

Lone working and violence policy

Management guide

Document Control

Version: 0517

Approved By: CHS

Effective From: June 2017

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Introduction

The Council is committed to an approach that offers its staff a sound framework for the management of Health and Safety within which they undertake their daily work. It is recognised that many Council staff have jobs that daily require them to work alone or in isolated situations. The risks associated with working alone or in an isolated situation will vary considerably between the various jobs to be done. It is not possible for the Council to offer a single blueprint for the approach to be taken.

The following policy statement acknowledges that Officers have a key responsibility for ensuring that staff within their respective departments are covered by policies and procedures that meet the specific requirements of the jobs being done. This policy has been developed following a generic risk assessments of the nature of the work and hazards involved in working for the council. This policy document will also need to be read in conjunction with other corporate policies e.g. Corporate Health & Safety Policy, Aggression/Violence at Work & the Flexible working Policy: A Guide for Managers and Employees.

Policy

Definition

People who work by themselves without close or direct supervision. The Council recognises that this broadly affects two categories of staff, i.e. those who:

1. Regularly work alone.

For this group the Council expects written establishment procedures to be developed and regularly reviewed covering the nature and frequency of risk assessments and response arrangements available for all such staff groups or individuals.

2. Occasionally or potentially working alone.

For staff that falls within this category the Council expects written risk assessments to be undertaken and response arrangements made in the context of occasions when they are required.

For staff working in an isolated situation the Council recognises that they may not always be working alone. It therefore uses the following definition of an isolated situation as:

Where one or more staff are engaged in regular or occasional work (either outdoors or indoors) where there are no other people who could reasonably be expected to come to their immediate aid or contact help on their behalf in the event of an incident or emergency.

Implementation of the policy

Within the Council it is expected that all managers will implement this policy by:

- Identifying through a risk assessment approach, the staff that falls within the definitions of category 1 of staff working alone and those that work in isolated situations. The risk assessment will need to take account of both physical and emotional factors that are likely to arise.
- Ensuring that (and in particular for all staff in category 1 of the definition above) written policies and procedures are available at all times.
- Ensuring staff in category 2 are aware of the arrangements they must make for themselves or for staff under their day to day supervision to fit the particular circumstances that arise. Such arrangements should ideally be recorded at the time they are devised.
- Ensuring that all their staff are properly trained in the Health and Safety requirements about working alone or in isolated situations as they relate to their particular job.
- Reminding individual staff (especially those newly employed by the Council) of their personal responsibility under Health and Safety Legislation and their duty of care to others.
- Ensuring that response arrangements are clear, workable and that out of hours arrangements comply with any Corporate or departmental standards or operate within any Corporate or arrangements that exist.

Management guidance for staff who work alone

The following notes are intended to provide practical guidance for a “Responsible Officer” who has members of staff who work alone or in isolated situations in undertaking risk assessments and preparing local Procedural Guidelines within the context of the Councils Policy Statement.

1. **Activities that carry risk (this is not an exhaustive list and site examples will vary)**

1.1 The following are examples of some of the activities carried out by lone workers in the Council that could expose them to risk.

- Staff working alone in buildings, e.g. Caretakers, Catering Staff, Teachers, Managers and Social Workers.
- Called out after hours to deal with emergency situations e.g. key holders responding to reported activations of intruder alarm systems.
- Staff handling/carrying cash.
- Officers who carry out enforcement tasks.
- Staff undertaking primary home visits.
- Visits or meetings terminating late in the evening.
- Travelling on foot particularly after dark.
- Areas lacking good public transport.
- Parking restrictions that prevent parking close to intended destinations.
- Staff working alone with hazardous machinery.

2. **Risk assessments**

2.1 The Management of Health and Safety at Work Regulations 1999 places a duty on employers to make a suitable and sufficient assessment of the health and safety risks to which their employees (and others not in their employment) may be subjected.

2.2 All Managers are required to follow up any hazards identified through risk assessments with arrangements to ensure that risks are either eliminated or adequately controlled. When it is not possible to devise arrangements for the work to be done safely by one person, alternative arrangements providing help or back-up have to be devised.

2.3 Risk assessments can be summarised in the following 5 steps:

- Look for potential hazards.
- Evaluate the risk, the severity of a possible outcome, the likelihood of the hazard-causing harm.
- Search for preventative measures, deciding whether existing precautions are adequate.
- Create local codes of practice and put them into effect.
- Check that the measures work - review and if necessary revise.

2.4 Staff who work alone should also assess their ways of working. Many people do their jobs the way they have always done them without thinking about whether they are putting themselves at unnecessary risk.

Some of the things to consider when examining possible risks to staff are:

- Does anyone know where he or she is?
- If they change their plans, do they inform you?
- Do they check or vet people they are going to meet alone?
- Can they be contacted?
- Is there a check-in system and do they use it?
- Do they think about where they park - is it safe?
- Do they use the quickest route or the safest?
- Do they carry money or valuables?
- Do they carry an alarm, and do they know how to use it?
- Is it safe for them to use a particular item of equipment or machinery alone?
- Are they sufficiently competent to use the equipment alone?
- Has their induction procedure covered this area of working?
- Are they currently medically fit to work alone?

3. Staff working arrangements

3.1 Establishing safe working arrangements for solitary workers is no different from organising the safety of other employees. Managers need to recognise the existing law and standards that apply to their work, and then assess if the requirements can be met safely by people working alone. If not, appropriate arrangements must be made.

3.2 Solitary workers face particular problems and some of the issues that need to be addressed when planning safe working environments are identified in the following paragraphs.

Solitary workers should not be exposed to significantly more risks than employees who work together should. Precautions should take account of normal working conditions and foreseeable emergency situations, e.g. fire, equipment failure, illness, violent incidents and accidents. Managers of staff groups should identify all the circumstances where their staff work alone and ask:

- Does the workplace or activity present a special risk to the solitary worker?
- Is there safe access and exit for staff?
- Are staff aware of emergency procedures out of hours?
- Can one person safely handle all of the circumstances that are likely to arise?
- Can all of the equipment, substances and processes involved in the work be safely handled by one person? The work may involve lifting objects and people who are too difficult for one person to manage alone or without special equipment.
- Will cash be handled?
- Will there be a risk of violence?
- How will the person be supervised?

- 3.3 Although solitary workers cannot be subjected to constant supervision, it is still the Manager's duty to provide appropriate controls of the work. Supervision complements information, instruction and training, and helps to ensure that staff members understand the risks associated with their work, and that the necessary safety precautions are carried out. It can also provide guidance in situations of uncertainty, e.g. when disgruntled or aggrieved visitors/Service Users could arrive unannounced or behave in an aggressive manner.
- 3.4 The extent of supervision required depends on the risks involved, and the proficiency and experience of staff members to identify and handle safety issues. Employees new to the job, undergoing training, doing a job which presents special risks or dealing with new situations may need to be accompanied. The extent of supervision required is a local management decision, and it should not be left to individuals to decide they require assistance.
- 3.5 Solitary workers should also be capable of responding correctly in emergency situations wherever they are e.g. by using outside telephone line and emergency exits. Emergency procedures should be established where necessary, and staff members trained to implement them. Solitary workers should have access to adequate first aid facilities and mobile workers should carry a first aid kit suitable for treating minor injuries.
- 3.6 Suitable systems should be devised to monitor the locations of solitary workers, and include a check at the end of the working period to confirm that all is well. In addition, it is desirable to consider:
- Procedures where managers periodically visit and visually monitor people working alone.
 - Procedures where regular contact occurs between the solitary worker and supervision is maintained by telephone.
 - A reporting back procedure must be considered in conjunction with recording the whereabouts of staff particularly where visits are protracted, or completed at the end of the day, in the evening or over the weekend. Knowing that a staff member will be making a telephone call to a colleague following the visit will remove the fear that they have been held against their will, or are unable to leave because they have been harmed. Appropriate relatives of workers should be provided with a telephone contact to call if the worker fails to return home.

4. Handling money and valuables

- 4.1 The duty of managers to provide their members of staff with safe systems of work covers all risks that are foreseeable and not just those such as industrial accidents and diseases etc. that arise directly from the work itself.

Any staff members carrying or dealing with money or valuables are clearly at risk and managers must protect these staff.

They should provide protective equipment training and safe systems of work that diminish or avoid the risk of violence. Failure to do this may also amount to unfair constructive dismissal. It must be clear that if members of staff fail to follow instructions and procedures designed to protect their safety, this could be a disciplinary matter as they will have contributed to their injury and any compensation claims for damages or unfair dismissal may be reduced accordingly.

4.2 Managers need to assess the risks affecting the safety of staff and devise measures which will either eliminate or reduce them to an acceptable level. This process should be carried out with the participation and co-operation of the staff members concerned and their trade union representative. Measures that may be considered could include:

- Consideration of alternative banking systems that negate the need for staff to handle or carry money.
- The need to double-up on staff who are required to handle and collect cash and valuables.
- Changing from coin-operated pay telephones to card-operated phones.
- The security of the environment in which cash is received and handled.

4.3 It is important for managers to be aware that under the trade union reform and employment rights act 1993, employees can refuse to carry out work where there is a serious and imminent risk of danger. They also can advise others to do the same without being dismissed as a result.

Consequently, where acts of violence are preventable, employers may have to pay for injury damages for breach of contract and may also be liable to fines imposed by the criminal courts for breaches in health and safety law.

5. Working alone with machinery

- 5.1 A number of working environments are equipped with machines which have the potential to cause serious accident and injuries including entrapment of parts of the body. These include lathes, saws and planers for woodworking, and shredders. Such machines should not be used by persons working alone in buildings or otherwise out of immediate emergency contact with other people.
- 5.2 All such machines should also be capable of being locked-off when not in use to prevent use by unauthorised and untrained people.

Violence to Staff – guideline for managers

6. Violence to staff

- 6.1 Serious acts of violence towards employees who work alone are relatively infrequent. Nevertheless, indicators do point to a rise in violence and aggressive incidents in the course of work. Men as well as women are at risk and violence occurs in any community.
- 6.2 Most people tend to operate from a basis of expectations and assumptions that other people will behave within certain norms. When situations are or become violent the initial feelings generally include surprise and shock because the violent behaviour is unexpected. In retrospect, many victims of violence can identify signs or signals that led up to the outburst. Hindsight is all very well but knowing how to recognise the danger beforehand and acting on the recognition is what is really useful in keeping safe.

- 6.3 What is interpreted as violent behaviour by one person may not be seen in the same way by another. For example, you may find swearing offensive but your colleague may not. For this reason the definition commonly used is as follows:

“Violent behaviour is that which produces damaging or hurtful effects, physically or emotionally in other people”

While the HSE’s definition of work related violence is:

Any incident in which a person is abused, threatened or assaulted in circumstances relating to work

This includes not only physical violence but also verbal abuse, threatening behaviour and harassment which should never be overlooked when defining violence.

Typical Employees whose work requires them to deal with the public can be at risk from violence. These include those engaged in:

- Offering a service
- Caring
- Education
- Cash transaction
- Controlling
- Representing authority

6.4 **Reporting violent or potentially violent incidents**

All staff are reminded of the Council Code of Practice for Coping with Violence/Bullying/Aggression, accidents & Incidents and its associated reporting procedures.

7. **Reducing the likelihood of violence (safe working arrangements)**

The following notes give further information on how to reduce the likelihood of encountering aggressive incidents and what to do if violence occurs.

7.1 **Safety on home visits**

To minimise the risk of violence it is essential that the Departments have a consistent practice for dealing with visits outside the office. The following are points to be observed.

Joint visits

- 7.1.1 Staff must never visit clients who are known to be violent alone. If it is suspected that violence is likely to occur during a visit, staff should go with a colleague and/or the Police.
- 7.1.2 If staff members are accompanied by the Police, their respective roles should be clear, i.e. the staff member will complete the task and the Police are there to keep the peace. It is possible that consideration will have to be given to the effects on the client of arriving with a Police Officer. This can be worked through at the time, or at a later date. Remember that if there is a high risk of violence and there is no alternative to a home visit then that risk is reduced if you involve the Police.

- 7.1.3 Visits to be attended by two or more members of staff need to be thought through beforehand in regard to their respective roles. Is the accompanying colleague expected to act as a bodyguard? Will they be attending as co-worker? Who does what during the interview should aggression occur? If an assault takes place? If threats are made?

7.2 Client information

- 7.2.1 When meeting someone for the first time staff should ascertain whether it is suitable or possible to arrange the first meeting in the office. If this is not possible they should ask for a telephone number of the person to be visited and ring them back to confirm the arrangement. They should make sure that they know as much as possible about the identity of the person they are going to see. They should read the client file if one exists, and find out whether colleagues have had previous contact. If so, it is important for them to talk to those colleagues.
- 7.2.2 They should also make appropriate phone calls to gain as much information as possible, e.g. a central database, hospitals and other agencies/ partners.

7.3 Before the visit

- 7.3.1 Staff should take a personal alarm with them on home visits and make sure that it is readily accessible. Although it may not bring people to their assistance, the noise may distract the aggressor long enough to enable an escape to be made.
- 7.3.2 Staff should wear suitable clothing that will not hinder their movement if they need to run.
- 7.3.3 They should not wear valuable jewellery etc.

7.4 Time of visits

- 7.4.1 Staff should try to arrange visits during daylight hours. Daylight often gives a feeling of greater security both to the staff member and client.
- 7.4.2 Where possible, visits should be completed during working hours when it is easier to obtain assistance (e.g. being accompanied by another member of staff or reporting back etc).
- 7.4.3 If staff need to attend an evening meeting at a client's house they should try to go there and back with a colleague. It may be best for them to use an independent rendezvous and then to proceed together to the venue. They should leave complete details of the visit with their manager (or an appointed Officer) including name, address and approximate time of completion. If staff are attending an evening meeting they must ensure they follow safe working procedures. The planning to the location of meetings should consider staff safety.
- 7.4.4 Avoid walking in poorly lit areas after dark.
- 7.4.5 When the visit has been completed staff should inform their Contact person (this may be a manager, partner or colleague).

- 7.4.6 If the Contact person receives no communication from and cannot contact the visiting officer within one hour of the agreed time, then a senior member of staff should be notified and appropriate action taken.

7.5 Home visits

- 7.5.1 Do not be late for an appointment. If lateness is unavoidable contact the person to be visited.
- 7.5.2 Check empty properties before entering. Preferably go with a second person. Shout and look for signs of occupation, if in doubt don't go in.
- 7.5.3 After knocking at the door, do not peer through the letterbox - fingers and eyes may be injured if someone, intent on causing harm, is on the other side of the door.
- 7.5.4 If you feel uneasy do not enter a property or particular room.
- 7.5.5 Make a mental note of escape when entering a property. Where possible, close the door and follow the person inside. Stay nearest to the exit.
- 7.5.6 Once in a room ensure the way to the exit is clear.
- 7.5.7 Be aware of someone's personal territory. It can be threatening when someone in authority makes a visit, particularly if you appear judgmental or officious and do not respect the person's privacy. At all times act as a guest in the person's home.
- 7.5.8 Be aware of any dogs in the household and if necessary request they be put in a separate room. If you get bitten get an anti-tetanus jab as soon as possible.
- 7.5.9 If a violent incident occurs attract attention by shouting and/or throwing something through a window. You should take reasonable steps to protect yourself.
- 7.5.10 Avoid walking in poorly lit areas after dark.

8. Recording movements

- 8.1 It is imperative that an adequate record is kept of the whereabouts of all staff. Good practice dictates that people in the office have these details in order to pass on appropriate information in an emergency.
- 8.2 Ensure that trips out by staff, whether or not visiting a member of the public, are recorded clearly in the office in a designated book etc. Also ensure that it is someone's responsibility in your section to check the diary every day. The record should include the names of the individuals to be visited, the venue of the meetings, the times and if possible a telephone number where they can be contacted. Staff should also make sure that their office records are kept in an accessible place, i.e. not locked in desk drawers etc. If visiting arrangements change, staff must ensure that base records are kept up to date.

- 8.3 Where possible staff should advise colleagues how long they intend to be away from the office. If going straight home following a visit they should telephone the office to let someone know.
- 8.4 If staff are on a visit and it is clear that they are going to be back in the office later than originally planned, they should ring the office to provide a new estimate of their anticipated absence.

9. Safety in the establishment

- 9.1 Wear your ID badge at all times.
- 9.2 Be aware of anyone following you into the building if they are not wearing an ID or unknown to you. Report anyone who looks suspicious immediately.
- 9.3 If you are working late on your own it is advisable to phone Security to let them know you are there or if you are working alone at school make sure the caretaker or a colleague knows you are there. Remember to check out.
- 9.4 Working alone in offices without security protection should be avoided unless absolutely necessary.

10. Mobile phones

- 10.1 Consideration could be given to the provision of mobile phones or pagers to staff working alone or on remote sites. Although such phones can give extra reassurance, they do not provide complete protection, and staff should still be alert for their own personal safety at all times.

11. Training

- 11.1 It is essential that Management ensure that training in personal safety and awareness, dealing with money and valuables, coping with violence and developing risk assessments is given top priority.
- 11.2 Managers with responsibility for health and safety must ensure their staff receive personal safety and awareness training as part of **standard induction procedures**. The training needs of existing staff should also be assessed, and training provided to meet those needs.
- 11.3 All staff who require training should be directed to attend a suitable course whether run in-house or via an external provider
- 11.4 All line-managers should ensure that their staff take full advantage of the training opportunities made available, and for identifying and recommending training needs.

12. Monitoring and review

The implementation of this policy and its procedures should be regularly monitored by the Manager responsible for Health and Safety. Following any incident a Risk Assessment should be carried out and its findings used to inform change to procedures and working practices.

13. Support for victims

If there is a violent incident involving your section you will need to respond quickly to avoid any long-term distress to employees. It is essential to plan how you are going to provide them with support, before any incidents. You may want to consider the following:

Debriefing

Victims will need to talk through their experience as soon as possible after the event. Remember that verbal abuse can be just as upsetting as a physical attack.

Time off work

Individuals will react differently and may need differing amounts of time to recover. In some circumstances they might need specialist counselling.

Legal help/counselling

In serious cases legal help/Counselling may be appropriate in consultation with HR.

Appendix 1: Related corporate policy documents

Corporate Health & Safety Policy

Aggression/Violence at Work Policy

Bullying & Harassment Policy

Guidelines on Accident & Incident Reporting

Guidelines on Risk Assessments

Managing to Prevent Violence at Work: A Guide for Managers

Flexible Working Policy: A guide for Managers and Employees

Appendix 2: Related Regulations & Guidance

The Health & Safety at Work Act 1974

The Management of Health & Safety at Work Regulations 1999

HSE Leaflet 5 Steps to Risk Assessment INDG 163 (rev1) HSE Books

The Reporting of Injuries & Dangerous Occurrence Regulations 1995

Safety Representatives and Safety Committees Regulation 1977 & the Health & Safety (Consultation with Employees) Regulations 199 (b)

Working Time Regulations 1998 (As amended)

Violence at Work: A Guide for Managers INDG 69 (rev) HSE

Working Alone in Safety: Controlling the Risk of Solitary Work INDG73 (rev)

Violence & Aggression to Staff in Health Services 1997 HSC Advisory Committee

Preventing Violence to Staff HSE Books ISBN 0 11 885467 4

Appendix 3

RISK ASSESSMENT FORM A

LIST OF ALL TASKS OR WORK OPERATIONS

Service:		Persons affected:	
Area Assessed:		Location:	
Assessment Team Members:		Signatures:	
Date Carried Out:		Do significant hazards exist? If you are unsure, please seek advice from your designated Health & Safety Adviser, extension 64700	
List Task or Work Operation		Yes	No (all risks trivial)
		Transfer to Form B	No Further Action

RISK PROFILE FORM A (CONTINUATION)

LIST OF ALL TASKS OR WORK OPERATIONS

Task or Work Operation		Do significant hazards exist? <small>If you are unsure, please seek advice from your designated Health & Safety Adviser, extension 64700</small>	
		Yes	No <small>(all risks trivial)</small>
		Transfer to Form B	No Further Action

RISK ASSESSMENT FORM B (To be used in conjunction with risk assessment Form C)						
Service/Person:		Assessment Team Members:			Assessment Review Dates	
Area Assessed:		Name:		Sign:		Date of 1 st Review:
Date of Assessment:		Name:		Sign:		Date of 2 nd Review:
Manager:		Name:		Sign:		Date of 3 rd Review:
(A) TASK (FROM FORM A)	(B) LIST PERSONS /GROUP AND NUMBERS WHO ARE AT RISK	Risks could include accidental injury, ill health or damage				(G) RISK RATING (WHERE RISKS ARE NOT AT A TOLERABLE LEVEL ENTER ACTION TO BE TAKEN AND TIMESCALES TO COMPLETE THEM ALONG WITH A REVISED RISK RATING)
		(C) HAZARDS	(D) LIST EXISTING PRECAUTIONS AND STATUTORY CONTROLS, E.G. CODES OF PRACTICE ETC. OR REFER TO WHERE INFORMATION CAN BE FOUND	(E) EXISTING LEVEL OF HARM	(F) EXISTING LEVEL OF OCCURRENCE	

RISK ASSESSMENT FORM B (CONTINUATION)						
(A) TASK (FROM FORM A)	(B) LIST PERSONS/ GROUP AND NUMBERS WHO ARE AT RISK	Risks could include accidental injury, ill health or damage.				(G) RISK RATING <i>(WHERE RISKS ARE NOT AT A TOLERABLE LEVEL ENTER ACTION TO BE TAKEN AND TIMESCALES TO COMPLETE THEM ALONG WITH A REVISED RISK RATING)</i>
		(C) HAZARDS	D) LIST EXISTING PRECAUTIONS AND STATUTORY CONTROLS, E.G. CODES OF PRACTICE ETC. OR REFER TO WHERE INFORMATION CAN BE FOUND	(E) EXISTING LEVEL OF HARM	(F) LIKELY LEVEL OF OCCURRENCE	

RISK ASSESSMENT FORM C

RISK LEVEL ESTIMATOR			
LIKELIHOOD OF HARM	SLIGHTLY HARMFUL 1	HARMFUL 2	EXTREMELY HARMFUL 3
HIGHLY UNLIKELY OCCURRENCE 1	TRIVIAL RISK 1	TOLERABLE RISK (Low) 2	MODERATE RISK (Medium) 3
UNLIKELY OCCURRENCE 2	TOLERABLE RISK (Low) 2	MODERATE RISK (Medium) 4	SUBSTANTIAL RISK (High) 6
LIKELY OCCURRENCE 3	MODERATE RISK (Medium) 3	SUBSTANTIAL RISK (High) 6	INTOLERABLE RISK 9

RISK BASED CONTROL PLAN	
RISK LEVEL	ACTION AND TIME SCALE
TRIVIAL 1	No action is required and no documentary records need to be kept (excepting form A).
TOLERABLE 2	No additional precautions are required. Consideration may be given to a more cost-effective solution or improvement that imposes no additional cost burden. Monitoring is required to ensure that the controls are maintained.
MODERATE 3 & 4	Effort should be made to reduce the risk further, within a defined time period, but the costs of precautions should be carefully measured. Where the moderate risk is associated with extremely harmful consequences further assessment may be necessary to establish precisely the likelihood of harm as a basis for deciding the need for improved precautions.
SUBSTANTIAL 6	Work should not be started until risks have been reduced. Considerable resources may have to be allocated to reduce the risk. In the event that no action can be taken to reduce the risk the matter must be referred to a senior officer. The OHS Team should also be contacted for advice.
INTOLERABLE 9	Work should not be started or continued until the risk has been reduced. If it is not possible to reduce the risk, even with unlimited resources, work has to remain prohibited and the matter referred to a senior officer. The OHS Team should also be contacted for advice.

NOTE: Tolerable means that risk has been reduced to the lowest level that is reasonably practicable
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Appendix 4

Lone workers are those who at any time work by themselves without close or direct supervision.

Subject: Working Alone
Model Guidance for Risk Assessment

Revision Date -

Hazard	Typical Control Measures	Required Standard (s) Best Practice/Guidance	Management Action
<p>Abuse, threats or assaults.</p> <p>Injury due to accident (slip trip/ fall/ handling of equipment/ substances etc).</p> <p>Fire/other emergency</p> <p>Illness/Health problems e.g. heart attack/pregnancy</p>	<p>Provision of adequate information/instruction & training (risks/control measures, avoiding/coping with aggression, manual handling etc.).</p> <p>Physical Security measures :</p> <ul style="list-style-type: none"> • CCTV • alarm systems/personal alarm/ • Coded security locks • lighting/ • safe parking. <p>Procedure/arrangements for working out of office/ alone:</p> <ul style="list-style-type: none"> • keeping in touch (phone/radio/log book etc.). • checks on locations, credentials of clients, the place & arrangements for any meetings away from the workplace. • staff to be accompanied by a colleague if they <u>have</u> to meet a suspected aggressor at their home or at a remote location. • maintaining numbers of staff at the workplace to avoid lone working situation developing. <p>Environment:</p> <ul style="list-style-type: none"> • adequate lighting. • suitable access/egress which can be handled safely by one person. <p>Ensure: -</p> <ul style="list-style-type: none"> • safe systems of work (e.g. permit to work, limits to work permitted/or on the initiative of an individual to be clearly specified). • employees competent in use of plant. • provision of adequate work/protective equipment & regular maintenance. • employees able to safely use equipment alone. • Additional employees provided where job requires. • provision of first aid kits for minor injuries/ training. • monitoring/supervisory arrangements (will vary according to type of work/ age/competence/experience of worker). • Consideration of any adverse medical history/ condition /current illness. 	<p>1. Legislation</p> <p>Health & Safety At Work Act 1974.</p> <p>Management of Health & Safety at Work Regulations 1999.</p> <p>2. HSE Publications</p> <p>Working alone in safety (controlling the risks of solitary work) INDG73 (Rev) C600.</p> <p>HSE leaflet Violence at Work INDG69 - ISBN 0 7176 1271 6.</p> <p>3. Internal Guidance</p> <p>Corporate Code of Practice.</p> <p>Risk Assessments HS/COP1.</p> <p>Corporate procedures.</p> <p>Managing to prevent violence at Work.</p> <p>Lambeth Assaults Procedure.</p>	<p>Complete Local risk assessment (see guidance document ref HSCOP 1) Consult with individuals/ groups affected.</p> <p>Identify training needs (management and staff).</p> <p>Establish & implement action plan.</p> <p>Monitor/Review arrangements.</p> <p>Assaults come within the RIDDOR reporting requirements and incidents must be reported according to procedure.</p>
Group(s) at Risk			Target Risk Severity Level to be achieved by Controls
Employees/Agency staff			Low