CFAWRV14
Unit WRV14 Managing lone working

Overview

This unit is appropriate for you if your role involves:
1. Managing lone working within your organisation

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Performance criteria

You must be able to:

P1   Identify the hazards of working alone

P2   Assess the special risks for the lone worker

P3   Identify extra demands on the lone worker's physical or mental stamina

P4   Identify any illness suffered by the worker which might increase the risks of the job

P5   Make sure that the risk assessment includes risks to lone workers

P6   Make sure that control measures are put in place to minimise the risks identified

P7   Make sure that the control measures are being used

P8   Make sure that arrangements are in place for the systematic monitoring by qualified supervisors/managers of the hazards of lone working

P9   Make sure that appropriate communications are maintained with the lone worker

P10   Make sure that regular contact/supervision is planned with the lone worker

P11   Make sure that regular visits are made to the lone worker

P12   Make sure that lone workers are regularly consulted about any safety concerns they may have

P13   Make sure that lone workers are provided with sufficient training and to enable them to identify hazards and take appropriate action to avoid them

P14   Make sure that updated training is provided on a regular basis and whenever things change

P15   Make sure that the organisation's policies and procedures include lone working

P16   Make sure that suitable first aid provision is made for lone workers

P17   Make sure insurances cover lone/remote workers

P18   Make sure that there is a procedure for lone workers to report incidents, including accidents and near misses.

P19   Encourage lone workers to seek help and advice if any concerns arise

P20   Make sure that mechanisms are put in place to support workers following incidents

P21   Make sure that records of incidents are regularly reviewed to identify trends and that procedures are reviewed to take into account the lessons learned

P22   Make sure that equipment used to minimise risks is regularly checked and maintained

P23   Make sure that the risk assessment, policies and procedures are regularly reviewed

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Knowledge and understanding

You need to know and understand:

K1   Legal responsibilities of the organisation for lone workers
K2   Legal responsibilities of the lone worker
K3   Specific law on lone working relating to your industry
K4   The hazards of working alone (including plant, substances and goods, risk of violence, young workers, building and premises, work area and customers).Special risks for the lone worker
K5   The extra demands on the lone worker's physical or mental stamina
K6   How to carry out a risk assessment
K7   How to review risk assessments
K8   How to control risks for lone workers
K9   How to develop effective procedures for the management of lone working
K10 The types of equipment which can be used to minimise risks to lone workers
K11 The instruction/training needed by lone workers
K12 Why it is important to maintain regular contact/supervision with lone workers
K13 Why it is important to review policies, procedures and working practices regularly Management of Work-related Violence

Additional Information

Lone Workers

Lone workers are those who work by themselves without close or direct supervision. They are found in a wide range of situations, for example:
People in fixed establishments where:

1.   Only one person works on the premises, for example, in small workshops, petrol stations, kiosks, shops and also home workers.

2.   People work separately from others, for example, in factories, warehouses, some research and training establishments, leisure centres or fairgrounds.

3.   People work outside normal hours, for example, cleaners, security, special production, maintenance or repair staff.

Mobile workers working away from their fixed base:

1.   On construction, plant installation, maintenance and cleaning work, electrical repairs, lift repairs, painting and decorating, vehicle recovery.

2.   Agricultural and forestry workers.

3.   Service workers, for example, rent collectors, postal staff, social workers, home helps, district nurses, pest control workers, drivers, engineers, architects, estate agents, sales representatives and similar professionals visiting domestic and commercial premises[1].

It should be recognised that staff can be lone working even in a larger environment (not in sight or hearing distance of other workers), for example, receptionists, and that some staff become temporary lone workers.

Hazards for lone workers

Special hazards which lone workers can encounter are, for example:

1.   Accidents or emergencies arising out of the work including inadequate provision of first aid.

2.   Sudden illnesses.

3.   Inadequate provision of rest, hygiene and welfare facilities.

4.   Violence from members of the public.

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[1] HSE publication – Working alone in safety, controlling the risks of solitary working (INDG73 (rev), 02/06) Management of Work-related Violence.

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Risk assessment for lone working

The key to maximising safety wherever lone work is under consideration is the performance of a satisfactory risk assessment which should address two main features:

1. Whether the work can be done safely by a single person.

2. What arrangements/controls are required to ensure the lone worker is at no more risk than employees working together.

The risk assessment should be reviewed regularly to make sure that it is still adequate.

Control measures for lone working

These can include, for example:

1. Instruction.

2. Training.

3. Supervision.

4. Protective equipment.

5. Other devices to raise alarm.

6. Video cameras/alarms.

7. Security locks.

8. Automatic warning devices.

9. Checks that the lone worker has returned to their base or home as expected.

Legal duties of employers

Although there is no general legal prohibition on working alone, the broad duties of the Health and Safety at Work etc Act 1974 still apply. These require identifying of hazards of the work, assessing the risks involved, and putting measures in place to avoid or control the risks.

Employers need to be aware of any specific law on lone working applying in their industry (examples include supervision in diving operations, vehicles carrying explosives, fumigation work)[2]

Procedures/Policies for lone working

The organisation's procedures/policies for lone working could include:

1. Details of who the lone workers are. Recognising that staff can be lone

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[2] HSE publication – Working alone in safety, controlling the risks of solitary working (INDG73(rev), 02/06)

working even in a larger environment, for example, receptionists and that some staff become temporary lone workers.

2. Safety procedures for:
   - 2.1 How details of venues, travelling and times are recorded at base - knowing where their staff are/should be at all times.
   - 2.2 When staff are expected back and how to account for all at the end of a shift.
   - 2.3 Procedures for handover by supervisors (clear details of who is where).
   - 2.4 How frequently should the worker report in and notify changes in plans (late trains, traffic, delays).
   - 2.5 What to do if someone is not where they should be/does not return when expected.
   - 2.6 Providing back-up.
   - 2.7 Emergency numbers.
   - 2.8 Providing suitable personal protective equipment.
   - 2.9 Suitable manual handling.
   - 2.10 Communication methods – including technology to aid communication.
   - 2.11 Testing communications equipment.
   - 2.12 Checking equipment, tools and electrical items.
   - 2.13 Responding to "worst-case" emergencies.
   - 2.14 Illness, accident and emergency.
   - 2.15 Minimising the risk of violence from the public, e.g. elimination of handling cash, constant changes of route when transporting valuables, adequate building security for out of hours working. Consideration should be given to the fact that women and young people working alone may be particularly at risk.
   - 2.16 Provision of adequate rest, hygiene, refreshment, welfare and first aid facilities.
   - 2.17 Instructions relating to equipment carried – staff often carry valuable equipment, risks and valuables.
   - 2.18 Car parks – safety recommendations.
   - 2.19 Hotels – safe practices.
   - 2.20 Driving.
   - 2.21 Safe means of travel to and from the location, especially out of normal hours.
   - 2.22 Evaluation and regular review of procedures.
   - 2.23 Communication of procedures to workers.
   - 2.24 Legal responsibilities of employer and employee.

Further information is available from:
Health & Safety Executive   www.hse.gov.uk

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The Suzy Lamplugh Trust	**www.suzylamplugh.org**
Victim Support	**www.victimsupport.org**

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Relevant occupations	Agriculture, Horticulture and Animal Care; Business, Administration and Law; Information and Communication Technology; Arts, Media and Publishing; Health, Public Services and Care; Medicine and Dentistry; Nursing and Subjects and Vocations Allie; Health and Social Care; Public Services; Child Development and Well Being; Agriculture; Horticulture and forestry; Animal care and veterinary science; Environmental conservation; Professional Occupations; Managers and Senior Officials; Information and Communication Technology; Research Professionals; Librarians and Related Professionals; Engineering Professionals; Science Professionals; Database Administration; Software Development; Systems Support; Local Area Archives; Microfilm and Microfiche Technician; Associate Professionals and Technical Occupations; Corporate Managers and Senior Officials; Microsoft Certified Professional; Application Support; Business Analyst; Managers and Proprietors in Hospitality ; ICT for practitioners; ICT for users; Science and mathematics; Science; Mathematics and statistics; Engineering and manufacturing technologies; Engineering; Manufacturing technologies; Transportation operations and maintenance; Construction, Planning and the built environment; Architecture; Building and construction; Urban, Rural and regional planning; Retail and commercial enterprise; Retailing and wholesaling; Warehouse and distribution; Service enterprises; Hospitality and catering; Leisure, Travel and tourism; Sport, leisure and recreation; Travel and tourism; Performing Arts; Crafts, Creative arts and design; Media and communication; Publishing and information services; History, philosophy and theology; History; Archaeology and archaeological sciences; Philosophy; Theology and religious studies;

Social sciences; Geography; Sociology and social policy; Politics; Economics; Anthropology; Language, literature and culture; Languages, literature and culture of the; Other languages, Literature and culture; Linguistics; Education and training; Teaching and lecturing; Direct learning support; Preparation for life and work; Foundations for learning and life; Preparation for work; Accounting and finance; Administration; Business management; Marketing and sales; Law and legal services; Production Managers; Functional Managers; Quality and Customer Care Managers; Financial Institution and Office Manager; Managers in Distribution, Storage and Re; Protective Service Officers; Health and Social Services Officers; Managers in Farming, Horticulture, Forestry; Managers and Proprietors In Other Services; Health Professionals; Teaching Professionals; Legal Professionals; Business and Statistical Professionals; Architects, Town Planners and Surveyors; Public Service Professionals; Science and Engineering Technicians; Draught persons and Building Inspectors; IT Service Delivery Occupations; Health Associate Professionals; Therapists; Social Welfare Associate Professionals; Protective Service Occupations; Artistic and Literary Occupations; Design Associate Professionals; Media Associate Professionals; Sports and Fitness Occupations; Administration and Secretarial Occupations; Government and Related Organisations; Finance; Records; Communications; General; Secretarial and Related Occupations; Skilled Trades Occupations; Skilled Agricultural Trades; Metal Forming, Welding and Related Trade; Metal Machining, Fitting and Instrument ; Vehicle Trades; Electrical Trades; Construction Trades; Building Trades; Textile and Garment Trades; Printing Trades; Food Preparation Trades; Skilled Trades NEC; Personal Service Occupations; Healthcare and Related Personal Services; Childcare and Related Personal Services; Animal Care Services; Leisure and Travel Service Occupations; Hairdressers and Related Occupations; Housekeeping Occupations; Personal Services Occupations NEC; Sales and Customer Services Occupations; Sales Assistants and Retail Cashiers; Sales Related Occupations; Customer Service Occupations; Process, Plant and Machine Operatives; Process Operatives; Plant and Machine Operatives; Assemblers and Routine Operatives; Construction Operatives; Transport Drivers and Operatives; Mobile Machine Drivers and Operatives; Elementary Occupations; Elementary Agricultural Occupations; Elementary Construction Occupations; Elementary Process Plant Occupations; Elementary Goods Storage Occupations; Elementary Administration Occupations; Elementary Personal Services Occupations; Elementary Cleaning Occupations; Elementary Security Occupations; Elementary Sales Occupations; Transport Associate Professionals; Legal Associate Professionals; Business and Finance Associate Professionals; Sales and Related Associate Professional; Conservation Associate Professionals; Public Service and Other Associate Professionals

| **Suite** | Prevention and management of work-related violence |

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