Lone Working Policy

1. Policy

Future Directions CIC takes the health, safety and welfare of all its staff very seriously and it is recognised that many of our staff are required to work by themselves for significant periods of time without close or direct supervision in the community or in isolated work areas. Lone working therefore presents additional risks compared to those working environments where colleagues are always generally available to provide support, protection and assistance. This policy outlines Future Directions CIC’s approach to safeguarding all of its staff by:

- Ensuring that the risks associated with lone working are properly assessed and that safe systems and methods of work are put in place so as to reduce the number of incidents and injuries to staff;
- Increasing staff awareness, through appropriate training of the safety issues relating to lone working;
- Providing practical advice on safety when working alone;
- Ensuring that appropriate support is available to staff who work alone;
- Encouraging full reporting and recording of all adverse incidents relating to lone working.

2. Procedure

2.1. Management responsibility

Managers are responsible for the adequate provision and maintenance of resources and for the supervision of employees to ensure that they do not endanger themselves or others. This requires the prevention of unapproved systems or practices, unauthorised work activities, and all other unsafe acts.

Attitudes to personal safety should be reviewed as a part of a formal performance appraisal. Appropriate records must be kept. Employees must be prevented from using equipment or undertaking a task which could be detrimental to their health and safety.

Additional consideration is required by managers where employees are required to work alone. Any special arrangements will depend upon the nature of the risk, but may include the provision of personal alarms, communication equipment or other devices.

Managers must ensure that employees have received sufficient information and training regarding their personal safety to enable them to work without risk, so far as is reasonably practicable.
2.2. Employee responsibility

Employees must ensure that they do not compromise their own health and safety whilst at work by adopting safe systems of work at all times. If there is a perceived shortcoming in the working arrangements which could affect the personal safety of any individual, this must be reported to a responsible person without delay. Employees must work in accordance with safe working procedures at all times, and comply with Future Directions CIC’s policy on all matters.

When working alone thought and attention must be given to any hazards that are present in and around the working area. Employees must also familiarise themselves with safe working procedures, including emergency arrangements, applicable to all premises which they enter. They should report any situations presenting a risk to personal safety to a responsible person immediately, so that measures can be taken to rectify the situation.

2.3. Risk Assessment

Future Directions CIC will undertake a thorough and regular “Lone Worker Risk Assessment” and will review this on a regular basis, and in response to any adverse incident or accident. If a risk assessment shows that it is not possible for the work to be done safely by a Lone Worker, other arrangements must be put in place.

The Risk assessment will consider the known hazards, together with the current preventative measures which are in place to reduce the risk of harm to the lowest possible and foreseeable level. The assessment will also consider advice and guidance for the worker, and any additional measures which are considered necessary, the person responsible for implementing them, the target date for completion and the date the additional measure was implemented.

The general hazards to be considered in detail within the Risk Assessment are:

a) Those present within the Service User’s Home and which will be recorded on the Domestic Workplace Inspection Report for supported living homes Health and Safety Inspection;

b) Assault and Violent Crime;

c) Accidents and Emergencies;

d) Competence and Experience of the Lone Worker;

e) Manual Handling;

f) COSHH;

g) Stress;

h) Abusive/Aggressive behaviour;

i) Lone Worker Illness;

j) Driving breakdown
All Lone Working Risk Assessments will be shared with the employees of Future Directions CIC.

2.4. Risk assessments for community based lone workers must include:
   - Safe access and egress.
   - Risk of violence.
   - Safety of equipment for individual use.
   - Channels of communication in an emergency.
   - Site security.
   - Security arrangements i.e. alarm systems and response to personal alarms.
   - Level and adequacy of supervision.
   - Risk of fire or accidents/emergencies which may arise out of the work and the lack of first aid equipment.
   - Manual handling.

2.5. Risk assessments for mobile lone workers must include:
   - Service user risk assessment where applicable.
   - Arrangements for domiciliary visits, including consideration of alternatives.
   - Travelling between appointments.
   - Reporting and recording arrangements.
   - Communication and traceability.
   - Personal safety/security.
   - Provision for rest, hygiene and welfare facilities.

Managers must ensure that risk assessment systems are in place to meet the specific needs of all lone workers within their area of control.

Locally devised action plans/protocols should be developed to detail risk mitigation measures.

2.6. Medical Assessment

Managers should check via the use of Appendix A that lone workers have no medical conditions which may make them unsuitable for working alone and if necessary, refer the person for medical assessment by the Occupational Health Department.
3. Training

Staff working for the Future Directions CIC should know that their safety comes first, through the information given at Future Directions CIC’s Workplace Induction, as well as at regular reviews with their manager. If they find themselves in situations which make them feel unsafe they should be aware how to deal with them. Staff should also be able to recognise how their own actions can influence or even trigger an aggressive response.

Managers will ensure that all lone workers training needs are assessed and that they receive appropriate training, e.g.

- Verbal and non-verbal communication skills.
- De-escalation techniques.
- Breakaway techniques.
- Personal safety/security.
- Conflict resolution training, including customer service skills.
- Cultural awareness, diversity and equality training.
- First aid training.

This procedure will form part of service and workplace induction training for new lone workers.
Please write clearly, in black ink, initial amendment and do not use tippex

**DECLARATION OF FITNESS TO WORK ALONE**

Do you suffer from any condition which impacts on your health and which may affect your ability to work alone?

*(Please tick one box)*  Yes ☐  No ☐

If **Yes**, refer to Occupational Health for assessment.

If **No**, return to HR Department for Personal File.

I declare that to the best of my knowledge, I do not suffer from any health condition which might affect my ability to work alone.

---

**Full Name (please print)**________________________________________

**Service and Work Location**________________________________________

**Employees Signature**_____________________________________________  **Date** __________

**Managers Signature**_______________________________________________  **Date:** __________
CHECKLIST FOR MANAGERS

Are Your Staff:-

- Trained in the appropriate strategies for the prevention of violence?
- Briefed about local procedures for the area where they work?
- Given all the information about the potential for aggression and violence in relation to service users from all relevant agencies?
- Issued with appropriate safety equipment and know how to use it?
- Aware of the procedures for maintaining such equipment?

Are they:-

- Aware of the importance of leaving an itinerary with the team/colleague?
- Aware of the need to keep in contact with colleagues?
- Aware of how to obtain support and advice from management in and outside normal working hours?

Do they:-

- Appreciate their responsibilities for their own safety?
- Understand the provisions for staff support by the Future Directions CIC and the mechanism to access such support?
- Appreciate the requirements for reporting and recording incidents of aggression and violence?
MEASURES OF PREVENTION

Practical suggestions on:-

THE USE OF A MOBILE PHONE

- Where provided, a mobile phone should always be kept as fully charged as is possible at all times.
- Ensure the employee knows how to use the mobile phone properly, through familiarising themselves with the instruction manual.
- A mobile phone should never be relied upon as the only means of communication.
- Emergency contacts should be kept on speed dial as this will speed up the process of making a call to raise an alarm.
- The phone should never be left unattended but should be kept close at hand in case of an emergency.

POSITIVE REPORTING PRACTICES

- Lone workers should always ensure that someone else (a manager or appropriate colleague or ‘buddy’) is aware of their movements.
- Lone workers should also leave a written ‘visiting’ list containing the details with a manager and colleague(s). Details can be left on a whiteboard or similar medium, for example.
- Details of vehicles used by lone workers should also be left with a colleague, for example, registration number, make, model and colour.

THE USE OF EMPLOYEE’S VEHICLES FOR BUSINESS USE

- The Team Manager must ensure that the car used is suitable and ask to see the MOT, insurance and driving licence.
- The Team Manager must ensure that the employee has the facility to summon help if they breakdown, such as, the availability of a mobile phone.
Lone Worker Policy
Appendix D

General Guidance for Future Directions CIC
Lone Workers

Risks in perspective

Fear of crime can be a very real problem for some people and can be made much worse by the way in which the media report certain crimes. Full coverage is often given to crimes of a violent or sexual nature (in particular against the elderly or children) because of the emotional impact. This coverage gives the impression that such crimes occur with frightening frequency, when in fact the opposite is true.

Violent crimes, including rape are still comparatively rare and account for a very small part of recorded crime.

Crime in perspective:

- Of every 100 crimes less than 7 involve violence;
- A high proportion of violent crimes (more than 50%) involve people who know each other (in the case of murder the proportion is very high indeed);
- Males are more than twice as likely to be the victim of an assault than females, particularly males in the 21 - 30 age group. Alcohol and drugs are often involved;
- Most crimes are committed by young men on the spur of the moment when they see a chance (moral - don’t give it to them!).

Notwithstanding the above, fear of crime is an important issue and there is some risk. This can be reduced if simple, effective precautionary actions are taken when going about our day to day work and social activities.

The triangle of crime

OPPORTUNITY

VICTIM

CRIMINAL
Remove any of the above "sides of the triangle" and the potential for crime is also removed.

Sensible planning reduces the OPPORTUNITY for the CRIMINAL to turn anyone into a VICTIM of crime.

**Being confident**

We should all be able to lead lives unrestricted by fear, to go where we want to and when we want to.

Confidence comes with feeling IN CONTROL of a situation, being prepared and understanding how your brain tells your body to react under stress. Most people refer to this as the "FIGHT OR FLIGHT" Syndrome. In any threatening situation FLIGHT is invariably the best option.

If such a situation arises:

- don't respond aggressively or be drawn into an argument - this only escalates the potential for danger;
- stay calm, concentrate on breathing. This will help your brain to think and allow you to speak slowly and clearly;
- never underestimate the threat;
- trust your intuition - listen to your "body". If a situation feels unsafe or uneasy, then FLIGHT is the answer.

Wherever you are, LOOK CONFIDENT. If you have planned your journey and visit, and know where you are going, this will be easy to achieve. Walk boldly and quickly and stay alert.

**Getting about**

**General advice:**

- If you have a mobile phone, carry it with you at all times;
- Consider all the factors affecting your personal safety before setting off; these include TYPE OF TRAVEL (car, bus, train, etc.), TYPE OF JOURNEY (distance, route), TIME OF TRAVEL (day or night, season of year) and ENVIRONMENT (area through which you will travel, current or expected weather conditions);
- ALWAYS tell someone (a work colleague or a relative) of your route, destination and estimated times of arrival and departure, however you intend to travel.

**By car:**

- Before departing check fuel, oil and water levels (if possible) and make sure your tyres are correctly inflated and not damaged;
- Check and clean your lights, indicators, mirrors, front and rear screens and ensure washer bottles are full;
- Plan your route in advance and have a map or routecard with you;
- Carry a topcoat in the car;
• If you don't have a mobile phone, take a phonecard and some small change. Keep a torch in the car;
• If you are female, do not advertise the fact if driving alone. Keep clothes and personal belongings out of sight;

Keep car doors locked whilst driving, and consider closing windows in slow moving traffic. Ignore "windscreen washers" and kerbside vendors;
• Keep valuables and bags out of sight and out of reach;
• When parking, reverse into the gap if possible so you can pull away easily;
• Before getting out of the car look around and ensure it is safe to do so;
• Always lock the car, even when paying for fuel;
• Park in well lit areas. If parking in daylight think how the area will look if you have to return in the dark.

And finally,

• when you return to the car (especially after dark), have your keys ready.

If you feel threatened in your car:

• If you think you're being followed, drive on until you come to a busy, well lit place (a police, fire or ambulance station, garage forecourt or pub) pull over and go for assistance;
• If any vehicle pulls alongside when you are stationary and the occupants try to attract your attention, avoid eye contact and ignore them;
• If a vehicle travels alongside at the same speed as you, slow down and let it pass. If the driver persists, drive to a busy place. If you have a mobile phone, use it to alert the police if necessary;
• If a car pulls in front of you and causes you to stop, stay calm, never turn off your engine. If the driver leaves his car and approaches you, reverse as far as possible. Use your horn and headlights continuously;
• When driving, don't pull up too close to the car in front - leave room to manoeuvre and escape;
• If a vehicle starts flashing lights or indicates for you to pull over, unless it is obvious to you that there is something wrong with your vehicle - stay calm, continue to drive steadily to a busy place where you feel safe to stop if necessary if the threat persists;
• If anyone tries to force down a window, hit the intruder's hand hard with anything available e.g. a shoe;
• Make a note of registration numbers if possible and don't be afraid to report any incident of this nature to the police.

By taxi:

Only use licensed cabs. There are some excellent mini-cab companies (including some with women only drivers) and it is worthwhile carrying their phone numbers. Ask friends or colleagues for recommendations.

• When booking a cab ask for the driver's name, call sign and type of car he/she will be driving. Check the details on arrival;
• Always sit in the back;
• If you chat with the driver, don't reveal personal details.
By public transport:

- Try to avoid isolated bus stops and railway stations, especially at night;
- Know when your bus or train should arrive and try to avoid long waits;
- If you are female, sit with or next to other women on buses and trains;
- Sit downstairs on buses, near to the driver;
- On trains try to sit in the compartment nearest to the driver (or guard if there is one) and sit close to an emergency cord;
- Never sit in an empty compartment on the train, or compartments with no access to other parts of the train. Be prepared to move to be with other people;
- Be alert at all times. Do not make an obvious display of valuables, bags or purses, or mobile phones.

On foot:

We should all feel free to walk where and when we want to, but there are inevitably some risks involved. You can reduce those risks without unduly restricting your freedom by thinking first and planning ahead.

If you have to walk at night or in the dark, arrange to walk with someone you trust. If you cannot avoid walking alone consider the following precautions:

- Plan ahead, be alert, be aware of your surroundings;
- Avoid taking short cuts, even if you are late;
- Only use well lit, busy roads;
- If the road is quiet, keep to the middle of pavements away from doorways and hedges;
- Walk towards oncoming traffic to deter kerbcrawlers;
- Consider crossing roads at night as an alternative to using subways depending on the traffic flow and your own safety;
- If you think you are being followed, cross the road and keep walking. If you are still being followed go to a well lit house or busy area and ask for help;
- Try to look positive and confident, don't wait around longer than you have to;
- Keep at least one hand free. Not only will you be able to defend yourself better, your hands and arms are vital to balance yourself;
- Always carry a personal alarm and have it ready to use;
- Keep handbags and valuables close to you;
- Carry keys on your person and ready to hand - not in a bag. Your keys should be separate from any identifying details of name, address, etc;
- When using lifts, consider your safety if alone. Be prepared to get out - even at a different floor - if you feel uncomfortable;
- Be alert when using cash machines. Getting "cash back" in a supermarket is preferable.
Your home

You should consider the following precautions:

- Keep valuable property out of sight;
- Remove aids to the would be criminal - ladders, tools, keys, etc;
- Hide car keys. Many homes are broken into for car keys as modern cars have effective security devices;
- Secure and lock windows and doors;
- Record serial numbers, take photos of valuable items, use ultra violet marking pens or engravers to personalise possessions;
- Vary patterns of behaviour e.g. walk the dog at different times (if you have one!), use different routes;
- Check your listing in the phone book. Use an initial rather than your first name;
- Improve outside lighting and remove possible cover e.g. high hedges;
- Use appropriate security measures e.g. locks, alarms, door chains, door viewer, etc;
- Join Neighbourhood Watch;
- Contact your local police station to arrange to talk to your local Crime Prevention Officer for full advice on home security.

Arriving home

- Have keys ready to let yourself in quickly;
- If you are being driven home by taxi or a friend or relative ask them to wait until you are safely through the front door;
- Have phone numbers of neighbours and emergency contacts ready to hand so you can contact someone immediately should the need arise;
- If you suspect an intruder in your house, don't enter, leave immediately and phone the police from the nearest phone;
- If you hear someone breaking in, don't confront the intruder. Try to escape, or get to a safe room and phone the police. If you can , alert your neighbour.

If the worst happens:

Defending yourself:

- Everyone reacts differently under threat;
- If you are under attack, you have a right to defend yourself with reasonable force;
- Sound your personal alarm (if you have one) but do not rely upon it to summon help;
- Preparing for a physical assault by self defence training might help you build self confidence to fight back, but every situation is different;
- Professional self defence training is essential if the basic moves you need to learn are to be used effectively and practised with safety;
- For details of recognised local courses enquire at your local police station, or in the community safety unit or equivalent within your local authority. If you do decide to undergo self defence training, practising the techniques
until they become second nature is essential if they are to be of use in an emergency situation.

**Self defence is a last resort. If trouble can be avoided - avoid it. Remember ESCAPE IS THE ULTIMATE AIM.**

N.B. It is an offence for any person to have with him or her in a public place an offensive weapon. An offensive weapon is any article which is made or adapted to cause injury or intended by the owner for such use. For example, a flick knife, sharpened comb, bottle of ammonia.

Innocently carried articles in everyday use may be alright providing they are only used in your defence with reasonable force. For example, keys, hair spray, umbrella, handbag.

A person may use such force as is reasonable in the circumstances in the prevention of crime, or in effecting or assisting in the lawful arrest of offenders or suspected offenders. Ultimately a court would determine whether the amount of force used was reasonable.

**What information will help the police?**

- Do you know or have you seen the offender before?
- How old do you think the offender is?
- What height and build?
- Complexion/skin colour?
- Eye colour?
- Clothing worn?
- Any distinguishing features e.g. tattoos, scars, hair, beard, etc?
- What did the offender's voice sound like - was there an accent?
- What did the offender smell of?
- Was a vehicle involved - can you describe it?
- Can you recall in which direction the offender went?

**Conclusion**

Please use this guidance note as an "aide memoire" if you are ever in any doubt about your security when at work.

Remember, the chances are that you will never suffer a violent or sexual attack, or even be mugged, but always remember the four points for safe travel:

- **BE PREPARED;**
- **LOOK CONFIDENT;**
- **AVOID RISKS;**
- **NEVER ASSUME - "IT WON'T HAPPEN TO ME."**
Lone Worker
Appendix E

Out of Hours Lone Working Protocol For On-Call Managers Community Services.

a) Local On-call (LOM) Manager receives a call and it appears that they may have to go out, on their own

b) The Local On-call Manager must ring Community Senior On-call to:
   1. Clarify with a Senior Manager if they need to go out.
      If it is agreed that they do need to go out then:
   2. Agree time of departure and an approximate time that they should return home. A record of the discussion, times, personal mobile number, car registration, home address will be made in the On-call Incident Summary Book.
   3. The LOM will ring the person requesting/needing support to advise them of what time they will arrive.

Nb: If once a LOM arrives at a home (or other venue) and if they think that the visit is going to take longer than the agreed time they must update the Senior On-call with an estimated time they think they will return back to their home.

If Community Senior On-call Managers are required to go out then they will contact the Future Directions CIC Senior On-call Managers via Calderstones Switchboard and follow the same as at b & d.

c) On arrival at the destination the LOM must ring the Senior On-call manager.
d) On completion of the visit and arrival back home the LOM must ring the Senior On-call to say they have arrived home, safely.
A record of the conversation will be made in the On-call Incident Summary Book.

Actions to take if a manager does not call back at the agreed return time:
1. Contact them on their works mobile. If no answer and they have given you a personal mobile, ring this number. If no answer give then 15 to 20mins in case they are driving & then try again. Finally try their home telephone number.
2. Still unable to make contact alert the Police of concerns. Proving with details from the Summary Book.

Some general guiding principles for keeping yourself safe when out and about.
- Before you set off have direction i.e. AA route finder map or Sat Navigation system.
- If you do have to stop for directions make sure that you only stop in a well lit busy area i.e. garage, supermarket etc.
- Make sure you have enough petrol for the return journey.
- Ensure you have a full charged torch and dependant on the time of year a blanket/thick coat.
- Make sure your mobile phones is fully charge and is programmed with contact numbers for easy reference dialling, including recovery/breakdown number. (If you have a personal mobile phone take this with you in case there is no Orange signal in the area you are going to.)
- Keep your car doors locked when driving.
- When pulling up at the rear of another vehicle leave enough space between your vehicle and theirs to enable quick exit if needed.
HEALTH AND SAFETY HOME INSPECTION REPORT

COMPLETED BY:

PRINT NAME:

POSITION:

DATE:

SERVICE USER’S NAME:

ADDRESS WHERE WORK IS TO TAKE PLACE

DECLARATION
Assessor:

I have conducted a workplace inspection of the Service User’s Home and
*action/no action advised.

*Delete as applicable.

Signed:

If action is advised it must be detailed clearly in this Inspection Report. All Staff
assigned to the Service User’s Home must be advised of the risks which have been identified.

This Workplace Inspection must be reviewed every 6 months.

Note:
Staff employed by Future Directions CIC must not undertake any task
where the safety/welfare of either themselves or their Service Users is at risk. Staff are advised to either adopt a temporary solution which is safe, and/or to report the problem immediately to a Manager for advice and guidance.
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<th>Domestic area/Risk</th>
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<td>Safe, after following simple precautions listed</td>
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<td>Unsafe/Dangerous (Identify below)</td>
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<td>General Environment</td>
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<td>Entrance to property</td>
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<td>Gas/electric fire</td>
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<td>Coal fire</td>
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<td>Stairs</td>
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<td>Smoke Alarms</td>
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<td>Grab rails</td>
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<td>Stair lift</td>
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<td>Hazardous Substances (COSHH)</td>
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<td>Fire Escape route</td>
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<td>Pets</td>
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<td>Others Risks - List</td>
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A copy of this form should be stored on the G: Drive in the Future Directions House folder and in the house Health and Safety folder.

Review

This Health and Safety Home Inspection Report must be reviewed periodically to re-assess the risks, and to ensure that no new risks have arisen.

The date for the next review is:
EXAMPLE WORKER RISK ASSESSMENT
(Hazards which may apply to the Lone Worker)

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<th>Name of Assessor:</th>
<th>Date of Assessment:</th>
<th>Review Date:</th>
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<td>Within the Service User’s Home</td>
<td>Provide copy of the Workplace Inspection Report to the Lone Worker where local hazards, risks and control measures are identified.</td>
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| Assault/Violent crime | **Lone Workers travel extensively within the community and are generally alone in service user’s homes. Although the risk of assault/violent crime is low, certain precautions may be taken so as to minimise the risk even further.**

There will be no time to think if you are attacked. Consider how to act in situations before you are in them

Think about whether you would stay and defend yourself (and risk possible further injury or harm), using “reasonable force”, flee the scene, or whether you would give an attacker what they want, to | | | | | |
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<td>You are safest in bright, well lit and busy areas</td>
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<td>Try to look and act confident</td>
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<td>Look like you know where you are going and walk tall</td>
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<td>Spread your valuables around your body</td>
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<td>Shout “fire” rather than “help”, it can get more results</td>
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<td>Try not to be conspicuous about the valuables you are carrying</td>
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<td>When out walking, remain alert to your surroundings (no headphones/ipod, or similar)</td>
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<td>In the service user's home</td>
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<td>Review available evidence of challenging behaviour by the service user or others in the service user’s home – this may indicate the possibility that lone working is too dangerous</td>
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<td></td>
<td>Provide Information, Instruction and Training for Lone Workers appropriate to the level of risk on how to recognise the symptoms of aggressive/violent actions and how to deal with them</td>
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<td>Plan means of escape in advance – do not think “it could never happen to me”</td>
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<td>Avoid situations which could be difficult, or plan to be accompanied on certain occasions if this seems advisable</td>
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<td>Keep in touch with your Manager, or “Work Buddy”, so that they know you are safe (and vice versa)</td>
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<td>Ensure that your whereabouts, (daily work schedule), are known to at least one person</td>
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<td></td>
<td>Report all incidents and near misses so that further action can be taken which may eliminate the possibility of recurrence.</td>
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| Accidents/Emergencies       | Lone Worker to carry personal first aid kit for minor injuries  
List of key contacts with telephone numbers kept by all staff, including Lone Worker  
Mobile phone carried by Lone Worker at all times, and kept charged |                       |                |                 |           |
| Competence and Experience   | Lone Worker is assessed as competent and experienced for lone working  
All inexperienced staff are chaperoned in the early stages of training to assess competence and understanding of the role, and its implications  
Staff are given instruction, information and training on all aspects of care work and the risk assessment for Lone Workers.  
Supervision undertaken at periodic intervals |                       |                |                 |           |
| Manual Handling             | Lone Worker given information, instruction and training on manual handling techniques  
Lone Worker is given adequate support and assistance for difficult cases.                                                                                           |                       |                |                 |           |
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<td>COSHH</td>
<td>The Lone Worker is provided a copy of the Workplace Inspection Report so that any COSHH implications in the service user’s home can be reviewed</td>
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<td>Stress</td>
<td>Stress factors discussed with Lone Workers on a regular basis with a view to eliminating causes as quickly as possible Lone Worker’s work schedule continually assessed for appropriateness and ability to serve within normal parameters Lone Worker given adequate and comprehensive directions so that the service user’s home can be located without delay, and without the Lone Worker getting “lost”.</td>
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<td>Abusive/ Aggressive Behaviour</td>
<td>Lone Worker given information, instruction and training on how to deal with abusive/aggressive behaviour from service users</td>
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<td>Lone Worker Illness</td>
<td>Lone Worker provided with advice and guidance on what to do if they become too ill whilst on duty and unable to complete the daily schedule of service user visits.</td>
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<td>Driving - breakdown</td>
<td>Ensure vehicle is maintained properly and regularly Try not to run out of petrol</td>
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<td><strong>Driving – breakdown - Motorway</strong></td>
<td>As your car is developing a problem, act immediately&lt;br&gt;Try to reach one of the emergency roadside telephones, which are located at one-mile intervals&lt;br&gt;Indicate, and pull over to the hard shoulder, as far left as possible, with wheels turned to the left&lt;br&gt;Switch on hazard warning lights and rear fog lights in poor visibility&lt;br&gt;If you use a mobile to summon assistance, try to establish your location first, using the marker post numbers, or motorway signs&lt;br&gt;Try to leave the vehicle by the nearside doors (furthest from the traffic)&lt;br&gt;Leave pets in the car&lt;br&gt;Do not cross the motorway carriageway&lt;br&gt;Wait for assistance outside your car (as far away as possible from the carriageway)&lt;br&gt;If you feel threatened, sit in the passenger seat with the seatbelt on and the doors locked&lt;br&gt;Do not attempt repairs to the vehicle</td>
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<td><strong>Driving – breakdown - Other Roads</strong></td>
<td>As your car is developing a problem, act immediately&lt;br&gt;Try to get the vehicle in a position that is off road, or at least, not causing an obstruction&lt;br&gt;Park with wheels turned to the left&lt;br&gt;Switch on hazard warning lights and rear fog lights in poor visibility&lt;br&gt;Try to leave the vehicle by the nearside doors (furthest from the traffic)&lt;br&gt;If you have a warning triangle, place it at least 45 metres from the vehicle</td>
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<td>Hazard</td>
<td>Current Preventative measure/ advice and guidance</td>
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<td>If you use a mobile to summon assistance, try to establish your exact location first, using road signs, buildings etc.</td>
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<td>Wait for assistance outside your car (as far away as possible from the carriageway)</td>
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<td>If you feel threatened, sit in the passenger seat with the seatbelt on and the doors locked</td>
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<td>Do not attempt repairs to the vehicle</td>
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<td>Do not attempt repairs to the vehicle unless the car is off road and it is safe to do so</td>
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Signed by the Assessor:
LONE WORKER RISK ASSESSMENT
(All hazards apply to the Lone Worker)

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<tr>
<td>Hazard</td>
<td><strong>Current Preventative measure/ advice and guidance</strong></td>
<td>Additional – Proposed</td>
<td><strong>Action by who?</strong></td>
<td><strong>Action by when?</strong></td>
<td><strong>Date done</strong></td>
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Signed by the Assessor: