



**Fèisean nan Gàidheal
Risk Management and Policies**

Date: 15 June 2010.

Policy: Lone Workers Policy

This policy forms part of the Fèisean nan Gàidheal Policy Portfolio

Related Policies: Health & Safety, Office Environment: DSE Risk Assessment, Travel & Mobile Phone, Manual Handling, Stress Management, Environmental, Child Protection, Data Protection, Risk Management, Staff Training & Development, Staff Handbook, IT Acceptable Use Policy, Equal Opportunities, Access Policy

Purpose of Policy: 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 of Policy: Highlighting of additional measures to be taken by lone workers while also observing standard policies.

Policy drafted by: Iona MacDonald, Training & Policy Officer

Submitted to Executive Group (date): 01 February 2010.

Approved by Board (date): 18 February 2010.

Last Reviewed (date): February 2013.

This policy should be reviewed by (date): February 2014.

Catriona MacIntyre – 18 February 2010.

Fèisean nan Gàidheal Lone Workers Policy

Throughout this document, "organisation" refers to Fèisean nan Gàidheal

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

Fèisean nan Gàidheal has responsibilities for the health, safety and welfare at work of their employees and the health and safety of those affected by the work, e.g. visitors, such as contractors and self-employed people who Fèisean nan Gàidheal may engage. These responsibilities cannot be transferred to people who work alone. It is the organisation's duty to assess risks to lone workers and take steps to avoid or control risk where necessary.

Employees and other personnel have responsibilities to take reasonable care of themselves and other people affected by their work and to co-operate with the organisation in meeting their legal obligations.

Lone workers are those who work by themselves without close or direct supervision, e.g.:

People in fixed establishments where :

- only one person works on the premises, (such as where a single office space is rented within a larger building, but with no supervisors or colleagues with formal responsibility for the lone worker, or work from home).
- people work outside normal hours, eg. cleaners, personnel who are driving for work, maintenance or repair staff and contractors etc.
- *Mobile workers working away from their fixed base:* e.g. Fèis Development 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 all employees, whether they are employed in standard offices, in vehicles, out in the community or elsewhere.

These 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 the line manager or other suitable assessor in conjunction with the employee - consultation with employees and their representatives on health and safety matters is a legal duty anyway.

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 in Fèisean nan Gàidheal's area of work.

The line manager/employee 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, such as portable ladders or trestles, 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.

How will the person be supervised?

It is Fèisean nan Gàidheal's duty to ensure their health and safety at work. Supervision can help to ensure that employees understand the risks associated with their 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.

Employees new to a job, undergoing training, doing a job which presents special risks, or dealing with new situations 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 individuals to decide whether they 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

What happens if a person becomes ill, has an accident, or there is an emergency?

Lone workers should be capable of responding correctly to emergencies. Risk assessment should identify foreseeable events. Emergency procedures should be established and employees trained in them. Consider security service (e.g. Solo Protect/Reliance, 24/7 service) for high risk workers.

Lone workers should 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 lone workers need training in first aid. First Aid training is available to all staff.

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. Copies of the certificate are emailed to staff for their information and reassurance.

Reference: HSE Working Alone in Safety (01/05)

Dynamic Risk Assessment

