

What is a Lone Worker?

A lone worker is someone who works alone without direct or close supervision. The term Lone Worker can cover various job roles.

Public Facing Lone Workers will work with members of the public either one-to-one or with other people around but are actually working alone. Lone working fixed location workers tend to be out of sight and earshot of their nearest colleagues or supervisors. Mobile Lone Workers will carry out work at a variety of locations.

Why have I been asked to use a lone working device?

You have been given a lone working device because an assessment of the work you do and the tasks you undertake in your job has highlighted the need for control measures to ensure your safety, as far as possible whilst at work. Lone working devices are provided staff for a number of reasons but they are not a substitute or replacement for implementing safe working practices at all times. The device also provides you (as a User) with another control measure when you are carrying out the continuous process of identifying hazards, assessing risk and taking action to eliminate or reduce risk (dynamic risk assessment).

Do I have to use the device as nothing has happened to me before?

The device is a piece of personal protective equipment, issued to you to keep you safe, so you have a legal obligation to the Council, as your employer, to use it. As a user of a device you must:

- use the device in line with and training provided.
- ensure the device is fully charged and ready to use when you are lone working.
- not misuse, damage or effect the performance of the device.
- follow lone worker guidance.
- report any incidents of violence and aggression, recording them on [Sphera](#).
- report any malfunction damage or loss of the devices to your line manager.
- hand in your device if you leave a post that no longer requires a lone working device.
- support your line manager by ensuring the Escalation Contact and User Profile Information is being maintained.
- support your line manager when current information and any changes need communicated to Reliance.

What is a lone working device?



The 'Identicom' you are using looks like an identity card holder and can be worn on a lanyard or belt clip. The device provides a discreet means of having access to 24/7 manned Alarm Receiving Centre (ARC) whenever you are lone working

How does the device work?

The device uses mobile phone technology and has a Sim card inside it. It uses GSM / GPS and is linked to a 24 hour dedicated monitoring centre, meaning you always have easy access to help if it is needed, when carrying out lone working activities. By recording a small message detailing where you are (an “amber alert”) this registers the device as being used with the monitoring center. Amber alerts are vital pieces of information should you experience difficulty and need to activate the “red alert” function, the monitoring center can pinpoint your exact location and escalate an appropriate response, which may include alerting the emergency services.

When do I have to use the device?

It is essential that you know when use your device:

- you must always use the device when you are lone working.
- prior to each visit the user should complete a Status Check and Amber Alert.

Switching on the Device



Press and hold the highlighted buttons simultaneously until you feel a vibration. When it switches on, you will feel one vibration and the Identicom will then go through a symbol, light, vibrate and tone sequence.

What is a status check?



Before carrying out lone working activities you should check your device battery level and phone signal strength by pressing and holding the top left oval shaped button until the LED's start to flash red. After a short while, the battery and signal strength will stop flashing and indicate using the traffic light system: **Green - Good, Amber - Low, Red - Poor battery or signal strength.**

What is an 'Amber Alert'?



An Amber Alert is the way of getting the device ready before starting lone working. To set an amber alert press the bottom left oval shaped button, you will then feel short bursts of vibration and the lights begin to flash in the display window, leave your name and the address with post code of the location you are about to work. The recording lasts for 24 seconds and that call is then automatically closed. If you need help the Amber Alert ensures ARC knows exactly where you are and can respond to your situation more quickly.

What is a 'Red Alert'?



A red alert can be activated by pressing the large round shaped button at the back of the device, or by pulling the Alarm Peg out of the top left corner of the device. It must be used when you require assistance. The red alert button should be pressed for one and a half seconds. The device will give three short burst of vibration to confirm

the alert it has been activated. The Identicom device will then open a voice call and enable the microphone, so the alarm receiving centre can listen into the call and record the dialogue. If staff need a police response they should clearly request this by using words like: "I need a police response straight away".

After the Red Alert activation the lone working device user will receive a call. It is vital this is answered as the ARC Operator will not close off the system until they have received verbal confirmation that the device user is safe. ARC will never call the User during a genuine situation, if they feel this would put the user at greater risk.

I'm still not sure how to use the device?

Speak to your line manager who will be able to put you in touch with one the lone working device trainers and champions within your service. Alternatively more information can be found here: <https://intranet.westlothian.gov.uk/article/37801/Lone-Worker> .