

# Health & Safety Management Arrangements



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# **MANAGEMENT ARRANGEMENTS FOR LONE WORKING**

## **1.0 INTRODUCTION**

East Lothian Council has a responsibility for the health, safety and welfare at work of all of its employees. The Council acknowledges that it must take measures to control the risks to those employees identified as being exposed to Lone Working.

These Management Arrangements replace the current approved guidelines, dated September 1999, and describes the measures the Council needs will take to ensure that employees, who, for the purposes of these Management Arrangements, will be described as 'lone workers,' are able to undertake their duties in safety.

## **2.0 DEFINITION**

The Health and Safety Executive (HSE) defines Lone Workers as 'those who work by themselves without close or direct supervision.'

Lone working commonly infers working in an area or in circumstances where there are no other workers present and without close or direct supervision. In the event, therefore, of an emergency there may be no one to give assistance, or summon help.

There is no time limit attached to working alone - it may be for the whole work period, or only for a few minutes.

## **3.0 SCOPE AND TERMS OF REFERENCE**

Lone working is a fundamental component of many Council employees' working lives. These Management Arrangements seek to address issues where employees may be exposed to significant risks due to the conditions under which lone working may be required.

For other staff who may find themselves alone at particular times, practical arrangements should be applied commensurate with the degree of risk identified.

#### **4.0 MANAGEMENT ARRANGEMENTS STATEMENT**

East Lothian Council is committed to ensuring that the same level of protection is provided to employees whether they work alone or in the company of others.

While the Council will not prohibit all employees from working alone, it acknowledges the different levels of risk particular activities may present to lone workers and recognises the duty of care it owes to employees who may, due to factors such as lack of experience or maturity and unfamiliarity with a working activity or environment, be particularly at risk.

The approach to managing lone working focuses on:

- Identifying those at risk;
- The completion of suitable and sufficient assessments of lone working risks by competent individuals, and
- The establishment of appropriate working methods to protect lone workers.

In order to fulfil the three main components above the following steps will be taken:

- Sharing of information between divisions/sections on a need to know basis, in relation to potentially violent clients;
- Providing sufficient training of individuals, identified through risk assessment, to ensure they have the necessary skills to work alone in safety;
- Assessing elements of job design and the working environment which may have a consequence for lone workers safety;
- Establishing arrangements for lone working in a third party's workplace;
- Providing appropriate information on possible lone working risks to non employees, such as contractors and volunteers, who may be required to work alone on Council property;

- Ensuring that incidents involving lone workers, where health, safety and welfare are jeopardised, are accurately recorded with preventive action taken.

Examples of lone worker solutions will be provided in the Managers Guide accompanying this Management Arrangement.

## **5.0 RESPONSIBILITIES**

The Council is committed to the Health, Safety and Welfare of all Council employees and to enable this commitment to be met, the following responsibilities have been identified.

### **5.2 Chief Executive**

The Chief Executive is accountable for ensuring compliance with health and safety matters within all Directorates and areas of the Council. This includes the provision of resources to apply the requirements of these arrangements in a timely manner.

### **5.3 Depute Chief Executives / Director Health and Social Care Partnership**

Depute Chief Executives and the director of Social Care Partnership will ensure through their Heads of Service and Service Managers that Lone working risks are managed in accordance with these management arrangements.

The Depute Chief Executives and the Director of Social Care Partnership carry the prime responsibility for health, safety and welfare for their Depute Chief Executives and the director of Social Care Partnership will, through their Heads of Service and Service Managers ensure the implementation of these arrangements.

Depute Chief Executives and the Director of Social Care Partnership will provide reports to the Chief Executive on progress, implementing these arrangements and their impact.

### **5.4 Heads of Service**

Heads of Service will confirm with Service Managers that lone working activities within their area of control are being assessed and controlled in accordance with these management arrangements.

Heads of Service are responsible for:

- Ensuring the requirements of these Management Arrangements are implemented in practice within their Services;
- Providing support, direction and resource to Service Managers on the implementation of these Management Arrangements within their Services, and
- Providing reports to their Depute Chief Executives or Director of Social Care Partnership on progress, implementing these arrangements and their impact.

## **5.6 Service Managers**

Service Managers will confirm that their managers are managing lone working activities in accordance with these management arrangements.

Where a Service Manager manages lone workers, they will also fulfil the Manager responsibilities detailed below in 5.7.

Service Managers are responsible for:

- Ensuring the requirements of these Management Arrangements are implemented in practice within their Service;
- Providing support, direction and resource to their Managers on the implementation of these Management Arrangements within their Service;
- Providing reports to their Head of Service on progress, implementing these arrangements and their impact.

## **5.7 Managers/ Head Teachers**

Managers and Head Teachers are responsible for:

- Ensuring that employees within their area of control are made aware of these Management Arrangements and team arrangements relating to Lone Working, safety standards and safe systems of work;
- Ensuring activities involving lone working are assessed to identify any specific hazards and controls;
- Ensuring that employees adhere to safe systems of work;

- Ensuring health & safety matters are communicated to employees on a regular basis and that items/issues causing concern are followed up and appropriate action taken.
- Ensuring all non employees such as a contractor or volunteer who may be undertaking lone working on behalf of the council are provided with suitable information in order to control the risks.
- Ensuring the Violent Incident Reporting Procedure is adhered to, including the reporting and investigation of incidents, and that remedial action is taken, where appropriate.

### **5.8 Employees**

All employees will be expected to co-operate with the implementation of the Council's Management Arrangements on Lone Working by:

- Being aware of and understanding the Council and Service based procedures relating to Lone Working;
- Following procedures and safe systems of work developed to protect them while undertaking lone working;
- Ensuring that work situations and violent incidents or other shortcomings which may present health and safety risks at work are reported to their line manager or other appropriate officers without delay;
- Participating in training provided to ensure the health, safety and wellbeing of Council employees.

## **6.0 PLANNING, IMPLEMENTATION & CONTROL**

In view of the wide range of Council employees who may be required to work alone, it is essential that Service Areas develop detailed arrangements, based on suitable and sufficient risk assessment, which reflect the particular conditions under which lone workers operate. This will incorporate appropriate working methods to protect lone workers. Areas for development include:

- The completion of suitable and sufficient assessments of lone working risks by competent individuals, and;
- The establishment of appropriate working methods to protect lone workers;



In addition, the Management Arrangements identify the features of an overall management strategy designed to control lone worker risks. These are:

- Assessing elements of job design and the working environment which may have a consequence for lone workers' safety;
- Sharing of information between divisions/sections on a need to know basis;
- Establishing arrangements for lone working in a third party's workplace;
- Providing appropriate information on possible lone working risks to non employees, such as contractors and volunteers, who may be required to work alone on Council property.

Service Areas must also establish a framework for identifying work activities/tasks which come into the category of 'lone working' (mindful of the definition contained in section 2). It should be noted that in many instances lone working will be a component of an employee's work, rather than a full time feature.

Service Managers will nominate an appropriate number of employees to assess the risks posed to employees who are required to work alone. These employees will have sufficient knowledge, skills and experience of particular lone working practices to enable them to produce suitable and sufficient risk assessments.

Risk assessments will identify training requirements for individuals to ensure they have the necessary skills to work alone in safety and appropriate arrangements will require to be made for this to be implemented.

Line Managers will require to ensure that incidents involving lone workers, where health, safety and welfare are jeopardised, are accurately recorded and investigated.

## **7.0 MONITORING PERFORMANCE**

In order to monitor the effectiveness of these Management Arrangements, Service areas, in conjunction with the Councils Management Team (CMT), Divisional consultative groups and Trade Unions will make reference to various indicators, these include:

- Identification of those work activities where lone working is a component part;
- Identification of those employees who are at risk of lone working;
- Completion of suitable risk assessments for lone working activities;
- The effectiveness of management controls for those identified as lone workers;
- The effectiveness of sharing of information;
- Incident reporting;
- The outcome of Health & Safety audits;

The outcome from these indicators will determine whether objectives are being achieved and identify areas for improvement.

## **8.0 REVIEWING PERFORMANCE**

Reports on the performance of the Council in complying with these arrangements will be made to key stake holder groups:

- The Council Management Team;
- The Joint Health and Safety Committee;
- Joint Consultative groups for service areas.

The Council's Health and Safety team shall provide assistance to these groups in the identification of measures to improve the Council's performance in the implementation of these arrangements.

## **9.0 REFERENCES AND OTHER SOURCES OF INFORMATION**

- Working Alone in Safety – Ref: INDG 73 (rev), Health & Safety Executive
- The Suzy Lamplugh Trust offers a range of free and priced publications providing guidance on various aspects of personal safety in the workplace including lone working.
- Violence at Work, Ref: INDG 69, Health & Safety Executive
- East Lothian Councils Occupational Health Provider
- The Employee Assistance Programme

*Produced by:*  
**East Lothian Council**  
**Safety & Health Team**

**showing "how to" not "reasons not to"**