

LONE WORKING POLICY

APRIL 2025



LANARKSHIRE
HOUSING ASSOCIATION LTD



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LONE WORKING POLICY

(*Note Lanarkshire Housing Association hereinafter referred to as LHA)

1.0 INTRODUCTION

- 1.1 LHA has a responsibility to ensure its employees are safe whilst working and this duty also applies during any periods of lone working.
- 1.2 Lone working will be limited wherever reasonably practicable, however, where it is necessary, LHA will take all reasonable steps to ensure that solitary workers are safe.
- 1.3 This policy applies to all employees working for LHA on a permanent, temporary, or voluntary basis.
- 1.4 This policy should be read in conjunction with LHA's Health & Safety Policy, which sets out the responsibilities of parties, including the nominated 'Competent Person', to ensure compliance with all health and safety duties.

2.0 LEGISLATORY REQUIREMENTS

- 2.1 Although there is no specific legislation that applies to lone workers, LHA fulfils its responsibilities to employees under the:
 - Health & Safety at Work Act 1974
 - Management of Health & Safety at Work Regulations 1999
 - Corporate Homicide Act 2007 and
 - Protection from Harassment Act 1997
- 2.2 Further information can be obtained in the Health and Safety Executive (HSE) Working Alone guidance.

3.0 DEFINITION OF A LONE WORKER

- 3.1 The Health and Safety Executive (HSE) 1998 definition of a lone worker is someone who 'works by themselves without close or direct supervision.'
- 3.2 Within LHA, a lone worker's duties may take place during or outwith office hours and examples of these include:
 - Working in others' homes, premises or in the community

- Travelling as part of the job (excluding commuting)
- Working in the office outside standard working hours
- Working separately from others in an area of the office
- Working at home
- Any other situation identified through risk assessment

4.0 EMPLOYER RESPONSIBILITIES

- 4.1 LHA will identify potential hazards by ensuring that formal risk assessments of lone working practices are conducted, recorded and reviewed as necessary.
- 4.2 LHA's lone working procedures, outlined within this policy, ensure that identified risks are either eliminated or adequately controlled. These procedures will be reviewed regularly and further developed if need is identified through additional risk assessments.
- 4.3 LHA issues employees with a copy of this policy and provides appropriate information and training to enable them to understand the risks and comply with safe working procedures.
- 4.4 Reporting systems are in place to record, investigate and review any incidents or 'near misses', to ensure the continuing effectiveness of working arrangements.
- 4.5 LHA will provide employees with access to a lone working device and training on how to operate it.

5.0 EMPLOYEE RESPONSIBILITIES

- 5.1 Employees are expected to abide by this policy at all times and speak to their line manager if they are unsure about any aspect or have specific concerns relating to working alone.
- 5.2 Employees should attend arranged training on lone working and participate, where requested, in the risk assessment process.
- 5.3 Employees must never knowingly put themselves at risk and should take proper care to be aware of any known hazards, continually making and updating dynamic risk assessments.
- 5.4 All incidents or 'near misses' should be reported to the line manager (or other manager if unavailable) as soon as possible and an incident report logged on LHA's workplace Health & Safety platform, as of March 2025 this is RBS Mentor.

6.0 MANAGING RISKS

- 6.1 As part of the risk assessment process and in conjunction with employees, LHA will consider relevant factors such as remoteness, effective communication, vehicle breakdown, fire, accident, illness, and the likelihood of verbal or physical attack.
- 6.2 In conducting a lone risk assessment, LHA will consider any additional risks to specific groups such as women, expectant mothers, young and medically unfit persons.
- 6.3 LHA will not require employees to work alone where a risk assessment concludes that there is an unacceptable level of risk and an alternative arrangement will be devised, such as a two person visit or office appointment.

7.0 'NEAR MISS' AND INCIDENT REPORTING

- 7.1 Lone workers are required to report any incidents or 'near misses' that could affect their safety, as soon as possible, to their line manager or other manager if unavailable.
- 7.2 An incident report should be logged on LHA's workplace Health & Safety platform, as of March 2025 this is RBS Mentor. Incidents should be logged, as soon as possible thereafter, to allow a proper review of the adequacy of the risk assessment and prevailing work procedure.

8.0 LONE WORKING PROCEDURE

- 8.1 Employees should take proper care to be aware of known risks, by checking available information on customers prior to home visits or other appointments. In instances where a potential hazard is known, lone visits and appointments are strictly prohibited, and alternative arrangements should be discussed with the line manager.
- 8.2 In order to ensure robust systems are in place to monitor employee whereabouts, all external visits should be recorded in the site visit book, or other diary system in place, including contact telephone number, car registration, leave and anticipated return times. Employees must notify the office if their anticipated return time is delayed beyond 30 minutes.
- 8.3 Line managers are responsible for being aware of employee whereabouts when they are working solo and should contact any employees who have failed to return (or advise of a delay) within 30 minutes (or other pre-agreed timescale) of their anticipated return time. If that employee cannot be contacted, the line manager, or other manager in their absence, will assess the situation and decide on a course of action.
- 8.4 Dynamic risk assessments should be carried out by employees i.e. potential hazards continuously assessed throughout a visit or

appointment. Employees should promptly remove themselves from any situation where they feel uncomfortable or unsafe and report incidents or 'near misses' to the line manager, as aforementioned in section 7.0 of this policy.

- 8.5 Employees must always carry their work mobile phones, and/or any emergency tracing or lone working device provided, and these should be charged and kept on at all times.
- 8.6 If possible, employees should not schedule a home visit for the last part of the day. However, if unavoidable and the employee is not returning to the office after a visit/meeting, they must ensure that their line manager is aware of this and contact them to confirm their safety, when going home.
- 8.7 Employees who require to attend the office premises, or an LHA property whilst on the emergency call rota, should assess if they consider it safe to attend alone. If so, employees should ensure that the out of hours service is aware of their location and request a contact telephone call from them after a specified time period, in order to check their safety.
- 8.8 If working alone in the office, employees should advise their line manager of the anticipated work completion time and notify them when leaving the premises. If the line manager does not receive a message by the anticipated completion time, they should contact the employee in order to ensure their safety.
- 8.9 Employees should provide LHA with details of their emergency contact person and also give LHA's contact information to that individual.

9.0 This policy should be read in conjunction with the following documents:

- Code of Conduct
- Health & Safety Policy
- Business Continuity Plan
- H & S Method Statements
- Flexible Working Policy
- Risk Management Policy
- H & S Risk Assessments

10.0 MONITORING AND REVIEW

- 10.1 This policy will be reviewed every three years.

LONE WORKING POLICY INCIDENT REPORT FORM FOR INCIDENTS AND NEAR MISSES

Name of person reporting incident/near miss _____

Date and time occurred _____

Location of incident/near miss _____

Please provide full details _____

What did you do immediately after? _____

Were there any witnesses?

Are there any actions you believe would prevent a re-occurrence?

For Incidents only

Was there any injury to yourself or anyone present?

Were police or any other bodies in attendance?

For Near Misses only

In your view, could a re-occurrence result in an injury?

Signature of person reporting

Date

Once completed this form should be forwarded as soon as possible to the Line Manager (refer to Lone Working Policy)

Investigation and Review

Name and Job Title of Line Manager reviewing

Full details of investigation & findings

Recommended preventive actions

Signature of Line Manager

Date

If there is insufficient space on this form, please continue on a separate sheet

Equality Impact Assessment

Lanarkshire Housing Association Equality Impact Assessment Tool



Name of the policy / proposal to be assessed	Lone Working Policy	Is this a new policy / proposal or a revision?	Revision
Person(s) responsible for the assessment	Tracey Winters, Planning & Research Manager		
1. Briefly describe the aims, objectives, and purpose of the policy / proposal	To ensure that LHA meets its health and safety obligations in relation to lone working.		
2. Who is intended to benefit from the policy / proposal? (e.g. applicants, tenants, staff, contractors)	Employees working for LHA on a permanent, temporary or voluntary basis.		
3. What outcomes are wanted from this policy / proposal? (e.g. the benefits to customers)	LHA takes steps to ensure that employees are safe, including those who carry out lone working duties.		

Equality Impact Assessment

4. Which protected characteristics could be affected by the proposal? (tick all that apply)

- ☐ Age X
 ☒ Disability X
 ☐ Marriage & Civil Partnership
 ☐ Pregnancy/Maternity X
 ☐ Race
- ☐ Religion or Belief
 ☒ Sex X
 ☐ Gender Reassignment
 ☐ Sexual Orientation

5. If the policy / proposal is not relevant to any of the protected characteristics listed in part 4, state why and end the process here.

6. Describe the likely positive or negative impact(s) the policy / proposal could have on the groups identified in part 4.

Positive impact(s)

The above selected protected characteristic groups could potentially be more vulnerable in a lone working situation and the Lone Working Policy seeks to address this.

Negative impact(s)

Equality Impact Assessment

7. What **actions** are **required** to address the impacts arising from this assessment? *(This might include collecting additional data, putting monitoring in place, specific actions to mitigate negative impacts).*

Lone risk assessments (section 6.2 of the Lone Working Policy) confirms that consideration is to be given to any additional risks to women, expectant mothers, young and medically unfit persons.

Signed: _____



Job title: _____

Planning & Research Manager

Date the Equality Impact Assessment was completed: _____

31.3.25

Please attach the completed document as an appendix to your policy / proposal report