

Staffordshire County Council		HR Policy Handbook		
Reference Number HR117	Issue 1	Approved By H&S Forum	Date April 2009	Review Date April 2011
Policy Title	Lone Working			

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Version Control

Version	Date Approved	Changes	Reasons for Alterations
Issue 1		Original Policy to replace individual Directorate Guides and Policies	To ensure there is one County Council Policy

Success Indicators

The following indicators will demonstrate the level of compliance with this policy and its procedures:

- a) Managers have identified with their staff any Lone Working which is taking place
- b) Managers must consider whether this Lone Working is necessary and if the practice can be avoided.
- c) Managers must identify who is carrying out Lone Working and when this is taking place.
- d) Managers (with their staff) have assessed the risk of lone working and defined how the risk can be eliminated or reduced by introducing control measures.
- e) Control measure have been developed and communicated to all staff
- f) The use of control measures is monitored by managers.
- g) The risk assessment and any control measures are reviewed regularly and after any incident is reported.
- h) Staff are aware of the requirement to report any incidents which occur when working alone.

Application

This policy applies to all County Council workplaces and work situations

Introduction

“Lone working” in the context of this policy refers to staff who work by themselves without close or direct supervision who may be at risk when working alone.

In some jobs within the County Council, staff may have to work alone. Lone working is not considered to be hazardous under normal situations and lone working does not, in itself, create a risk to staff.

Physical risk could include hazards from equipment and machinery being operated, the type of work being carried out or violence or physical harm from others in the vicinity.

Lone workers are found in a wide range of situations which can be site based or mobile. Examples of staff who *may* be considered Lone Workers are staff;

- who may be working in premises physically separated from colleagues e.g. reception areas
- who may be working outside normal working hours e.g. “on call” staff
- working alone in the community e.g. libraries
- working in non County Council premises e.g. visiting the homes of County Council service users.
- who may be the only staff member present in a County Council establishment and / or may be without access to immediate assistance.

Managers have the responsibility of defining whether an employee is a lone worker. This can be done by identifying the hazards of the work, assessing the risks involved, and putting measures in place to avoid or control the risks. It is important to consult with employees, examine job descriptions, determine what duties employees should be doing and review the service provided by the team on a regular basis.

(For a definition of the term Lone Worker see Glossary of Terms)

Aims and Objectives

Managers will ensure as far as is reasonably practicable that employees who work alone are protected through a process of risk assessment and risk elimination. Where elimination of risk is not possible, managers and staff must work towards reducing risks to as low a level as is reasonably practicable.

The Arrangements for Applying the Policy

1. Risk Assessment

Managers and staff must work together to define those members of staff who may be considered a “lone worker” by the nature of the tasks being carried out and the location and duration of this work.

In all cases it should be considered whether lone working is necessary and if the practice can be avoided. If this is not possible and lone workers have been defined, managers have a duty to risk assess the work situation and define how the risk can be eliminated or reduced by introducing control measures.

Managers must follow five steps to risk assess lone working.

STEP 1 IDENTIFY THE HAZARDS

The hazards of lone working should be recorded. (It is important to remember that working alone in itself is not necessarily hazardous.) Discussions with staff members should take place to identify if employees feel aspects of their work could involve hazardous lone working.

A checklist of lone working may be used to define the hazards more clearly, this should be completed by the manager and the staff member or team who may be working alone. (See Appendix 1)

STEP 2 RECORD WHO MIGHT BE HARMED AND HOW

Where hazardous lone working has been identified managers must define which staff members and which roles within the team are carrying out “lone working”.

STEP 3 ASSESS THE RISK AND IMPLEMENT CONTROL MEASURES

Managers must consider in the first instance whether lone working is necessary and try to avoid the need for lone working if possible.

Where lone working will take place, managers must assess the risks and define and implement control measures to reduce this risk.

Establishing safe working for lone workers is no different from organising the safety of other employees therefore managers must conduct the risk assessment process as they would for any other work situation.

Risk assessments for *site based* lone workers should include:

- the provision of safe access and exit
- risk of violence
- safety of equipment or materials for use by the individual when on their own
- channels of communication in an emergency
- site security and security arrangements
- level and adequacy of on/off site supervision

Risk assessments for *mobile* lone workers should include:

- client risk assessment where applicable
- written arrangements for visits where necessary
- travelling between appointments
- reporting and recording arrangements
- communication and traceability
- personal safety/security

When considering risk assessments, lone workers should not be at more risk than other employees.

Managers must establish risk controls and precautions and these should take account of normal work and foreseeable emergencies, e.g. fire, equipment failure, illness and accidents.

When a risk assessment shows that it is not possible for the work to be done safely by a lone worker, this should be defined in writing and arrangements for controlling the risk should be put in place e.g. written guidelines for working when two officers or more may be needed.

Control measures for any lone working situation may include;

- Induction processes (e.g. dual visits/completion of training courses prior to lone working)
- Job specific instruction and training (e.g. in anticipating and diffusing potential conflict where lone workers may encounter this)
- Required levels of supervision (e.g. where this is appropriate for the individual, the job or the risk)
- Electronic devices and equipment (e.g. mobile phones, automatic warning devices or alarms)
- Written working procedures (e.g. signing in and out of base, keeping to written schedules)

Managers should take steps to check that control measures are used and review the risk assessment regularly to ensure it is still adequate. Staff must implement any control measures, take part in any training and follow the rules and procedures designed for safe lone working.

Further information on control measures and action to reduce lone worker risk can be found in Guidance G01/HR117 & HR118 “Lone Working and Violence and Aggression Risk Reduction Measures”

STEP 4 RECORD THE FINDINGS

Managers must ensure that the details of the lone working risk assessment are recorded on the risk assessment record for the staff member/ post. Risk assessments and their associated control measures must be communicated to staff and others who may be affected by its contents.

Managers are responsible for ensuring that staff are aware of the control measures to be used in all situations, and the requirement placed upon them to follow and/or use control measures as laid down in the assessments.

STEP 5 REVIEW THE ASSESSMENT

Managers must review the risk assessment periodically or when a change has occurred in the type of work or work location. The circumstances of the individual must also be taken into account when reviewing the risk assessment.

2. Training

It is important that staff are equipped with skills and techniques to deal with any risks that may arise during lone working. This may include training to deal with specific risks such as the risk of aggressive behaviours or training on personal safety.

Staff must be able to operate any equipment allocated to them to be specifically used whilst working alone.

Information and instruction on all safe working procedures must be given to the lone worker and their knowledge must be updated as necessary.

Managers must ensure that training takes place and is refreshed regularly.

3. Incident reporting

Any incident which occurs involving a lone worker must be reported immediately and investigated thoroughly by the individual's manager. If the staff member has been injured the appropriate Accident Investigation Form or Violent Incident Report Form must be completed. (See HR Policies for more information).

If an incident has occurred the manager must also review the lone working arrangements and the risk assessment for the job as soon as possible after the incident.

Legislative Framework

1. *The Health and Safety at Work Act 1974.*
2. *The Management of Health and Safety at Work Regulations.*
3. *The Reporting of Injuries, Diseases and Dangerous Occurrences. Regulations (RIDDOR).*

Related Factsheets

HSE Leaflet - Working Alone in Safety INDG 73
HR118 Management of Violence and Aggression

Glossary of Terms

HSE defines a **lone worker** as:

Someone who works by themselves without close or direct supervision who may be at risk when working alone. Lone workers include those who:

- work from a fixed base, such as one person working alone on a premises (eg, receptionist);
- work separately from others on the same premises (eg cleaners);
- work outside normal hours;
- work away from a fixed base (eg, surveyors, community care workers, caretakers);
- work at home (homeworkers); and
- mobile workers (eg, attendant drivers, highway inspectors).

Standard Documents

County Council Accident Report Form
County Council Violence Report Form

Appendices

Appendix 1 Lone Worker Hazard Checklist
Appendix 2 Guidance G01 Risk Reduction Measures

Further Advice and Information

This policy document is for general guidance only. If you need any further advice on how to apply this policy please contact the Strategic Health and Safety Service.

Further background information on this topic is available on the following Websites:

www.hse.gov.uk
www.cica.gov.uk

This information can be made available in a range of formats and languages, including Braille and large print. If this would be useful to you or someone you know, please contact your Departmental HR Manager.

Lone Worker Hazard Checklist

The checklist below may be used to help managers define the hazards when lone working takes place. The information can then be used within the lone working risk assessment process.

Name of Staff Member or Work Team _____

Managers name _____ Date checklist completed _____

General	Yes/No
Do staff work alone?	
Do staff work outside normal office hours?	
Do staff meet with clients or service users in isolated locations/on the street?	
Have you issued mobile phones to staff?	
Have you issued personal attack alarms to staff?	
Do staff have any other personal alarm or protection devices?	
The staff member	Yes/No
Are there any factors why an individual member of staff may be more at risk when working alone such as: gender, age, disability, race, new or expectant mother, inexperience etc	
Is the person medically fit and suitable to work alone (some medical conditions may make lone working more hazardous for the staff member)?	
Has the worker got sufficient information about the job, equipment or substances?	
Are staff trained in safe working practices?	
Has the staff member demonstrated their ability to do the task satisfactorily?	
Is there appropriate supervision?	
Are staff aware of the emergency procedures in place?	
The general workplace	Yes/No
Is the person a key-holder to the premises?	
Is the access to, or exit from, the workplace safe?	
Is the lighting around the premises adequate?	
Do you use entrance security systems (i.e. digital locks or swipe cards)?	
Does the workplace allow access to members of the public/service users?	
Are reception/public areas designed in line with County Council guidance?	
Is there a risk of violence from members of the public?	
Where work can be carried out away from public areas is this made possible?	
Knowledge of job/location or service user	Yes/No
Has the member of staff got sufficient background information on the client/service user?	

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Do you include potential or known risk factors in referral documents and care plans?	
Do you share risk information with other professional(s) bodies and agencies?	
Have you a method in place to define whether additional staff (or other agencies such as the Police) need to be present?	
When staff travel to a new location or meeting place are they provided with sufficient information about the location and site access e.g. parking?	
Meetings and Home Visits	Yes/No
Can meetings take place in the main office / interview rooms rather than at a person's home?	
Are interview rooms designed and set up in line with County Council guidelines?	
If interviews take place in a service users home has a plan been made of who must be present and why?	
Have staff been made aware of County Council guidelines on carrying out interviews with members of the public in CC premises?	
Have staff been made aware of County Council guidelines on carrying out interviews with members of the public in their own home?	
Have staff been fully trained in strategies for the prevention of violence?	
Do staff carry out visits in high-risk locations (i.e. areas with high crime rates)	
Do staff carry out visits in isolated rural areas?	
Do staff visit unfamiliar clients or service users?	
Do staff visit a high-risk or unstable or unpredictable client group?	
Do staff carry out visits during unsocial hours?	
The type of work	Yes/No
Will any part of the work present a physical risk?	
Is equipment safe and regularly maintained?	
Do staff activities involve working in confined spaces?	
Do staff activities involve handling dangerous substances?	
What risks will the worker be exposed to in the event of equipment failure?	
Can substances and goods be handled safely/can they be handled by one person?	
Where lifting/manual handling takes place – can the lone worker carry this out in a safe manner?	
Does the worker have the appropriate PPE and is he/she trained in its use?	
Are cash/valuables or medical drugs being carried?	
Is first aid provision required?	
Intruders	Yes/No
Are procedures in place for dealing with intruders in County Council premises?	
Are all staff aware of these procedures?	
Emergency Call-Outs	Yes/No
When a call out system is in place are there guidelines to follow in terms of who can attend?	
Have arrangements been made for different times of day/night on who	

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can attend?	
Are staff aware of these guidelines?	
Travel and Transport	Yes/No
Have you considered how staff will travel to and from appointments?	
Are travel arrangements considered as part of the work plan?	
Do staff provide an itinerary when they are working away from the office base?	
Are staff aware of the County Council guidelines on travel and transport?	
Do staff have a defined means of contacting managers & colleague if necessary?	
Do you use reporting checking-in systems?	
Do you use mobile phones or other communication systems?	
When valuables are carried in a vehicle are staff aware of the procedures to follow in the storage of these items?	
Supervision	Yes/No
Do you carry out regular supervisor or colleague checks during activities?	
Are less experienced and new team members subject to greater supervision as necessary?	
Information and Training	Yes/No
Do staff have information and training on basic personal safety?	
Are staff trained in strategies for preventing and managing violence?	
Are staff aware of the lone working procedures for their team and/or workplace?	
Do staff have access to forms for reporting incidents or near misses and	
Reporting systems	Yes/No
Are staff aware of the reporting procedures and systems in place (e.g. Violence and Accident Reporting)?	
Other Hazards	Yes/No

Staffordshire County Council		Health and Safety Guidance		
Reference Number	G01	Links to Policy: HR117 & HR118	Date April 2009	To be Reviewed April 2011
Guidance Title	Lone Working and Violence and Aggression Risk Reduction Measures			

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- F** Equipment used to protect lone workers
- G** Code of conduct

4. Appendices

Version	Date Approved	Changes	Reason for Alterations
1		Original	

1. Application

This guidance applies to all working environments within the County Council where lone working applies and/or there is a risk of aggressive or violent behaviour.

2. Introduction

This guidance gives examples of the risks and risk reduction measures that should be considered when carrying out a risk assessment for work activities involving lone working or where there is a risk of violence and aggression.

3. Guidance

A. The Workplace

Public Access

Some areas of Council buildings and grounds need to be open to the public. However, uncontrolled access to all areas may expose staff to unnecessary risk. During a risk assessment managers should give consideration to the working environment to

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determine whether this presents any risks by its design or layout and how these risks could be resolved by;

- Careful positioning of entrances
- Good lighting of entrances and other access routes and thoroughfares
- Relocation of work activities which do not need to be in public areas
- Escape Routes

Reception Areas

Managers must ensure that the procedure for dealing with visitors is adequately communicated to staff and followed at all times. It is important that a proper routine is maintained to avoid possible confusion and delays leading to frustration and aggravation. Reception staff should be provided with adequate information and training on how to undertake their job safely. Training may include public contact skills and how to handle potentially difficult situations with the public. New and inexperienced staff should be given support and adequate supervision.

Reception area design should avoid “frustration triggers” such as poor hygiene and loud music.

Effort should be made to design reception areas to be light, clean, airy, cheerfully decorated, have a comfortable room temperature and not be subject to excessive noise. Comfortable chairs should be provided for visitors to sit on and attention should be paid to the need for soft toys for children to play with and reading material supplied for visitors.

If money is handled, managers should consider the most appropriate place for this to be carried out

Pictures which are firmly fixed to walls and plants in fixed containers are less easy to use as weapons.

The potential for violence can be reduced by;

- Receiving all customers courteously and treating them professionally and with dignity;
- Ensuring that any people kept waiting are informed of any delays, reasons for the delays and how long they can be expected to wait; and
- Avoid loud music and provide people who are waiting with something to do such as something to read.
- Objects that could easily be used as a weapon, e.g. scissors should never be accessible.

If there is a significant risk of violence and aggression, it may be appropriate to provide;

- Screens or security glass at reception desks. But remember that screens and other obstacles may impair communication and make the situation worse. In many instances, wider desks or counters are a less provocative way of distancing staff from potentially violent people.
- Equipment such as panic buttons to enable staff to call for urgent assistance. Panic buttons must be appropriately sited and connected to offices whose occupants can respond quickly and effectively. The procedures to be adopted when the alarm sounds must be documented and staff must know what to do should they hear the alarm.

Where offices have the facility for visitors to attend meetings with staff the reception should be able to access information efficiently and quickly so that visitors can be dealt with promptly. Where delays are inevitable, visitors should be kept informed. Members of the public must not be allowed to leave the reception area and enter the main offices unless escorted.

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Offices are advised to display the County Council poster outlining the Policy on Violence and Aggression on Council premises.

Interview Rooms

Interview rooms should be made welcoming to put service users/visitors at ease and should be carefully laid out and used to ensure that the risk of violence against staff is minimised whilst maintaining the need for privacy. Managers should consider the following;

- Rooms to be used for interviews/meetings should be in a busy (not isolated) area of the building and they should have a vision panel in the door (or some other way of observing the room from outside).
- Furniture and fittings should be selected which are difficult to use as weapons.
- The ease with which staff can escape. Where rooms are fitted with an escape route, staff should sit next to this. NB Where there is no escape route staff should try to ensure that when interviewing they do not stand or sit in a situation which leaves them vulnerable in the event of an attack. In this respect, it is important that the interview rooms are arranged so that, if at all possible, interviews are conducted with a desk or table between the interviewer and the service user. Also, staff should sit between the service user and the door to maintain a clear escape route if required.
- The need for easy communication between staff, while retaining privacy.
- The use of CCTV and/or possibly recording facilities in certain interview rooms.

Where it is deemed necessary interview/meeting rooms in offices should be fitted with a readily accessible panic button or panic strip for use in emergencies. Correspondingly, each office manager will ensure there is a clearly laid down and agreed procedure of response. The room in which an alarm bell is situated must always be staffed when the interview room is in use.

Intruders

Members of staff who encounter potential intruders on their work premises should;

- Approach the person without blocking their exit route. Members of staff should ensure that the person can freely leave the premises at any time and on no account should they prevent the person from leaving the premises
- Establish quickly and politely who the person is by asking the person to produce proof of identity.
- The person should not be approached by an individual member of staff if the area is remote (corridor, storeroom, etc.). In this instance, members of staff should either wait until the person is within a more conspicuous area (other members of staff present) or approach the person in pairs.
- If a member of staff does not feel confident enough to question a potential intruder they shall inform the premises manager, or the deputy immediately of the person's presence. They would then take the appropriate action as identified above or any other that is deemed necessary (call the police, etc).
- If the potential intruder has been identified as a genuine visitor, they should be escorted to the main reception area and the person to be seen notified.

Building Access

Where staff are key holders a risk assessment must consider the information required by the staff member to carry out this activity in as safe a manner as possible. Staff must

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have knowledge of the premises layout, alarm systems, locking and unlocking procedures and any emergency procedures.

Where keyholders are called out “out-of-hours” a risk assessment and written safe working procedure must be in place identifying and hazards and outlining any required control measures (e.g. two people may need to be present)

B. Travel and Transport

Consideration should be given to how the staff will travel to and from appointments or between locations during working time where this may present a risk to them.

Use of public transport

- Where possible staff should wait for transport at a busy stop or station that is well lit.
- Advise staff to sit near the driver of the vehicle or in an aisle seat.
- Staff should make themselves familiar with the emergency alarm on the vehicle and sit near it.
- Travelling staff should avoid empty upper decks on buses or empty train compartments.
- If threatened by other passenger/s staff must always inform the driver or guard and report incidents to managers.

Use of vehicles

- Items such as bags, cases CDs or other equipment should never be left visible in a car.
- Staff should be advised to hold the vehicle keys in their hand when leaving premises in order to avoid looking for them outside which could compromise personal safety.
- The inside and outside of the vehicle should be checked for possible intruders before entering.
- Once inside the vehicle all doors should be locked especially when travelling at slow speed and when stopped at traffic lights.
- Staff should always try to park as close as possible to the location being visited.
- At night, parking should be in a well lit area and facing the direction in which they are leaving.
- When driving, especially after dark drivers must not stop even for people who may appear to be in distress or requiring help. Stop as soon as is practicable and safe to do so and contact the emergency services as appropriate.
- If staff are being followed or if in doubt as to whether they are being followed, they are advised to drive to the nearest police station or manned and lit building such as a petrol station to request assistance.
- Using the car horn to attract attention can summon help if needed.
- In the event of a breakdown, where it is a safe to do so staff should remain in the vehicle, put on the hazard lights and call for assistance. (on motorways police and driving authorities advise leaving the vehicle and standing a short distance away, if drivers feel threatened in any way and cannot do this advice is to sit in the passenger side of the vehicle)

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Travelling by foot

- Where staff may travel on foot, planning a route beforehand to avoid going through underpasses or taking short cuts through areas which may be less safe is advised (e.g. parks especially after dark.)
- Staff should walk briskly if possible and physically able to do so and do not stop in areas that are unknown, for example to look at a map or ask for directions. Instead they should go to a 'safe' place such as a petrol station or shop and ask for directions.
- If staff think they are being followed, they must trust their instincts, crossing the street and heading for a busy area may provide more reassurance of safety.
- Minimise potential street crime by not using mobile phones overtly in any area. If it is necessary to use a phone or respond to a call/text message this should be done in a safe place such as a shop.
- Staff should always remain alert to people around them and stay in the centre of the footpath facing oncoming traffic
- Carry the minimum amount of luggage and if possible bags should be held under the arm with the clasp close to the body.
- Awareness of the surroundings is essential and making sure you can see and hear if someone is behind and shouting to you is important.
- If someone attempts to steal belongings or County Council property staff should relinquish the property immediately without challenge.
- Keeping house keys and mobile phone separate from handbags should be considered.
- Wearing sensible low heeled footwear with non-slip soles should be considered.
- Where possible avoid overtly displaying valuables.
- Use cash point machines in well lit, busy areas.
- Carrying a torch for use in an emergency may be advised for some staff.

Use of Taxis

- Wherever possible a taxi should be booked in advance from a reputable company.
- If no taxi has been booked staff should go to the office of a reputable taxi company or go to a recognised rank to hail a cab.
- Advise never to use an unlicensed mini cab.
- Safety organisations advise that passengers should sit in the back behind the driver's seat and have a mobile phone readily accessible
- Staff must not give out personal information to the driver.

Cycling

- When cycling avoid unlit areas and quiet roads
- Secure bicycle near premises in a well lit area if possible.
- Always hold the bicycle lock keys handy when leaving the premises in order to avoid looking for them outside which could compromise personal safety.
- Fit and use front and rear lights on all bicycles when dark
- Avoid making repairs to bicycles in isolated areas – where possible push the bike to the nearest safe place e.g. petrol station; guarded car park to make repairs.
- If someone attempts to steal a bicycle staff should relinquish it immediately without challenge.

C. Knowledge of the job/location or service user

When carrying out work alone it is important that staff have been made aware of all information about the job to be done, the location and (if necessary) and the service user(s) involved. Staff should have read and understood any guidelines and procedures which are in place aimed at controlling the risks to health and safety.

General points of note:

- The risk assessment for any job may need to consider specific issues such as potential for violence or where lone working may not be carried out because of physical hazards.
- Managers must identify these jobs and implement safe working procedures before the activity takes place. Examples of this may include; work at height; the use of certain chemicals; the use of machinery or vehicles; carrying money or valuables and confined space working.
- Consideration may need to be given to doubling-up for some jobs, lone workers must be encouraged to regularly self assess the situation they are in and the risks to which they are exposed
- Staff must be trained to carry out the tasks required and must be competent to use any materials or equipment required.
- Staff should let colleagues and managers know where they are during the working day. The use of work diaries and information boards to show the location staff during the day can be a useful tool.
- Where tasks are identified as requiring more than one person to complete them staff must be made aware of this via the risk assessment process. For example, managers may define that working at height must be carried out when two or more staff are present and not by a lone worker or access to the home of a named service user may require 2 or more staff to be present.
- Where regulations, codes of practice or guidelines are in place which prohibit working alone employees must be made aware e.g. Confined space working or carrying out specific work in the community and ensure that the appropriate guidelines or codes of practice are followed.

Knowledge of the service user/client(s)

- Where a service user, job or location has a history of incidents, sharing experiences and concerns between employees within an organisation and between other relevant organisations is essential. These should be formally recorded and shared via the appropriate communication channels.
- This information must be made available to staff or other agencies likely to have contact with the service user. Staff must check the information system as a matter of course, making sure the information is accurate, updated and removed as necessary.
- Training should be made available, where necessary, in the use of conflict resolution or defusing techniques. This training may include being aware of non-verbal communication; how to behave in a non-confrontational way; the importance of good customer care; being polite and listening to clients.
- When visiting the homes of service users, complainants or persons being investigated, any historical information about the service user or their circumstances which may be relevant to the staff member must be communicated.
- Any hazards present in the location being visited must be recorded and passed onto the staff member e.g. dogs on the premises.

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- Any known hazards relating to the client or their family e.g. any previous history of violence or aggression or behaviour triggers, must be recorded and assessed prior to the visit.
- Where staff see or hear something which makes them feel threatened they should leave the premises as soon as possible.

The location

- Staff should have knowledge of the location where they will be working, for example the location of accessible car parking or public transport.
- Staff should be in possession of full address details, telephone numbers and alternative contacts to minimise the likelihood of getting lost.
- Where staff must report to a security point prior to starting work (e.g. for security checks) they must always do so even when visits are to regular and familiar places.

Working alone within a premises outside office hours

From time to time staff may need to carry out their work outside of normal office hours such as weekends and evenings. Precautions must be taken to ensure that health and safety continues to be protected;

- Where work is not scheduled or routine e.g. evening or weekend clinic/service premises managers or caretaking staff must be informed.
- Written procedures may be required in certain premises requiring regular contacts.
- Staff working at weekends or very late at night must ensure that all windows and doors are secured to prevent unauthorised access.

D. Working Practices and Patterns

General

Working methods should be regularly reviewed and risk assessments carried out to determine the levels of risk and the precautions that should be taken.

- Managers who set staffing levels need to ensure there are always enough suitably trained staff to cope with any foreseeable risks.
- Staff should be made aware that they need not hesitate to withdraw from a situation which is causing them discomfort or harm and call for help.

Home or Site Visits

- When staff are visiting or seeing service users away from the base all staff must be aware of this through diary or other systems.
- When staff are to meet a service user who is either unknown to themselves or the service for the first time, the following action should be taken;
 - Arrange an initial meeting at the office base if appropriate.
 - If the person is already a council service user and known by the service check the relevant information system and refer to the service user file prior to carrying out a home visit.
 - Where a risk of violence is identified appropriate staffing levels must be considered (this can include representatives of other agencies).
 - Details of visits and expected return times must be available at the office base in line with local procedures.
- Staff must be alert to situations where service users are becoming confrontational or aggressive and should remove themselves from any closed, locked room or building.

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- Portable alarms should be available on request.
- Mobile phones should be available on request for staff use when visiting at night or outside office hours, or when circumstances require it.
- Where it is established that wearing identifiable clothing could present a risk, staff should not wear the identifiable clothing or ensure that the clothing is not obvious.
- Managers and staff should be sensitive to situations where it is known that service users may be prejudiced to staff's age, ethnic background, gender or sexual orientation. Case discussion will enable management to consider the appropriateness for an employee to handle a case.

During a home visit

- Ensure that staff have as much information on the client and the client's home environment prior to the visit so that risks can be assessed.
- Ensure that staff carry an ID badge and are prepared to identify themselves.
- If staff feel that there is a risk of harm on arriving they should not to enter the house and arrange for an alternative appointment.
- Staff should try to ensure that when they enter a premises/home for the first time that they make themselves familiar with the door lock on the exit door.
- Wherever practical staff must avoid being in a situation where the service user/relative is between them and the exit.

Procedures for dealing with animals

- If there is a known problem with animals at a particular address or location, the occupants should be contacted and requested to remove or secure the animals before arrival.
- If staff are confronted by an aggressive animal on a first visit to an address they should not put themselves at risk.
- If a request to remove or secure the animal has provoked a negative reaction all possible efforts should be made to ensure the situation is managed and deescalated.
- Should hostility become evident alternative arrangements should be made to carry out the visit such as using a nearby office location.
- Any instances of staff being injured by a dangerous animal should be recorded by the Line Manager in the same way as other violent incidents.
- Internal information systems should be flagged to record the incident against the premises.

Escorting patients/service users

- Where there are known risks or identified potential risks about a service user location or type of work consideration should be given to the most appropriate mode of transport based on a risk assessment.
- It may not be appropriate for a lone worker to drive, unless in an emergency and alternative arrangements may need to be made.

Cash handling

The County Council has general systems for safeguarding employees dealing with cash and ensuring the security of cash.

By virtue of their work, some staff are required to handle cash and therefore specific guidelines and advice must be available and communicated to staff on how this may be done safely.

Appendix 2

- If any member of staff is threatened with violence while carrying money, they must never put themselves at risk.
- Sensible precautions will minimise the risk of theft or robbery;
 - Avoid setting patterns which others can discern. Ensure routes, parking and timing are varied as much as possible.
 - Provide means for keeping cash out of sight. If staff must handle change, provide them with a separate, small float.
 - Ensure confidentiality. Members of staff should never discuss that they carry or collect cash.
 - Staff must be informed that their safety is more important than money and if threatened they should hand over the cash.

Threats to personal or county council property

If violence is directed solely at property, staff are not expected to put themselves at risk to protect it. Consideration should be given as to whether it is appropriate to call the Police when property is targeted.

Interviews/Telephones

Where staff are being subject to verbal abuse from a service user that offends them, either face to face or by telephone, they should inform the person that they will withdraw from the interview/telephone conversation immediately. Should this fail to have the desired effect, then staff should withdraw and inform their Manager accordingly. If necessary, subsequent calls from that service user can then be diverted to another member of staff.

Malicious calls

Staff may receive malicious or nuisance telephone calls. In the majority of cases these calls only happen once, however, there are occasions when these calls become repetitive and are sometimes directed at one particular member of staff. If such calls occur the following procedures should be followed;

- Remain calm. Try not to encourage the caller with an emotional response.
- Do not enter into any conversation; simply place the handset down and terminate the call.
- If the calls are silent don't attempt to coax the caller into speaking; just replace the handset gently if no-one speaks.
- Don't ever give out any details about yourself, your family or other employee unless you are absolutely sure you know and trust the caller.
- If a caller requests details about another member of staff they should be asked for their contact details so that they can be passed on to the member of staff concerned who will get in touch with them.
- Where members of staff identify that they are experiencing repeated malicious telephone calls they must inform their line manager who shall;
 - Report the malicious calls to the Police and obtain a crime number. Making malicious calls is a criminal offence.
 - Contact the BT Specialist Bureau on freephone 0800 661 441. Specially trained investigators will work with staff using their knowledge and experience to tackle the problem. In extreme cases they can also work with the Police to trace calls.
 - Make a record of the situation in accordance with the procedures laid down locally.

E. Offensive Weapons

“An offensive weapon means any article made or adapted for causing injury, or intended to cause injury.”

It is important to remember that incidents involving offensive weapons are rare. Events of this nature can occur following a change in circumstances for the service users, for example, a change in their care provision, financial circumstances, health, family situation, environment or where enforcement action is being taken.

There are two main areas of risk;

1. Staff discovering offensive weapons in premises they are visiting or working in
2. Offensive weapons being used to threaten or intimidate staff

Staff discovering offensive weapons in premises they are visiting or working in must;

- Not move or handle offensive weapons under any circumstances even if it is suspected or they are informed that it is a replica.
- Not challenge the owner or occupant of the premises about the offensive weapon.
- Inform any accompanying staff or agencies about the presence and location of the offensive weapon.
- Inform their line manager immediately or when safe to do so.
- Leave the premises if they feel threatened.

Managers on receipt of information about offensive weapons must;

- Liaise with the police to obtain additional information about the offensive weapon and the appropriate action to be taken.
- Using the information obtained from the police to decide whether to approach the owner/family about the safety of the offensive weapon or leave this to be addressed by the police.
- Record information about the offensive weapon on the appropriate information system (e.g. the SCH CISS Flare systems).
- Initiate an individual risk assessment for the service user/ review and amend risk assessments as appropriate.
- Contact the Health and Safety Team if further advice and assistance is needed

F. Equipment used to protect lone workers

There are many types of electronic devices and other equipment that can be used to protect lone workers. Equipment can include;

- Mobile Phones
- Personal Alarms
- Lone Worker Protection Systems
- Torches

It is important that if these lone worker protection systems are considered that managers consult with their health and safety team to ensure the process and systems required to support them are in place. All equipment provided should be regularly cleaned and checked to ensure it is working (e.g. are batteries charged?)

G. Code of conduct

Staff in any type of work situation where local bye-laws, guidance, regulations or codes of practice are in place governing their code of conduct must abide by them at all times. Where necessary these should be displayed in a prominent place