

LONE SAFE WORKING

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LANARKSHIRE
HOUSING ASSOCIATION LTD



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LONE SAFE WORKING

(*Lanarkshire Housing Association hereinafter referred to as LHA)

1. INTRODUCTION/LEGAL CONTEXT

- 1.1 LHA is committed to providing the highest standard of health and safety for employees and recognises that occasionally some staff will be required to work alone, unsupervised and without direct contact with other office based staff.
- 1.2 This policy confirms how LHA, as an employer, will fulfil its responsibilities with regard to lone working under the Health & Safety at Work Act 1974 and the Management of Health & Safety at Work Regulations 1999.
- 1.3 This policy should be read in conjunction with LHA's Health and Safety Policy (2020) and also the Health and Safety Executive (HSE) 'Working Alone' guidance.

2.0 RESPONSIBILITIES AND COMMITMENT

- 2.1 LHA will minimise the risk for lone workers by ensuring appropriate controls are in place to allow staff to work safely and this will be done via risk assessment of working practices.
- 2.2 The Health and Safety Administrator will closely monitor any incidents where staff have reported concern or dangers and these will be actioned by the appropriate line manager and procedures amended accordingly.
- 2.3 Staff must take proper care to be aware of known dangers by checking available information on a customer prior to visiting and assess potential hazards throughout the visit.
- 2.4 Staff must use the safe working incident form to report any unusual behaviour during visits and this will be used to inform future visits.

3.0 GOOD WORKING PRACTICE

- 3.1 Staff must record all visits in the central register held in the corporate services department, providing their contact telephone number, car registration and anticipated return time. Staff must advise the office if their anticipated return is delayed.
- 3.2 Staff must ensure that departmental colleagues are aware of the timing for all visits, always carry their mobile phone and remain contactable at all times.
- 3.3 Staff should always be accompanied by a colleague when a potential hazard is known prior to a home visit.

- 3.4 A staff member will be contacted if they fail to return within 30 minutes of their expected return time to check their safety and reason for late return. If the staff member cannot be contacted then a manager will assess the risk and decide if the Police should be notified.
- 3.5 Staff must ensure safe arrangements are adopted for returning home after working late or attending an evening meeting.
- 3.6 Staff who require to attend either the office or an Association property whilst on the emergency call rota should assess if a colleague is required to attend too, particularly late at night. If not, staff should ensure that the out of hour's service is aware of their location and request a contact from them after a time period to check staff safety.

4.0 EMERGENCY PROCEDURES

- 4.1 A copy of the emergency procedures is provided to all staff involved in emergency call outs.

5.0 MONITORING AND REVIEW

- 5.1 This policy and guidance will be reviewed every three years.