UNIVERSITY OF CUMBRIA

CODE OF PRACTICE FOR LONE WORKING

Health & Safety Service

NB. This Code of Practice is available on the University of Cumbria website and it should be noted that any printed copies are uncontrolled and cannot be guaranteed to constitute the current version of the Code of Practice.

CODE OF PRACTICE SCHEDULE	
Title	Code of Practice for Lone Working
Owner	Health & Safety Service
Lead contact	Health & Safety Manager
Approving body	University Health & Safety Committee
Date of approval	May 2013
Date of most recent review	August 2019
Date of next review	August 2022
Review Interval	Three years
Related Guidelines, Procedures, Codes of Practice etc.	o UoC General Health & Safety Policy Statement o Guidance on using the Lone Working Register o Example Lone Working Risk Assessment

Code of Practice for Lone Working

Contents

1.   Introduction

The University of Cumbria has a duty of care to all employees to ensure, so far as reasonably practicable, that risks to their health and safety are suitably managed. The University recognises that, for various reasons, it may be necessary for employees to work alone, i.e. out of immediate contact with a colleague. Working alone will often be perfectly safe, but the University is required by law to consider and control any safety risks before lone working takes place. This Code of Practice has been developed in order to ensure that any such work is carried out safely.

2.   Aims and Objectives

- To define lone working
- To establish the University's Code of Practice on lone working
- To identify those responsible for the management of lone working, to detail their level of responsibility and the actions expected of them
- To offer advice on how lone working may be appropriately managed

3.   Scope

This Code of Practice covers all work within the University where an employee may be working alone, out of direct contact with colleagues for a significant period. It is not intended to cover the activities of students which are beyond the control of the University (although it may be useful to consider it in line with the UoC Code of Practice for H&S in Fieldwork); nor is it intended to cover instances where employees may be physically isolated from colleagues for other reasons, such as in the case of confined space entry or working at height, as these circumstances are covered by other Codes of Practice, policies and safe systems of work. The Code of Practice is intended to cover the work of Research Students who, for the purpose of this Code of Practice, are regarded as employees.

4.   Definitions

Lone Working – an employee is defined as 'lone working' when they are working away from close or direct supervision. The following situations are indicative of lone working (the list is not exhaustive):

- o Employees who work as the sole occupant of a building
- o Employees working from home
- o Employees located in a remote part of an otherwise occupied building, e.g. someone whose office is located away from other colleagues
- o Employees working outside office hours, e.g. people working late or arriving early such as cleaners, catering staff, security staff
- o A Research student conducting a door-to-door survey
- o Employees whose work involves travel, e.g. outreach workers
- o Employees who work outdoors, e.g. groundskeepers

5. Code of Practice Principles

- From time-to-time, it may be necessary for staff to work alone
- Lone working is a significant safety issue
- Lone working may be a significant wellbeing issue
- All instances of lone working must be given due consideration so that any significant hazards are identified
- Where significant hazards are identified a suitable risk assessment will be produced, identifying hazards, calculating risks and setting in place suitable control measures
- Risk assessments will be recorded, retained and reviewed at appropriate intervals or whenever there is a significant change
- Suitable resources are provided to enable staff and line management to adequately manage risks associated with lone working
- In addition to any other measure, when staff members are lone working on a University campus, outside of normal working hours they must make use of the campus Lone Worker Register

6. Equality, Diversity and Inclusion (with particular reference to disability reasonable adjustments) and Equality Assessment Statements

- The Equality Act 2010 covers the "protected characteristics" of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief (including lack of belief), sex and sexual orientation. The University has developed a Single Equality Scheme and Equality Objectives to implement the Equality Act within the University practices and procedures.
- Within the Equality Act it remains permissible to treat a disabled person more favourably than a non-disabled person. It remains lawful to make reasonable adjustments in relation to employment, education and services to ensure that there is true equality of opportunity for disabled people.
- This Code of Practice and its implementation will be monitored, as appropriate, in line with relevant legislation for its impact on different equality groups. This process will provide a check on whether there are any differences and allow the University to assess whether these differences have an adverse impact on any particular group such that appropriate action is taken.

7. Records Management Statement

- The records associated with this Code of Practice, such as risk assessments and Lone Worker Registers are controlled by those who create them and are created, stored and disposed of in line with the University's Records Management guidelines and procedures.
- The University is committed to complying with the requirements of Data Protection legislation and regulations and any personal data created as part of this policy will be processed in accordance with the University's Data Protection Act procedures. This includes ensuring that data is held securely, is not disclosed unlawfully and is destroyed when no longer needed.
- The University also aims to ensure that users of this Code of Practice are aware of Data Protection, Freedom of Information and Records Management issues associated with this Code of Practice.

8. Risk Management Statement

- Failure to comply with this Code of Practice could lead to employees being exposed to unacceptable levels of risk, potentially leading to death or serious injury; this in turn may lead to financial and reputational damage to the University

9. Roles and Responsibilities

Responsible Person(s)	Responsibilities
All	• To recognise that lone working is a safety issue • To understand how the University manages risks from lone working
University Board Directors	• To support the Senior Leaders in managing the risks from lone working by ensuring that suitable prominence is placed upon the need to do so
Senior Leaders	• To support line management in the management of risks from lone working by ensuring they have access to suitable training, support & resources
Health & Safety Service	• To develop a Code of Practice on lone working issues • To provide advice & guidance on lone working issues • To assist, when requested, in the identification of hazards arising from lone working and in the assessment of risks
University Security Team, Facilities Management	• To maintain the Lone Worker Register
Line Management	• Consider where lone working may occur within their areas of responsibility • Consider what hazards may arise in relation to lone working in their areas of responsibility • Consider any wellbeing issues which may arise due to lone working • Conduct a suitable & sufficient assessment of risks in relation to any hazards identified and ensure control measures are put in place where appropriate • Monitor instances of lone working for which they bear responsibility and ensure risk assessments are reviewed as and when appropriate • Ensure that the University's lone worker register is used when appropriate
Members of staff	• To alert line management when they identify instances of lone working with respect to themselves or their colleagues • Assist with the production of lone working risk assessments as and when appropriate • Abide by any control measures identified within any lone working risk assessments • Make use of the lone worker register as and when appropriate

	• Report any accidents or incidents which occur during periods of lone working, through the University's accident & incident reporting procedure
Contract Supervisors	• To consider whether contractors working under their supervision may be lone working and ensure that appropriate steps are taken to assess any risks
Academic Staff	• To consider whether student activities, including Fieldwork and particularly those involving Research Students, may come under the definition of lone working and if so, to ensure an appropriate assessment of risk is undertaken

10.   Contact Details

For further information regarding any of the issues covered by this Code of Practice please contact:

Health and Safety Manager
Estates and Property
University of Cumbria
Bowerham Road
Lancaster
LA1 3JD
Tel: 01524 590939 Ext: 5939
Mob: 07970319460
E-mail: oluwatosin.odipe@cumbria.ac.uk

11.   Additional Documents

o   Guidance on using the Lone Worker Register
o   Guidance for staff working alone
o   Generic Lone Working Risk Assessment

UNIVERSITY OF CUMBRIA
DOCUMENT CONTROL SCHEDULE

REVIEW SCHEDULE				
Review no.	Due date	Reviewed by	Approved by	Completion date
1	June 2008	Head of Occupational Health & Safety	University Health & Safety Committee	April 2008
2	April 2011	Health & Safety Adviser	University Health & Safety Committee	March 2013
3	March 2016	C Brearley	*Minor Amendments*	22/08/16
4	August 2019	O Odipe	Minor Amendments	

DRAFTING SCHEDULE	
Draft no.	Date
2.0	1st November 2012
2.1	1st February 2013
2.2	18th April 2013
Final Version (2.3)	23rd May 2013
3.0	22nd August 2016
4.0	2nd August 2019

Guidance on Using the Lone Worker Register

Instructions for Security Staff

The Lone Worker Register is to be used when University of Cumbria staff are working alone on Campus outside of normal office hours. Normal office hours are between 07:00 & 19:00 on weekdays.

- Staff can put themselves on the register at any time, either by coming to the Security desk in person, or informing Security via the telephone.

- There is no need to keep in touch with staff while they are Lone Working. If staff wish to remain in regular contact with Security then they should ring at pre-arranged intervals.

- If staff fail to ring at an appointed time, or do not sign out at the estimated departure time an attempt should be made to contact them via the phone number given. If it is not possible to make contact via the phone a member of security personnel should be sent to determine whether or not any assistance is required.

- Staff may come to the Security desk to sign off the register when they leave site, or they can ring Security to report they are leaving the Campus.

Instructions for staff using the Lone Worker Register

The Lone Worker Register is designed to provide some extra security for staff working alone on Campus. It is intended for use during the evening and at weekends. If you are lone working during normal working hours you should arrange a contact protocol with one of your colleagues or line manager. The procedure is as follows:

- When you realise that you are likely to be working alone, please make a phone call to the Security desk, informing them of your name, location and estimated time of departure. If you wish to make regular contact with Security you may make an arrangement to do so at this point, although the onus will be on you to contact them, rather than them ringing you.

- If you have made an arrangement to contact Security on a regular basis please ensure that you do so, as they will attempt to make contact with you if you do not contact them.

- If you leave Campus for any reason, please inform Security by either visiting them on your way off campus or notifying them by telephone.

Lone Working Risk Assessment

1. Factors to be considered

- Does the activity need to be carried out alone?

- Does the activity need to be specially authorised before lone working can commence?

- Does the workplace present a special risk to the lone worker?

- Is the area being visited/ worked in a known high-risk area (e.g. previous incidents)?

- Is there a safe way in/out for one person?

- Can the building be secured to prevent entry but still maintain sufficient emergency exits?

- Can one person adequately control the risks of the job?

- Can one person safely handle the equipment, substances and goods involved in the work?

- Is the person medically fit and suitable to work alone?

- Have staff received the training which is necessary to allow them to work alone?

- How will the person be supervised?

- Are people of a particular gender especially at risk?

- Are new or inexperienced staff especially at risk?

- Are pregnant women especially at risk?

- Are younger workers especially at risk if they work alone?

- What happens if a person becomes ill, has an accident, or if there is an emergency?

- Are there systems in place for contacting and tracing those who work alone?

- Will the visit/meeting/ work be taking place out of hours?

	Slight harm	Harmful	Very harmful
Unlikely	Negligible	Low	Medium
Likely	Low	Medium	High
Very likely	Medium	High	Intolerable

Lone Working Risk Assessment

2. Minimum Standards

Below are the minimum standards to be applied when staff work alone.

Significant hazards	Minimum Safety Standards
Abuse/violence – lone working may expose staff to risk of aggressive behaviour or assault	- Mobile telephones provided or access to a telephone available - Staff advised to walk away and/or remove themselves from dangerous situations - Training in conflict management provided to staff identified as being at specific risk
Work Activities – some work activities have a high degree of associated hazard, e.g. working with hazardous substances, working with power tools, hot work. It may not be appropriate to undertake such activities without immediate support available from other colleagues	Activities that are prohibited when lone working are defined by Service area/Faculty
Wellbeing – staff who work alone regularly may suffer feelings of stress due to isolation from colleagues & day-to-day University activities	- Ensure staff working alone have regular contact with line manager - Ensure staff working alone are involved in work based activities such as meetings and social events
Significant hazards	**Minimum Safety Standards**
Injury whilst lone working – staff who are injured when working alone may be unable to summon assistance	- Staff must report to Line Manager or colleague when the work is complete - Line manager or colleague to make regular checks if work is over time or takes place over an extended period - Lone Worker Register in operation - all staff to sign in to register/notify Security if they are at work alone before 08:00 or after 19.00hrs and to sign out when they leave - Staff to follow the instructions contained within the Code of Practice for Lone working - Employees know the location of the first aid kit and are aware that security staff on duty are First Aiders - Advice sought from Occupational Health if staff ill-health gives cause for concern

	Slight harm	Harmful	Very harmful
Unlikely	Negligible	Low	Medium
Likely	Low	Medium	High
Very likely	Medium	High	Intolerable

Lone Working Risk Assessment

Fire – staff working alone must be familiar with UoC fire safety procedures	• Employees fully aware of the University's fire procedures – fire exits and protection measures, how to raise the alarm, etc.
Vulnerable people: Expectant and new mothers Young people People with disabilities Persons with health conditions, etc.	• Ensure the specific risk assessment takes account of the special needs of vulnerable people. • Ensure that the residual risk is no greater than for a person who is not a vulnerable person.

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	Slight harm	Harmful	Very harmful
Unlikely	Negligible	Low	Medium
Likely	Low	Medium	High
Very likely	Medium	High	Intolerable

Lone Working Risk Assessment

3. Department/Service Risk Assessment

Please use the section below to add any additional hazards, risks and associated controls specific to your Department, Service or the task in hand, which are not covered in the table above

Risk Assessment For
Service/Department:
Location of Activity:
Description of Activity: **REF:**

List significant hazards here:	List groups of people who are at risk and how:	List existing controls, or refer to safety procedures etc.	Current level of risk
List significant hazards here:	**List groups of people who are at risk and how:**	**List existing controls, or refer to safety procedures etc.**	**Current level of risk**

	Slight harm	Harmful	Very harmful
Unlikely	Negligible	Low	Medium
Likely	Low	Medium	High
Very likely	Medium	High	Intolerable