Glasgow Kelvin College

Lone Working Policy

Document Control Information	
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The Board of Management (or any person/group with delegated authority from the Board) reserves the right to amend this document at any time should the need arise following consultation with employee representatives. **This Policy has been subject to an Equality Impact Assessment this can be accessed on:** **https://www.glasgowkelvin.ac.uk/wp-content/uploads/2022/01/Equality-Impact-Lone-Working-Policy.pdf**

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1.0 Introduction

Glasgow Kelvin College is committed to taking all reasonable precautions to secure the health and safety of those carrying out work activities and will ensure, so far as is reasonably practicable, that employees, contractors and anyone else required to work alone or unsupervised for any period of time are protected from risks to their health and safety.

2.0 Purpose and Objectives

This policy and associated procedures have been developed to protect employees and others required to work alone or unsupervised, so far as is reasonably practicable, by controlling the foreseeable risks they may be exposed to.

This policy used together with procedures on lone workers, staff development and training, will enable staff to appreciate the particular risks associated with lone working and to ensure that safety precautions and emergency procedures are understood. It will also assist staff to recognise and respond correctly to hazards arising during lone working.
Lone working could expose employees and others to certain hazards. The College's objective is either to entirely remove the risks from these hazards or, where complete elimination is not possible, to reduce them to an acceptable level.

3.0 Scope

This policy covers:
- all Glasgow Kelvin College employees;
- all sites used by Glasgow Kelvin College; and
- all Glasgow Kelvin College activities being carried out (whether in or out of the College).

This policy and its associated procedures apply to all lone working situations (see definition below) and shall be followed on every occasion where employees and other are required to work alone or unsupervised.

The Health and Safety Executive state that working alone is not in itself against the law and it will often be safe to do so. However, the law requires the College to consider carefully, and then deal with, any health and safety risks for people working alone. The College is responsible for the health, safety and welfare at work of all their employees and also have responsibility for the health and safety of any contractors or self-employed people doing work for them.

These responsibilities cannot be transferred to any other person, including those people who work alone. College employees have responsibilities to take reasonable care of themselves and other people affected by their work activities and to co-operate with their employers in meeting their legal obligations.

4.0   Definition of Lone Workers

Lone working is NOT where individuals experience brief situations in which they find themselves alone, but where individuals are knowingly placed in circumstances where they work without close or direct supervision, for example:

- during normal working hours at an isolated location within the normal workplace (an office, classroom, workshop or laboratory);
- staff working alone outside normal hours;
- people working alone in premises;
- lone security staff;
- mobile workers who work away from the College on their own (visiting work placements or a students' home alone); and
- delivering one-to-one tutorials or counselling alone.

Lone working can refer to situations where staff in the course of their duties work alone or are physically isolated from colleagues without close or direct supervision or access to immediate assistance. This last situation may also arise where there are other staff in the building, but the nature of the building itself may essentially create isolated areas.

Likely college-related lone working tasks may include the following:

- Home working;
- Estates staff, when opening up or closing a campus;
- Staff members using College vehicles or Estates drivers on mail or stores delivery run; and
- Staff working alone in a separate building within a campus.

The following covers the more frequent measures in place within the College to protect lone workers and those working in isolation. Measures are likely to be different for each role or task.

The College:

- Has protective measures within buildings (controlled entry, CCTV etc.);
- provides a radio or mobile telephone where appropriate; and
- provides training in conflict management skills, basic risk assessment training, mobile working awareness, personal travel safety and home working.

Managers should securely maintain records which identify:
- any special measures required for lone workers
- all persons who are lone workers; and
- the locations and the tasks carried out.

Staff should:
- plan journeys and let someone know the expected return time; (i.e. a member of staff visiting an outside organisation would be expected to provide an expected return time)
- advise someone before commencing and on completion of a particular task; and
- not undertake a prohibited task.

If there is any doubt about whether a role, task or activity is lone working, the individual and line manager should consult with the Health and Safety Manager.

5.0   Controlling the Risks

As required by The Management of Health and Safety at Work Regulations 1999 a suitable and sufficient risk assessment should be carried out to identify the hazards and the level of risk that lone workers are exposed to. This risk assessment will identify suitable controls to manage these risks.

Risk assessments can be task, role or location based depending on the situation and what is deemed most appropriate.

Depending on the level of risk there may be some higher risk activities or areas that due to the level of risk lone working will not be permitted (see below).

5.1   High Risk Activities

Certain tasks and entry into certain areas will be identified by risk assessment as high risk. Where the risk cannot be lowered, conducting these tasks or entering these areas is prohibited.

Those tasks which are deemed unacceptable to be performed by a lone worker under any circumstances must be documented in the written record of risk assessments produced by Departments and Faculties with the support of the Health and Safety Manager.

5.2 Prohibited Activities

There are some situations where lone working is prohibited, and managers must ensure the staff for which they are responsible are informed of these.

These are as follows:
- entry into Confined Spaces;
- use of ladders;
- the erection / dismantling of scaffolding;
- use of dangerous machinery where there is a risk of entanglement, entrapment, crushing, impact, or injury from cutting or shearing, stabbing or puncture, unless the worker has received sufficient training in work at those machines;
- electrical work involving manipulation of live, uninsulated power conductors; and
- other work on or near bare live conductors where a person working on his/her own would not be capable of undertaking the work safely without assistance in, for example, keeping other persons from the work area.

Actions required:
- comprehensive risk assessments on all lone working activities and/or areas;
- control measures to be identified, prioritised and implemented;
- higher risk activities and/or areas identified and a formal decision made on whether lone working is authorised or vetoed; and
- formal systems or procedures developed for particular activities and/or areas, as required.

5.3 Hybrid Working Arrangement

As an employer the College has the same responsibility for the health and safety of staff who work from home. The College do not specifically employ home workers and arrangements under the Hybrid Working model is an INFORMAL arrangement that enables staff to achieve a life-work balance.

The College acknowledges the requirement for staff who undertake hybrid working to be able to move seamlessly between on campus and home working. To assist staff who operate a hybrid working model and split their time between working on campus and at home, appropriate equipment such as laptop, headset, riser, keyboard, and mouse, all of which can be readily transferred between on campus and home working environments is in place. To facilitate effective communication between colleagues, students and external stakeholders whilst working at home, all staff have access to Microsoft Teams using their College log in details.

Managers should seek advice on agreed arrangements for communication devices and software for home working from the Digital and IT Team, as appropriate.

The College recognises its legal responsibility to provide a healthy and safe working environment for its staff, and where arrangements for blended working have been agreed, this responsibility extends to ensuring that staff have access to a suitable working environment when working from home as far as is reasonably practicable.

All staff working from home must complete the following online modules:
- Homeworkers (self-assessment for DSE included)
- Cyber Security Awareness
- Risk Assessment Course

Staff should discuss with their line manager any requirements for duplicate office equipment such as a monitor, printers/scanner, or an office chair, for the home working environment. The College will aim to support staff where reasonable requests are submitted. Health and Safety Manager can provide advice based on DSE assessments. Staff members may personally choose to supplement their home working equipment.

6.0 Organisation and Responsibilities

The Principal, through the members of the Senior Management Team, is responsible for ensuring that Directors and Heads of Departments (hereafter referred to as managers) are made aware of the College policy on lone workers and understand their responsibilities under the policy and its associated procedures.

A checklist to assist managers to consider the safety of lone workers is attached as **Appendix 1**, this covers lone working in the workplace, home visits and working with the public.

Managers are responsible for following this procedure in respect of any lone, solitary and peripatetic workers in their areas of control. Managers must ensure that a risk assessment has been carried out with the individual prior to them working alone.

It is the responsibility of managers to:
- implement control measures to eliminate the danger or reduce it to a minimum;
- draw up safe working procedures to include any control measures decided upon;

- ensure all such procedures are communicated to staff and are fully understood;
- check that all the procedures are adhered to;
- train staff to ensure understanding of control measures and emergency procedures;
- maintain regular contact with the lone worker to ensure they are happy that the safe working procedures are effective; and
- report any incidents or accidents involving lone workers to the College Health and Safety Manager as soon as possible.
- consider routine work and foreseeable emergencies which may impose additional or specific risks;
- consider an individual's disclosed medical condition which may make them unsuitable for working alone. This aspect of the assessment should be coordinated with the Human Resources Department who will consult with Occupational Health specialists.

7.0   Requirements of Lone Workers

Lone workers must :
- disclose any medical condition that may impact on them undertaking lone working, whether temporary or permanent;
- be confident that they are suitably experienced and trained in the role they are carrying out, any concerns or additional training should be raised with their line manager;
- undertake suitable instructions and direction;
- complete the lone worker module, WorkRite; and
- undertake training on the risks they are exposed to and the precautions to be used.

It is the policy of the College to ensure adequate managerial supervision is provided. The adequacy of the supervision will depend on the level of risk, types of risk and duration of exposure.

Useful pointers for managers who have responsibility for staff who may be considered, or are lone workers are outlined in **Appendix 2**, Section 1.0.

Adequacy of managerial supervision may involve some of the following:
- periodic checks on lone workers i.e. visual;
- periodic contact with lone worker i.e., telephone;
- contact with other lone workers - records kept;
- automatic warning devices;
- general or specific alarms for emergencies; and
- checks on lone workers to ensure they have returned to the College or home on completion of activities.

Useful pointers for those staff who are identified as lone workers are outlined in **Appendix 2**, Section 2.0.

It is the responsibility of the individuals identified as 'lone workers' to:

- not knowingly place themselves in a position of unnecessary risk;
- comply with the safe working procedures and control measures identified; and
- report any incidents or accidents to the Health and Safety Manager as soon as is practicable and keep their line manager informed. Where appropriate the Health and Safety Manager will inform a member of the senior management team. The Trade Union will be informed of any incidents through Health and Safety Committee.

Action required by managers and those identified as a lone worker:

- check, monitor and agree adequacy of supervision; and
- ensure any identified emergency equipment (alarms, mobile phones etc.) are regularly checked and maintained.

Glasgow Kelvin College

Lone Working Checklist

This is checklist is not a definitive list; it is an aide memoire to assist managers ensure that the relevant lone working control measures have been considered.

1.0 In the Workplace

		Yes	No
1	Does the workplace present a special hazard?		
2	Is the access to, or exit from, the workplace safe?		
3	Is the lighting and ventilation sufficient?		
4	Will other adjacent processes and activities present a risk?		
5	Is equipment safe and regularly maintained?		
6	What risks will the worker be exposed to in the event of equipment failure?		
7	Can substances and goods be handled safely?		
8	Does the worker have the appropriate PPE and is he/she trained in its use?		
9	Has the worker been trained to do the task properly?		
10	Has the worker demonstrated their ability to do the task satisfactorily?		
11	Is the worker medically fit to undertake the task?		
12	Has the worker sufficient information about the job, equipment or substances?		
13	Is cash being handled, will he/she be at risk of violence?		
14	Is the worker known to be reliable and seek help when they reach the limit of their knowledge or experience?		
15	What is the appropriate level of supervision for the task?		
16	What first aid provision is required?		
17	Is a process to allow the worker to communicate his/her manager/colleagues required?		
	If yes, are these in place?		
18	Are arrangements in place for the worker to invoke in the event of an emergency?		
	If yes, are these in place?		

2.0   Home visits and meeting the public

	Have your lone working staff:	Yes	No
1	Been fully trained in strategies for the de-escalation and conflict resolution?		
2	Been briefed about the areas where they work, or will work?		
3	Been trained in customer care?		
4	Been given all available information about the client from all relevant agencies?		
5	Understood the importance of previewing cases?		
6	Left an itinerary?		
7	Made plans to keep in contact with colleagues?		
8	The means to contact you – even when the switchboard may not be in use?		
9	Got your home telephone number (and you theirs)?		
10	A sound grasp of your organisation's preventative strategy?		
11	Authority to arrange an accompanied visit, security escort, or use of a taxi?		

2.1   Do your lone working staff

		Yes	No
1	Carry forms for reporting incidents, including violence or threats of violence?		
2	Appreciate the need for this procedure and use it?		
3	Know your attitude to premature termination of interviews?		
4	Know how to control and defuse potentially violent situations?		
5	Appreciate their responsibility for their own safety?		
6	Understand the provisions for support by your organisation?		

Useful Pointers for Managers and Staff

1.0 Some useful pointers for managers

1 Carry out informal inspections of the workplace and access on a regular basis to make sure the workplace is safe and that people are working safely.

2 Ask yourself how you would feel working there - would you feel safe? Check to make sure equipment is being maintained properly and records are kept.

3 Make sure Materials Safety Data Sheets and COSHH assessments are available for all materials used and stored on the premises.

4 Make sure risk assessments of all processes and activities are available for workers to refer to and that Safe Systems of Work are available.

5 Make sure you know workers are fully aware of local rules, especially those related to "working out of hours".

6 Check the "working out-of-hours" signing in book to make sure people are signing in, and that they have the Head of Departments permission.

7 Periodically speak to those who work alone informally to find out if they have any concerns that can be dealt with easily.

8 Make sure they know you do not want them to put themselves at risk. Ask them how the job could be made safer.

9 Make sure you have a reliable system for contacting the lone worker and for establishing he/she is unharmed – this could be by a call-in system, a tracking device, a mobile phone, etc.

10 Consider what emergency situations could arise and make sure you have procedures in place to cover them.

2.0 Useful pointers for staff

1 Make sure someone knows where you are and establish a contact system so that you can tell someone you're at work and when you're leaving.

2 Don't do anything which you feel might put you in danger – report any dangerous incident or situation to your supervisor and ask for advice.

3 Don't "cut corners" or rush the work, set yourself a reasonable target and work towards it – do your best.

4 If you start to feel tired either stop for a short break, take a walk outside in the fresh air, or go home after contacting your supervisor and/or signing out.

5   Make sure you know, and follow, relevant Safe Systems of Work and guidelines for operating equipment and handling and using substances.

6   If you don't know how to do something – don't do it – leave it until someone is around to help you.

7   If you get injured stay calm, use your training, and if you need assistance contact 7777 or 0141 630 5037.

8   If your situation is more urgent, ring 999 giving clear instructions to them of where you are.

9   Greet customers politely and with eye contact.

10 Be aware of body language, signs of anger, tension, stress, or nervousness, adopting a hostile or aggressive stance. Bear in mind that you may be sending out body language messages.

11 Avoid invading other people's personal space or touching them.

12 If attacked your voice is the best defence – shout a positive command or yell loudly to "Stop".

13 Have a mobile phone for emergencies but keep it secure and out of sight with a number pre-programmed for emergency use.

14 Procedures for call-in of staff should be in place together with those for non-arrival.

15 If using car parks in busy areas, use ones which are well-lit at night.

16 Don't leave a brief case or lap top visible in the car. Lock all doors.

17 Trust your intuition – if the situation feels unsafe or makes you uneasy, use a plausible excuse and get out. Consider taking a colleague with you.