Lone Working Policy

Aim

The policy aims to provide a framework to:

- Increase staff awareness of the safety issues related to lone working appropriately.
- Support staff who work by themselves to assess and manage the risks of lone working.
- Assess and manage all associated risks.
- Encourage full reporting of any adverse incidents.
- Reduce injuries and incidents related to lone working.

Scope

This policy applies to all employees. It also applies to bank, secondees, agency, sessional workers, volunteers, contractors, and those on placement, such as trainees, students, or individuals undertaking work experience.

Reference to employees applies to all these groups unless otherwise stated.

This policy complies with current legislation and meets the aims of the Public Sector Equality Duty of the Equality Act 2010.

Definitions

Lone working can occur anywhere, at any time and within any group of staff.

Lone workers are defined by the Health and Safety Executive as "Those who work by themselves without close or direct supervision".

You might be a lone worker if you are:

- Working alone from a fixed location, like an office after hours or your own home.
- Working separately from others on the same site, for example, as a cleaner or security guard.
- Working away from your base, such as a community healthcare worker.
- A mobile worker, like a driver.
- Travelling as part of your job.

Roles and responsibilities

There is a range of standard expectations which underpin all policies. [Read more about standard roles and responsibilities](). In addition, the following specific responsibilities apply to this policy.

Employer

The Chief Executive has overall responsibility for the health, safety and welfare of staff. As the accountable officer, they have a duty to provide sufficient resources to allow implementation of the Lone Working Policy.

The employer will:

- Make sure that there are arrangements for identifying, evaluating and managing risk associated with lone working.
- Provide resources for putting the policy into practice.
- Make sure that there are arrangements for monitoring incidents linked to lone working and that the Board regularly reviews the effectiveness of the policy.

Manager

The manager will:

- Make sure all employees are aware of the Lone Working Policy.
- Assess the risks by carrying out and regularly reviewing risk assessments.
- Implement safe systems of work to eliminate or reduce risks associated with working alone.
- Provide appropriate information, instruction, and training to all employees who are at risk. This should include training at induction, updates and refresher training as necessary
- Support employees who are involved in any incident.
- Investigate and record all reported incidents to improve safety.

Employee

The employee will:

- Take reasonable care for their own safety when working alone.
- Follow the rules and adhere to all safe working procedures.
- Report all incidents, risks, and near misses.

- Take part in training provided for their safety.
- Report any hazards or concerns about working alone to their manager.

Assessing risk

Risk assessments are essential for keeping lone workers safe. They must identify all potential hazards and establish effective control measures to manage them, in line with legislation.

These risk assessments should cover normal work and anything foreseeable that could go wrong. They need to be reviewed regularly and shared with employees.

Download Combined risk assessment form.

Managing risk

Risks should be reduced to the lowest possible level that is reasonably practicable. This requires a person-centred approach, as every lone working situation is different.

Safe systems of working must be put in place for lone workers. These can include:

- Regular checks that employees are following lone working protocols.
- Pre-agreed intervals for regular contact between lone workers and supervisors.
- Technology designed to protect lone workers, such as panic alarms or apps.
- Implementing robust systems to make sure that a lone worker has returned to their base or home once their task is completed.

Reporting and recording

Employees should report all incidents, including near misses, to their manager as soon as possible. These should be recorded on the appropriate system, and the manager should investigate all reports.

Local statistics and incident reports should be regularly reviewed. This process will help monitor how well the policy and local protocols are working and find ways to improve safety.

Monitoring and review

Local statistics and incident reports should be reviewed regularly. This process allows the implementation and effectiveness of this policy, and associated local protocols, to be monitored.

The review processes will include:

- Collecting and monitoring all reported incidents.
- Regular reporting of incident statistics and safety improvement measures to appropriate Health and Safety Committees and Partnership Forums.
- Reporting to the board to highlight progress in reducing risk and incidents and making recommendations for the forthcoming year.

Assessments should be carried out regularly or before any significant changes to local lone working procedures. This will make sure safety measures are always effective and help keep everyone safe—including employees, visitors, and contractors who may work alone.

Related policies

The following policies are related to the Lone Working Policy:

- [Work-related Driving Policy](#)
- [Work-related Violence and Aggression Policy](#)