LIVERPOOL HOPE UNIVERSITY

LONE WORKING

CODE OF PRACTICE

Responsibility for Policy:	Legal Services and Health and Safety Assistant
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LONE WORKING CODE OF PRACTICE

Introduction

1. The University acknowledges that there may be implications for its employees, students, visitors and contractors when working alone. The University recognises that people working alone can be at extra risk and therefore requires that the risks associated with lone working are assessed and that appropriate control measures are implemented to eliminate or minimise any significant risks.

2. The main principle for lone workers is that they should not be at more risk when working alone than working with others.

Definition of Lone Working

3. A lone worker is defined as somebody who is engaged in activities which places them in a situation without direct contact with University staff or without direct supervision. Some examples of this include
   a. Only one person on the premises (such as reception staff, front of house staff, car park attendant).
   b. People working separately from others (such as the workers at Plas Caerdeon, kitchen staff, shop workers, maintenance workers).
   c. Working alone in an office and receiving visitors.
   d. People working outside of normal hours (such as researchers, Domestic staff, Campus Officers, Library staff.)

4. Lone working has as many variations as normal work, and countless controls (from simple "log in and log out" books through to "permit at work" systems). It is not possible to cover every eventuality in this document. Managers and Heads of School /Departments must make sure that safe working systems are implemented.

Permission for Lone Working and Responsibilities

5. Anyone who needs to work alone must get permission from their line manager. This applies to everyone in the University.

6. When a line manager receives a request for permission to undertake lone working, they must complete a risk assessment and identify any control measures required for the applicant to work alone safely. The University risk assessment form is available on the website together with risk assessment guidance. If you require training on how to complete risk assessments contact the Legal Services and Health and Safety Assistant.

7. Once the line manager has completed a risk assessment in collaboration with the lone worker, the line manager must then seek approval from the Head of Schools, Department or service manager. Where lone working is authorised, the managers

and the lone worker must ensure that the necessary control measures have been implemented.

8. Students and visitors should be told to alert reception staff or the Security Lodge if they are planning on working alone (especially if it is out of normal hours or if the person requires assistance in the event of an emergency evacuation). The responsibility for this will rest with those who have invited the visitors onto University premises and in the case of students, their academic tutors.

9. The risks associated with groups of people using University buildings outside of hours should be considered. This is particularly of importance when the group is external and is not being supervised by a person(s) who is familiar with the emergency procedures for the building. The University department responsible for hiring out the space to the group should ensure that the group is furnished with appropriate information and the risks have been considered in discussion with the group leader.

10. Not all lone working can be dealt with in advance as some will need to occur on short notice. In such circumstances, dynamic risk assessments will need to be made. In particular, it should be noted that any staff, students or visitors working alone outside of normal working hours must inform a responsible person of their whereabouts. This person may be a Campus Officer located in the Security Lodge if at Hope Park or the Creative Campus. The lone worker should provide their location and expected time of departure and must inform the responsible person on actual departure. At other locations staff must comply with local requirements for lone working.

11. Anyone wishing to work on their own must consider the risks involved, take care of their own health and safety and must not undertake activities that put them at significant risk.

Practical Guidance - Guide to completing a risk assessment

12. The lone worker and their line manager should undertake the risk assessment as a collaborative exercise. The agreed safe working procedures must be recorded and communicated to everyone who may be required to work alone, and any colleagues who have a role to play in ensuring their safety.

13. The following table contains some key questions to consider when identifying the specific hazards of lone working. These questions should be considered when undertaking a suitable and sufficient risk assessment.

Question	Example Considerations
Does the workplace present a special risk to a lone worker?	The environment, location, contents, unfamiliarity, medical condition of the person.

Does the activity present a special risk to a lone worker?	Equipment, process, substances, location, time, members of public, handling cash etc.
Is there a safe way in and out for one person?	In the course of normal work and in the event of an emergency.
Can the equipment be adequately controlled and handled by one person?	Manual handling, operation of essential/emergency controls
Can all goods, substances and materials be safely handled by one person?	Flammables, chemicals, toxins.
Does the lone worker have first aid facilities or access to them?	
Does the lone worker have access to a suitable means of communication, or other means of summoning assistance if required?	Telephone, mobile, radio, inactivity alarm, personal alarm.
Is there a risk of violence associated with the work activity or location?	Previous history of verbal threats, violence, interaction with public. Has the person had specific training to deal with this?
Is the lone worker more at risk due to inexperience?	Maturity, familiarity with procedures, knowledge and experience, particularly young and new workers.
Has the employee received sufficient information, instruction and training to enable the work to be undertaken safely whilst alone? And, has the employee received specific training in how to respond to foreseeable emergencies that may arise in the course of their work alone?	Have they had fire awareness training? Is the employee competent? Is the emergency plan appropriate?
What arrangements are in place to provide adequate supervision?	Periodic visits, use of local security staff, signing in/out, periodic contact arrangements, open diaries, CCTV, inactivity alarms, 'permits to work'.
Are there contingency plans in place should an alert or alarm be raised by a lone worker? Are these plans well known and rehearsed?	Would you or your colleagues know what to do, who to contact?
Are clear written procedures established by Departments? (Limits set as to what can and cannot be done whilst working alone, when to stop work and seek advice etc.)	What activities should be prohibited (e.g. work in the Laboratories or in workshop areas.)

Control Measures - How can the risks be reduced?

14. For every hazard, controls should be put in place to minimise the risk. You should consider alternative work methods, training, supervision and protective equipment. There are too many control measures to list in this document, but here are some ways of controlling risk to bear in mind:
    a. Specific information, instruction and training (emergency procedures, out-of-hours procedures, personal safety training).
    b. Increased communication systems or procedures (regular prearranged contact by mobile phone for example).
    c. Increased supervision.
    d. Increased security (CCTV, secure access, personal alarms).
    e. Use of safe systems of work ("permit to work" to control scope of activities).
    f. Buddy systems.
    g. Increased lighting at entrances, exits, car parks.

15. Lone workers should be given information to deal with normal everyday situations but should also understand when and where to seek guidance or assistance from others, such as in unusual or threatening situations.

Further Guidance

HSE Document "Working Alone" INDG73 https://www.hse.gov.uk/pubns/indg73.pdf