


HEALTH AND SAFETY MANAGEMENT SYSTEM GUIDANCE REGISTER		Guidance	G005
 PRIFYSGOL ABERYSTWYTH UNIVERSITY	Lone Working Guidance	Issue	1
		Date	February 2016
		Page	1 of 6

This guidance is intended for Line Managers who are responsible for members of staff who engage in out of hours or lone working, and should be considered in conjunction with the Aberystwyth University Lone Working Policy and any relevant and current legislation.

Legal Responsibilities

Employers have a legal responsibility for the health and safety of all employees, including lone workers, under the following legislation:

- The Health and Safety at Work etc. Act 1974;
- The Management of Health and Safety at Work Regulations 1999.

Under The Health and Safety at Work etc. Act 1974, the employer has a duty to ensure the health, safety and welfare of employees. The requirements regarding safe systems of work, health and safety policies, information, training and instruction, and a safe working environment are particularly important.

The Management of Health and Safety at Work Regulations 1999 require employers to make suitable and sufficient assessments of risks to their employees. They must also make arrangements for the health and safety of employees by ensuring effective planning, organisation, control, monitoring and review of these risks.

Aberystwyth University management need to consider, and deal with, any health and safety risks for people working alone. These responsibilities also apply to the health and safety of any contractors or self-employed people doing work on behalf of the employer, and cannot be transferred to any other person, including those individuals undertaking the lone working.

The following guidance is intended to assist line managers in meeting their responsibilities for the safety of lone workers.

Lone Workers

The Health and Safety Executive (HSE) define lone workers as those who work by themselves without close or direct supervision. Examples of lone workers include:


In Fixed Establishments

- A person working alone at a farm, office or retail outlet
- People who work from home other than in low-risk, office-type work;
- People working alone for long periods e.g. in offices, warehouses and leisure centres;
- People working on their own outside normal hours e.g. cleaners and security, maintenance and repair staff.

As Mobile Workers Away from Their Fixed Base

- Workers involved in maintenance and repair, evening classes and cleaning work;
- Agricultural and grounds workers;
- Service workers, including postal staff, research staff;

Controlling the Risks

HEALTH AND SAFETY MANAGEMENT SYSTEM GUIDANCE REGISTER		Guidance	G005
 PRIFYSGOL ABERYSTWYTH UNIVERSITY	Lone Working Guidance	Issue	1
		Date	February 2016
		Page	2 of 6

Employers have a duty to assess the risks to lone workers and take steps to avoid or control these risks where necessary. This will include:

- involving workers when considering potential risks and measures to control them;
- taking steps to ensure risks are removed where possible, or putting in place control measures, e.g. carefully selecting work equipment to ensure the worker is able to perform the required tasks in safety;
- instruction, training and supervision;
- reviewing risk assessments periodically or when there has been a significant change in working practice.

This may include:

- being aware that some tasks may be too difficult or dangerous to be carried out by an unaccompanied worker;
- where a lone worker is working at another employer's workplace, informing that other employer of the risks and the required control measures; (e.g. visiting lecturer)
- when a risk assessment shows it is not possible for the work to be conducted safely by a lone worker, addressing that risk by making arrangements to provide help or back-up.

Colleagues should be aware that there may be instances for high-risk activities where lone working **should not** be attempted, and at least one other person should be present. Examples include:


- working in a confined space, where a supervisor may need to be present, along with someone dedicated to the rescue role;
- working at or near exposed live electricity conductors;
- working in the health, wellness or outreach sectors dealing with unpredictable client behaviour and situations.

These considerations should be identified and addressed in the completion of Risk Assessments.

Risk Assessments

Risk assessments will allow employers to determine the correct and appropriate level of supervision. Figure 1 illustrates the areas which should be considered by the risk assessment and examples of the subsequent lone working considerations for each area:

Area	Consider
Workplace	Does it present a particular risk, due to the environment, location, unfamiliarity, indoors, outdoors etc.?
Person	Is the person more vulnerable eg medical conditions, disabilities, expectant mothers, language barriers, gender, maturity etc.?
Activity	Can it be done alone e.g. manual handling / working at height or does it present a particular risk e.g. equipment, process, substance, time, location?
Access	Can the workplace be entered / exited easily?
Others	Is there a risk from others e.g. 'high risk' group / area being visited, dealing with the 'unknown' element of the general public etc.?

HEALTH AND SAFETY MANAGEMENT SYSTEM GUIDANCE REGISTER		Guidance	G005
 PRIFYSGOL ABERYSTWYTH UNIVERSITY	Lone Working Guidance	Issue	1
		Date	February 2016
		Page	3 of 6

Information / Training	Does the person have appropriate training and information to undertake the activity alone?
Supervision	What arrangements are in place e.g. regular checks, Security, signing in / out, scheduled contact times, CCTV, permits to work etc.?
Emergency Assistance	Are First Aid facilities available, can help be summoned e.g. mobile, radio, alarm etc.?
Emergency Procedures	Has information been provided on what to do in an emergency e.g. fire, spills, first aid, contact numbers etc.?

Figure 1

It's imperative that workers are fully aware of the hazards identified and control measures to be implemented, and are fully consulted throughout the risk assessment process. By law, employers must consult their employees on health and safety matters, and effective consultation will also help ensure that relevant hazards are identified, and appropriate and proportionate control measures chosen.

If the risk assessment shows that it is not possible for the work to be done safely by a lone worker, then other arrangements should be put in place.

Guidance and information relating to completing risk assessments for Aberystwyth University activities is available at: <http://www.aber.ac.uk/en/hse/proc-prac/risk-assessment/>.

The Health, Safety and Environment Team conduct regular risk assessment training courses, details for which are available via the following link: <https://www.aber.ac.uk/en/hse/training/risk-training/>.

Details of forthcoming courses are available via the following link:

https://stafftraining.bis.aber.ac.uk/hs/list_courses.php; or alternatively, colleagues can contact the Health, Safety and Environment Team at hasstaff@aber.ac.uk or on extension 2073 to arrange a specific course for staff within their Faculty or Department.

Training


Training is particularly important where there is limited supervision to control, guide and help in uncertain situations. It may also be crucial in enabling people to cope in unexpected circumstances and with potential exposure to violence and aggression. Lone workers are unable to ask more experienced colleagues for help, so extra training may be appropriate. They need to be sufficiently experienced and fully understand the risks and precautions involved in their work and the location that they work in.

The appropriate level of training required will vary depending on the nature of the activity, in addition to the knowledge and experience of individuals concerned.

Training required may be job-specific, and can be supported by training sessions offered by the Health, Safety and Environment Team. Details of the training courses offered internally by the Health, Safety and Environment Team are available at: <https://www.aber.ac.uk/en/hse/training/>.

For any guidance or advice relating to specific training requirements for staff, please contact the Health, Safety and Environment Team at hasstaff@aber.ac.uk or on extension 2073.

Possible Control Measures

HEALTH AND SAFETY MANAGEMENT SYSTEM GUIDANCE REGISTER		Guidance	G005
 PRIFYSGOL ABERYSTWYTH UNIVERSITY	Lone Working Guidance	Issue	1
		Date	February 2016
		Page	4 of 6

As with all Risk Assessments, for each hazard identified, control measures must be identified. Figure 2 shows the hierarchy of control which can assist individuals in determining the most appropriate control measures. When completing the risk assessment, every effort should be made to identify control measures at the top of the chart i.e. eliminate.

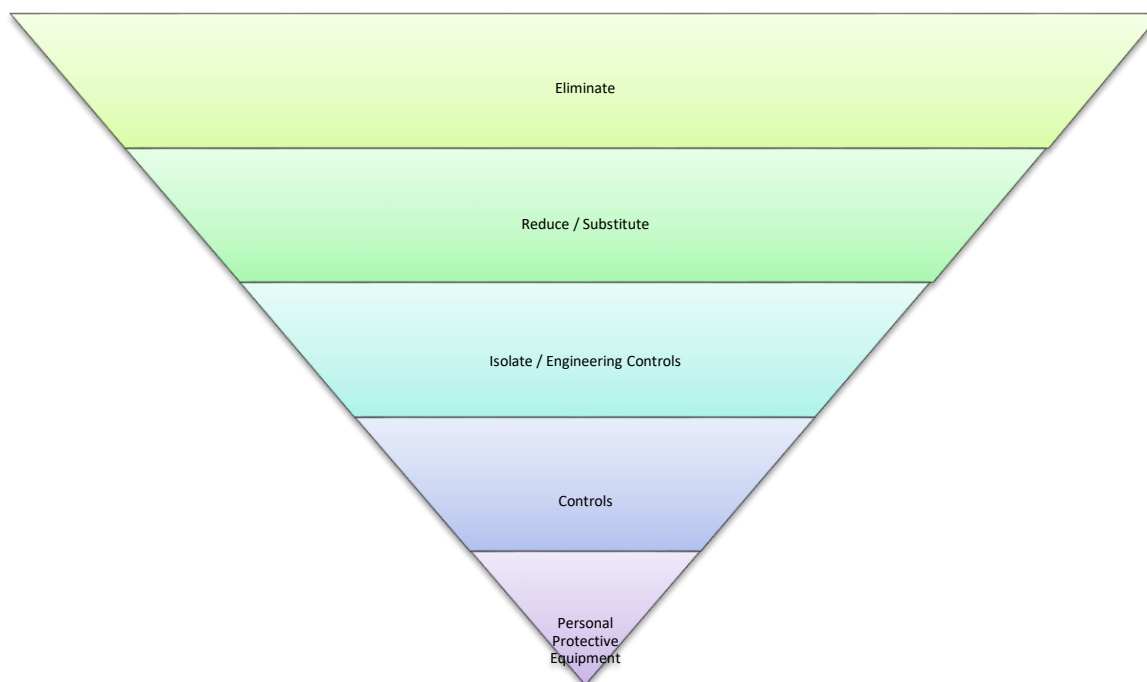



Figure 2

Examples of the types of measures to consider in order to control the risk of lone working, include:

- Specific information, instruction and training (emergency procedures, out-of-hours procedures, personal safety training);
- Book on and off by phone with pre-determined time for task;
- Increased communication systems or procedures (regular prearranged contact by mobile phone);
- Increased supervision;
- Increased security (CCTV, secure access, personal alarms);
- Use of safe systems of work (“Permit to Work” to control scope of activities);
- Where lone working activity involves interaction with others, consider meetings on neutral territory;
- Buddy systems;
- Increased lighting at entrances, exits and car parks; and
- Reducing the height of hedges and bushes in car parks and near entrances and exits.

Emergency Procedures

All risk assessments, including those for activities involving lone working, should identify foreseeable events, such as accidents, illness and emergency situations. Emergency procedures should be established and employees trained according to University and additional local procedures.

HEALTH AND SAFETY MANAGEMENT SYSTEM GUIDANCE REGISTER		Guidance	G005
 PRIFYSGOL ABERYSTWYTH UNIVERSITY	Lone Working Guidance	Issue	1
		Date	February 2016
		Page	5 of 6

Aberystwyth University's emergency actions are available via the following link:

<http://www.aber.ac.uk/en/hse/emergency/>

Information relating to emergency procedures should be provided and readily available to lone workers, and can include requirements for first aid training for lone workers, to carry a fully charged mobile phone at all times, or to have access to sufficient first aid supplies.

Dynamic Risk Assessment

Dynamic risk assessment is a continuous process of identifying hazards. The risk is then assessed and action taken to reduce or eliminate the risk as considered appropriate. This **should not** be considered an alternative to generic risk assessments, but rather should be conducted in addition to a documented risk assessment.

In addition to complying with the control measures identified by the risk assessment, colleagues, especially those engaged in lone working, are expected to conduct ongoing dynamic risk assessments.

Figure 3 gives examples of the types of questions that colleagues should be addressing when undertaking dynamic risk assessments.

<i>Before you start</i>	<ul style="list-style-type: none"> • Be realistic - do you need help, others around? • Have you checked local procedures to make sure the activity can be carried out 'alone'? • What training and experience do you need? • What resources e.g. equipment, materials do you need? • What clothing do you need e.g. warm / wet clothing, PPE? • Have you checked the security of the area e.g. can you shut the front door as you would at home? • Do you need medication, food, drink etc.? • Is the environment an issue e.g. too hot / cold, wet, windy? • Do you have any medical issues / personal health issues that need to be considered?
<i>Does anyone know you are there?</i>	<ul style="list-style-type: none"> • Are there local procedures that must be followed e.g. Out of Hours Working, 'Logging In / Out' book? • Have you contacted a Supervisor or Security who can check if they haven't heard from you?
<i>If it goes wrong?</i>	<ul style="list-style-type: none"> • Who can help if something happens? • Do you know what to do in an emergency e.g. first aid, fire, spills, contact numbers etc.? • How will you contact someone in an emergency?

Figure 3

Review

All risk assessments, including those for activities which involve lone working, should be subject to regular and periodic review.


HEALTH AND SAFETY MANAGEMENT SYSTEM GUIDANCE REGISTER		Guidance	G005
 PRIFYSGOL ABERYSTWYTH UNIVERSITY	Lone Working Guidance	Issue	1
		Date	February 2016
		Page	6 of 6

Figure 4 summarises the actions required from line managers within this guidance. Regular review of lone working arrangements should support the risk and hazard identification process as a circular procedure.

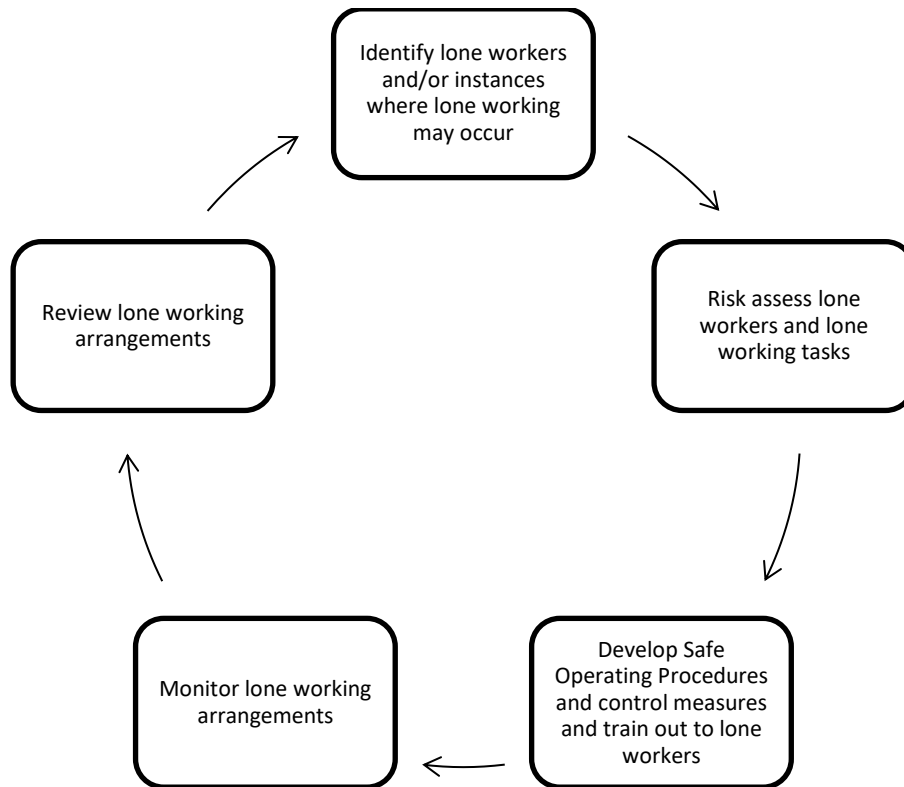


Figure 4

Supplementary Information

[Working Alone: Health and safety guidance on the risks of lone working](#) (Health and Safety Executive)

For any further information or guidance relating to Lone Working, please contact the Health, Safety and Environment Team at hasstaff@aber.ac.uk or on extension 2073.