

CHRE

Lone Worker Policy

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1 Introduction

This policy aims to underline safety issues and contribute to the provision of a safer working environment for staff working alone or staff at risk of violence towards them. The Council for Healthcare Regulatory Excellence (CHRE) (the organisation) has a legal duty as a consequence of Health and Safety legislation to ensure, so far as is reasonably practicable, the health and safety of its employees.

CHRE recognises its duty to care for its employees and is committed to maintain, as far as is reasonably practicable, a safe working environment for all people working on their own.

It is also important that individual staff and their managers act appropriately and play their part in reducing potential risks by following the advice contained within this policy and reporting areas of concern either to their manager or appropriate others within the organisation.

The safety of any staff working alone in the office, travelling in the UK or overseas on business, or undertaking out of hours meetings on their own is of paramount importance. Staff are not expected to undertake risks or enter situations where they face serious or unacceptable risks. Staff should discuss serious concerns with their line manager and expect all reasonable action to be taken to minimise or eradicate the risk.

1.1 Aim of the policy

This policy offers a framework for the assessment of risks that staff may face when working alone on behalf of CHRE and provides guidance on the avoidance or reduction of these risks.

Staff will not be expected to undertake tasks or enter situations where they face serious and unacceptable risks. However, following risk assessment, it may be necessary to take controlled risks but ensuring adequate resources. Staff should discuss serious concerns with their manager and expect all reasonable action to be taken to minimise or eradicate the risks. All staff should be concerned about the risks their colleagues face as well as themselves

2 Roles and Responsibilities

In order to ensure that policy initiatives are achieved it is necessary to communicate the role and responsibilities to all employees, at all levels. It is therefore the responsibility of each member of the organisation to support and be familiar with this policy.

The Council

- Commitment through endorsement of the lone working policy
- Assessment and approval of risk reduction strategies where appropriate

Chief Executive:

- Ensuring the proper application of the lone worker policy
- Ensuring there is an organisational plan for the reduction of risks to lone workers
- Ensuring adequate resources are provided to ensure lone working can be undertaken safely

Managers:

- To ensure that roles and responsibilities in relation to lone working are clearly communicated to all staff levels within the organisation
- Ensuring the implementation of the policy
- Ensuring that adequate risk assessment screening is carried out for all staff who work alone
- Raising awareness of lone working issues
- Ensuring safe systems of work are developed, such as procedures requiring staff to set out their movements and maintain a report back to base system
- Investigating reports of accidents and incidents associated with lone working, including aggression towards staff, in a timely manner and in accordance with normal procedures.

All staff:

- Beware of risk at all times by using appropriate risk assessment tools
- Notify manager of any risks identified

- Follow this policy and any local procedures as well as any subsequent updates
- Accept responsibility for sharing information and keeping colleagues safe
- Exercise positive reporting regarding appointments, movements etc.
- Report all accidents/incidents to management at the earliest opportunity in accordance with normal procedures.



3 Personal Safety Policy for lone workers

3.1 Risk Assessment

Essential to prevention is the ability to assess each and every situation as it is encountered. Assessment can result in improvement of procedures and identification of correct equipment to support progress. An identified risk must be reported to line managers so that action can be taken.

Lone workers can be classified as those who work in any situation or area without colleagues nearby. As a guide, could staff call for help and could another employee or someone who could assist them, hear it?

Following assessment where a member of staff feels that their personal safety is or could be compromised, they must not try to negotiate in these situations but should remove themselves and evaluate later. Line Managers must be kept informed and the circumstances reviewed. CHRE supports measures taken that preserve the safety of staff when a risk is identified and discussed with their line manager.

3.2 Actions to follow

- The staff member must have access to a telephone.
- A risk assessment should be carried out and a personal alarm may be necessary
- Another team member must be aware of the anticipated start and finish time.

3.3 Off Site movements

It is essential that staff leave a diary of visits and movements at their office

3.4 Recommended Working Practices

Line managers have the responsibility of ensuring that an appropriate system is in place for the appointment of a 'buddy'. This will be another member of staff (perhaps the manager) who will be briefed by the employee of the details of their work away from the office.

3.4.1 Buddy System

The nominated 'buddy' will:-

- be fully aware of the details of the visit
- have full details of how to contact the employee
- details of any known breaks



- will contact the employee when the expected phone call at the end of the visit has not been made
- will alert their senior manager if the visit has exceeded the anticipated timescales and where the employee has failed to call to say that the meeting has ended.

3.4.2 Equipment

Local managers will consider what equipment would be appropriate, e.g. mobile phones, panic alarms, contact cards showing emergency numbers etc. and will make arrangements for these be made available.

3.5 Summary

- The risk to personal safety is not always known prior to visits and appointments, for this reason staff should remain alert to the possibility and avoid complacency.
- Further guidance can be found in local procedures

4 Training

All employees, at all levels, will receive appropriate assessment and training in this policy especially those members of staff who are new starters, recently promoted or have assumed different responsibilities.

Further training needs will be identified during the appraisal process.

Document Control

Version Control

Printed documents are uncontrolled. This document is only valid on the day it was printed.

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Associated Documentation

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