



# Lone Worker Protection

# What is a Lone Worker?

- HSE definition:  
“Those who work by themselves without close or direct supervision”
- An estimated 4 million lone workers in UK with specific risks of physical attack, verbal abuse or ‘man down’.
- Examples of staff, include workers in retail, transport & logistics, public sector, social workers, NHS, FM, Utilities, Security and others..
- Examples of when a member of staff may be Lone Working:
  - Working in Derelict buildings (on their own)
  - Visiting Remote Locations (on their own)
  - Visiting Clients either at home or in their workplace (on their own)

# What are the Risks? Who to Consider...

- Verbal Abuse
- Physical Assault
- Accidents
- Sickness/Injury
- Being held against your will
- Notorious Locations
- Staff who are on 'call out' at night
- Key holders
- Meetings in clients homes
- Valuable assets or goods
- Repairs/Maintenance – risk of injury
- Staff who only visit the office occasionally
- Imparting bad news

# Personal Safety at Work

- Every Service is responsible for the safety of their staff.
- If you have deemed a member of staff or a specific job role as a lone worker you must:
  - complete a service specific risk assessment.
  - You must explain the employees and employers responsibility to personal safety.
  - Provide staff with the necessary training to deal with possible situations should they arise. For Example:
    - When entering a house, check how the front door locks;
    - Take only what you need into the house and keep them close at hand;
    - Remain alert, watch for changes in mood;
    - Leave the house if something gives you cause for concern e.g. if the person appears to be under the influence of alcohol or drugs.
  - Follow the guidance provided by Health and Safety Team – Located within My Toolkit
- All of the above details are held within the Personal Safety at Work FAQs for employees.
- The council intranet has a specific Health and Safety section within MyToolkit. This is available to all WLC staff.

# Personal Safety at Work

- Where to find Information – Click the link on the Council Intranet Page for MyToolkit ([Policies, Procedures and Guidance - West Lothian](#))
- This will open up the “Welcome to Human Resources” home page.
- Click on the Health and Safety Link then Scroll to the Personal Safety Section.
- You will find:
  - Personal Safety at Work Policy
  - Personal Safety at Work Framework Procedure
  - Personal; Safety at Work FAQs for Employees
  - Lone Working Risk Assessment Template

# The Lone Worker Device

Identicom device is simple to use, extremely effective and most importantly is always there for the worker. Deliberately designed to look and feel like a normal identity (ID) badgeholder, you are assured that Identicom is always with the worker and within immediate reach should an issue arise. Identicom uses cell phone technology but unlike a phone can be activated in a discreet fashion thereby ensuring no suspicion is raised and credible audio evidence of the incident can be captured. An example of the device is shown below.



Reliance protect have a 2 minute video on their website showing the device in operation. Click the link to view the video. <http://www.relianceprotect.co.uk/lone-worker-video/>

# Summary

- The new lone worker device **is not a** replacement for current processes and practices.
- All posts or staff identified as potential lone worker should have a service specific risk assessment carried out.
- Not all lone workers will require the additional lone worker device, this is a decision for the service to make.
- Lone Working is when a member of staff is actually working on their own with no other WLC staff around.
- Being a work smart user does not make you a lone worker. Work smart areas are in corporate buildings with lots of other staff working in the building.
- The device does not replace the need to go out in pairs where a previously flagged up risk at a specific house or work premises, or with a specific family or person.
- Staff should never knowingly place themselves in danger, if unsure check with someone.