



Risk Management and Policies

Lone Workers Policy

This forms part of the Fèisean nan Gàidheal policy portfolio

Date Approved	04/03/2022
Purpose	To ensure that appropriate health and safety measures are implemented for staff working alone, in their own homes, driving, or visiting clients. Also, that contract workers who may be working on Fèisean nan Gàidheal's behalf in whatever capacity have sufficient controls in place to ensure their own safety and wellbeing.
Summary	Highlighting of additional measures to be taken by lone workers while also observing standard policies.

1. Lone Workers Policy

It is recognised that as a member of Fèisean nan Gàidheal staff, you may be in a position of working alone, whether through your own choice or allocation of office environment, or in the normal course of your employment through travelling to meetings, or visiting volunteers, etc, in their homes.

We (Fèisean nan Gàidheal), have responsibilities for your health, safety and welfare at work and the health and safety of those affected by your work, e.g. visitors, such as contractors and self-employed people whom we might engage. These responsibilities cannot be transferred to people who work alone, however. It is our duty to assess risks to lone workers and to take steps to avoid or control risk where necessary.

It is your own responsibility, as a member of staff, to take reasonable care of yourself and of other people affected by your work and to co-operate with us in meeting our legal obligations.

You are classed as a lone worker, if you are working by yourself and without close or direct supervision, e.g.:

People in fixed establishments where:

- you are the only person on the premises, (such as where a single office space is rented within a larger building, but you have no supervision or colleagues with formal responsibility for you)
- you work from home).
- you work outside normal hours
- Mobile workers working away from their fixed base e.g., if you are in the Fèis Development team and are visiting Fèisean at domestic and commercial premises.

The Health and Safety at Work Act and Management of Health and Safety at Work Regulations still apply to you whether you are employed in standard offices, in vehicles, out in the community or elsewhere.

These regulations require identifying hazards of the work, assessing the risks involved, and putting measures in place to avoid or control the risks. This should be done by your line manager or other suitable assessor in conjunction with you - consultation with you and your representative (where applicable) on health and safety matters is a legal duty.

Risk assessment should help decide the right level of supervision. There are some high-risk activities where at least one other person may need to be present. At the time of writing there is no specific law on lone working applying our area of work.

You and your line manager should ask:

- Can the risks of the job be adequately controlled by one person?

Lone workers should not be at more risk than other employees:

- Does the workplace present a special risk?

Precautions should take account of normal work and foreseeable emergencies, e.g., fire, equipment failure, illness, and accidents to the lone worker

- Is there a safe way in and a way out for one person? Can any temporary access equipment which is necessary, be safely handled by one person?
- Is there a risk of violence?
- Are young workers especially at risk if they work alone?
- Are women especially at risk if they work alone?
- Is the person medically fit and suitable to work alone?
- What training is required to ensure competency in safety matters?

There are limits to what can and cannot be done while working alone. Line managers should ensure employees are competent to deal with circumstances which are new, unusual or beyond the scope of training, e.g., when to stop work and seek advice from a supervisor and how to handle aggression.

2. How will you be supervised?

It is our duty to ensure your health and safety at work. Supervision can help to ensure you understand the risks associated with your work and that the necessary safety precautions are carried out. Supervisors can also provide guidance in situations of uncertainty.

Supervision of health and safety can often be carried out when checking the progress and quality of the work; it may take the form of periodic site visits combined with discussions in which health and safety issues are raised. Health and Safety will be a regular item on staff meeting agendas.

If you are new to the job, undergoing training, doing a job which presents special risks, or dealing with new situations, you may need to be accompanied at first. The level of supervision required is a management decision which should be based on the findings of risk assessment. It should not be left to you to decide whether you require assistance.

Procedures will need to be put in place to monitor lone workers to see they remain safe.

These may include:

- supervisors periodically visiting and observing people working alone
- regular contact between the lone worker and supervision using either a telephone or radio
- checks that a lone worker has returned to their base or home on completion of a task

3. What happens if you become ill, have an accident, or there is an emergency?

As a Lone worker, you should be capable of responding correctly to emergencies. Risk assessment should identify foreseeable events.

You should also have access to adequate first-aid facilities and mobile workers should carry a first-aid kit suitable for treating minor injuries. Occasionally risk assessment may indicate that you need training in first aid. First Aid training is available to all staff.

4. Employers Liability Insurance

Under the Employers Liability (Compulsory) Insurance (ELCI) Act 1969 most employers are required by law to insure their employees against workplace injury or disease. All Fèisean nan Gàidheal employees are covered by ELCI. A copy of the certificate has been included in your induction pack for your information and reassurance.

Dynamic Risk Assessment

