date. If any of your details change please contact the Monitoring Response Centre. It is essential that we have your correct mobile phone number, as the system will use this to attempt to contact you. All employees are responsible for ensuring their information is up to date. Managers should review this on an annual basis.

6.4 It is very important that you remember to log out of the system when you no longer need it. The system will continue to try to contact you while you are logged in and, if you do not respond, this will result in an emergency response from the Monitoring Response Centre.

6.5 It is still possible to use the system if you do not have a mobile phone, however the system will not be able to undertake the three check calls automatically for you and therefore an operator will be alerted immediately.

7. Accessing the system

7.1 Logging on

Dial the Lone worker number

- 01983 528018 Local number Or 08003586667 either number can be used please check your contract for the cheapest option. Council provided mobile phones it is cheaper to use the 08003586667 (Freephone number)
- Enter your PIN and verify it is correct
- Record your message.

You will then hear the following options:-

- 1) Listen to your current voice message
- 2) Change your voice message (re-record)
- 3) Continue (where you will be required to input your check interval).

Enter your check-in interval, range between 010-900(00) minutes. (Recommend no longer than three hours/180 minutes).

The system will summarise your call then say “Goodbye”

7.2 Check Calls

If you do not check-in within your check-in period your mobile will ring. When you answer the phone you will hear:-

“This is your automatic check call; please enter your PIN code”

After entering your PIN code listen to the prompts:-

- 1) Emergency
- 2) Are you ok
- 3) Listen to or change your voice message
- 4) Listen to or change check-in interval
- 5) Log off

It is recommended that you do not log on for more than three hours at a time.

Failure to log –off or no response to your check calls will generate an emergency response, the Response Centre Operators will then try to contact you, and in the event this is not successful the operator will call the appropriate manager as detailed on your registration form.

8 Missing Person Protocol

Lone worker fails to respond to check calls

8.1. Operator telephones the lone worker on the number held on the PNC (Lone Worker computer) system.

- All ok: close the call and record outcome.

8.2. No response from the lone worker the following action should be taken.

Out of hours ring the Lone Worker's home to see if they have returned there.

Yes: Close call and record outcome

No: Explain to the family member you will take this through the Management route and keep them informed. Family members should not be left responsible for finding a missing member of staff.

Contact Responsible Manager as detailed on the PNC system (data base)

During working Hours

Contact Responsible Manager as detailed on the PNC system (data base)

8.3. Once the Responsible Manager has been contacted they will ask for further information.

8.4. Operator will give the Responsible Manager the details as recorded on the Lone worker system. (eg the voice message left by member of staff detailing location of visits).

8.5. In the event that the Responsible Manager is not available please contact the Duty Manager at the Response Centre (Wightcare) who will become the Responsible Manager. Response Centre Operators should not be left responsible for finding a missing member of staff.

8.6. If the Responsible Manager is unable to make contact with the worker within 60 minutes ** of the alarm call from Monitoring Response Centre (Wightcare) he/she is to:

- **Contact St Mary's A & E**
- **Police 08450454545**
- **Health, Safety & Welfare Manager**

**** If the Responsible Manager has any reason to suspect that the worker is at risk then the Manager should use their discretion and contact the police once all reasonable checks have been made.**

9. Programming a Mobile Phone to Log into the Lone Worker System

9.1 Auto Log-in

You can either use the National freephone number 08003586667 or the local number 01983 528018 (check your contract for the cheapest option).

For council provided mobiles please use the freephone number 08003586667 – Orange to Orange.

It is possible to program the majority of mobile phones to auto log into the Lone Worker system. Apart from the convenience this will prevent entering the wrong pin number by mistake. To create a pause it is necessary to press the star (*) key three times in quick succession, this will show a 'P' on the display. When programming, it is important to enter the number of pauses as shown in the following examples (this will enable the system time to reach its next stage)

Using **01983 528018** as the number and 123456 as an example six digit PIN number, set up of the log in contact is as follows:

01983528018pp123456ppp2

This will log you in to the system to the point where you enter your voice message; you may now complete your login details.

To log out of the system just access the system by again dialling the Lone worker contact on your mobile phone and completing as instructed.

9.2 Emergency Autodial

It is also possible to programme the mobile phone to go straight to an emergency response. You would set this up as a separate contact as follows

Again using 01983 528018 and 123456 as the example six digit pin number

01983528018pp123456ppp2pp1

It is recommended that you have this stored as a speed dial number on your mobile phone using key 5, key 5 has a raised Pip on it's surface and will enable you to find it by feel if necessary.

Dialling this contact immediately opens a telephone line to the Lone worker system operator; you can now speak to the operator who will be able to deal with your emergency as appropriate. Please note you do have to have already logged into the system for this to be activated.

10. Lone Worker Registration Protocol

- Complete the registration form and return to Monitoring Response Centre (Wightcare).
- The telephone number for the Lone Worker automated system is 01983 528018 Local number Or 08003586667 (Freephone number is the cheaper option for council mobile phones).
- The telephone number for Wightcare is 01983 821105 Fax no 01983 823196
- The address is Bugle House, 118a High Street, Newport, IW PO30 1TP.
- Details of how to log-on to the system are detailed previously. Please ensure all staff have a copy of this information when they complete the registration form.
- The Response Centre team will send an email to the member of staff to confirm
 - That they have been successfully logged onto the Lone worker system and to
 - Advise their PIN (personal identification number)

If an alarm is raised the Response Centre Operators (Wightcare) will respond according to the instructions given by your management team, if a manager is on leave please ensure you advise this department so that the correct person is contacted.

- If there are any changes to personal details please ensure you have updated your information on the staff intranet site (SAP system). Response Centre Operators (Wightcare) are able to access a limited amount of data held on this system to support the data held on the Lone Worker system.
- It is possible to log on the system for up to 900 minutes, however it is suggested that staff do not log on for more than 3 hours, and update their information/whereabouts regularly instead.
- It is important that the member of staff log in to the system using their mobile phone, as the computer system recognises not only their PIN but their phone number. In the event they try to ring and are unsuccessful the system will know they have tried and an alarm will be raised called a “handshake failure”.

If you have set up the emergency contact on your mobile phone and wish to test it, please contact the Lone Worker system operator on 01983 821105 (Wightcare) to inform them of your intention to test.

Similarly if you have any questions with regards to the Lone Worker system then again call the Lone Worker Operator on 01983 821105

LONE WORKER Registration form

LONE WORKER POLICY



Organisation		Department	
Directorate			
Surname:	First Name(s):	Title:	
Address:			
Post Code:			
Car Make:	Car Model:	Car Colour:	
Car Registration:			
Home Telephone Number:			
Mobile Telephone Number : Work			
Additional mobile phone :			
Next of Kin :		Relationship:	
Address (if different from above)			
Telephone number:		Mobile number:	
Normal Office/Working Location:			
Post Code:			
Office Telephone Number:			
Email address:			
Line Manager:		Tel:	
		Mobile No:	
Out of Hours : Responsible Manager			
Name		Mobile number	
Home number			
Authorised by:(Signature)			Date:
For Office Use Only:			
Date Received:	Operator initial and date.	Email sent confirming PIN Y/N	PIN no allocated.

Return completed form to Bugle House, 118a High Street NEWPORT, I W PO30 1TP

Tel: (01983) 821105 Fax: (01983) 823196 **CALLS MAY BE RECORDED.**

Ops/support/js/wightcare/LB/LWadmin 06-2010