



Corporate Lone Working Policy

Corporate Health and Safety Team

2024

Draft

Version	Author	Date
3.0	H&S Team	April 2024

Document History

Name of Policy	H&SP14 – Corporate Lone Working
Purpose of Policy	This policy outlines the processes and procedures managers must follow in order to carry out a suitable and sufficient risk assessment of lone working activities undertaken by New Forest District Council.
Policy Applies to	All employees, agency workers and volunteers who may undertake lone working activities or undertake work out of hours on behalf of New Forest District Council
Update Frequency	Bi-annual
Latest Update	April 2024
Update Overview	<p>2019 Reviewed and amended reflecting the changes to CCTV and Community Alarms operating 24/7. The Introduction of a mobile phone worker monitoring solution and the review of a lone worker personal alarm device.</p> <p>2024 Changes made to templates and inclusion of the Appello Lone Working System.</p>

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1. Policy

1.1. Introduction

Working alone is not in itself against the law and it will often be safe to do so. The law requires employers to consider and address any health and safety risks for people working alone.

New Forest District Council (NFDC) will ensure, so far as is reasonably practicable, that all NFDC employees, agency workers or volunteers, who are required to undertake lone working activities are protected from risks to their health, safety, and welfare.

This policy sets out the specific processes and procedures in place that all NFDC managers, supervisors and employees must follow when undertaking a lone working activity.

1.2. Scope

All employees, agency workers and volunteers who may undertake Lone Working activities or undertake work out of hours on behalf of New Forest District Council.

2. Legislative and Regulatory Context

2.1. The Health and Safety at Work etc. Act 1974

The Health and Safety at Work etc Act 1974 is the primary piece of legislation covering occupational health and safety in Great Britain. This piece of legislation sets out the general duties which employers have towards employees and members of the public, employees have to themselves and to each other and certain self-employed have towards themselves and others. New Forest District Council acknowledges and accepts its responsibilities under The Health and Safety at Work etc. Act 1974 and will ensure to control all risks to its employees, contractors and those who may be affected by its arrangements are controlled as low as is reasonably practicable.

2.2. The Management of Health and Safety at Work Regulations 1999

Management of Health and Safety at Work Regulations 1999 is a piece of legislation covering the management of occupational health and safety in the workplace in Great Britain. This piece of legislation sets out the general duties which employers have relating to the expectations to risk assess, implement arrangements for planning, control, monitoring, and use of preventative and protective measures, provide instruction and training and consultation. NFDC acknowledges and accepts its responsibilities under the Management of Health and Safety at Work Regulations 1999 and will ensure to implement all the necessary controls and management methods to minimise the risks to its employees.

3. Definitions

Term	Definition
Lone Worker	Those workers who work by themselves without close or direct supervision
Lone working activity/activities	Any tasks that while being carried out are done so by a single member of staff without proximity or supervision throughout the process
Close or Direct Supervision	The direct presence of another employee or manager, dynamic oversight or adequate regular monitoring could constitute supervision.
Suitable and Sufficient	Suitable for the level and complexities of the work/task/project
Risk Assessment	A careful recorded examination of what, in your work, could cause harm to people, so that you can weigh up whether you have taken enough precautions or should do more to prevent harm.
Competent Person	Someone who has sufficient training, experience, and knowledge
Hazard	A potential source of harm or adverse health effect on a person or persons
Risk	The likelihood that person may be harmed or suffers adverse health effects if exposed to a hazard
Appello Lone Worker	The Corporate Lone Working system which allows employees to create and manage lone working sessions on their mobile device.
Buddy System	An agreed upon process between the lone worker and the buddy (co-worker), both employees must agree a timeframe the buddy/lone worker will make contact during a lone working session. If no contact is made within the agreed upon timeframe, emergency procedures must be followed
LMS System	The Councils Learning Management System, LearningPool

4. Roles and Responsibilities

4.1. Senior Managers Must:

- Ensure all employees they are responsible for have sufficient training, experience, knowledge, and skill to undertake their role competently.
- Ensure sufficient resources are available to support lone workers in an emergency.
- Ensure suitable and sufficient risk assessments and method statements are in place for all lone working activities undertaken by employees they are responsible for.
- Regularly monitor the performance of all lone worker safety systems provided to employees under their control.
- Review quarterly reports on issues arising from lone working activities and provide support to management to rectify these issues as needed.

4.2. Supervisors/Line Managers Must:

- Ensure all employees they are responsible for have sufficient training, experience, knowledge, and skill to undertake their role competently.
- Ensure sufficient resources are available to support lone workers in an emergency.
- Undertake suitable and sufficient risk assessments and method statements for all lone working activities undertaken by employees they are responsible for.
- Ensure all risk assessments and method statements are made available to employees.
- Ensure all employees who have been identified as Lone Workers complete a lone worker pre-registration form.
- Ensure the information held on all lone worker pre-registration forms are up to date and relevant.
- Where appropriate, update the lone worker pre-registration form and inform a member of the CCTV control room of any changes.
- Provide regular toolbox talks to all employees in the safe use of any lone worker equipment provided to them as part of their job role.

- Keep a signed record of toolbox talk attendance.
- Regularly monitor the performance of all lone worker safety systems provided to employees under their control.
- Investigate any incidents/accidents/near misses that occur during lone working activities and look to take appropriate steps to mitigate this risk in the future.

4.3. Employees Defined as Lone Workers Must:

- Attend mandatory and role specific training and toolbox talks identified for their job role.
- Follow all control measures and procedures identified on relevant risk assessments, method statements and standard operating procedures.
- Not place themselves or others in increased danger when undertaking lone working activities.
- Where appropriate, ensure their work and personal mobile phone is fully charged prior to undertaking a lone working activity.
- Where appropriate, complete the lone worker pre-registration form as part of their Health and Safety Induction
- Ensure all information held on the lone worker pre-registration form is always up to date and relevant.
- Ensure their outlook calendar is up to date, including the location, timeframe, and type of lone working activity.
- Ensure the job information held is current and up to date on UniClass.
- Report any incident/accident/near miss, including any verbal or aggressive behaviour to their line manager and a member of the Corporate Health and Safety Team.

4.4. Corporate Health and Safety Team

- Provide competent advice and guidance to all services in relation to lone working.
- Carry out investigations into accidents and near misses as necessary, record findings and root causes and provide recommendations for consideration by management.
- Provide statistical analysis of the use and effectiveness of lone working devices/systems at service Safety Panels and to EMT on a quarterly basis.
- Undertake routine audits into the effectiveness of lone working control measures and devices used by services within the Council.

4.5. CCTV Control Room Must:

- Update Appello systems when provided with a new lone worker pre-registration form or when a change has been identified.
- Liaise with relevant supervisors, line managers, senior managers, and emergency services as part of the emergency response procedures.
- Ensure adequate priority is given to lone workers when an event occurs.
- Record all actions taken when a lone worker is not contactable, as identified within the emergency escalation procedures.

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5. Risk Assessment

5.1. Managing Risks and Risk Assessment at Work

NFDC is required by law to protect its employees, and others, from harm. Under the Management of Health and Safety at Work Regulations 1999, NFDC must undertake suitable and sufficient risk assessments for all hazards NFDC employees, agency workers and volunteers may be foreseeably exposed to during their working day.

It is the responsibility of the relevant supervisor/manager to ensure suitable and sufficient risk assessments are in place for all activities employees they are responsible for undertake.

In order to complete a suitable and sufficient risk assessment, supervisors and managers should follow the HSE’s 5 steps to risk assessment. In addition to the steps set out in this policy.

5.2. Identify the Hazards

The first step will be to identify all the hazards associated with the task. In relation to lone working activities, it is important to consider a number of factors, they include:

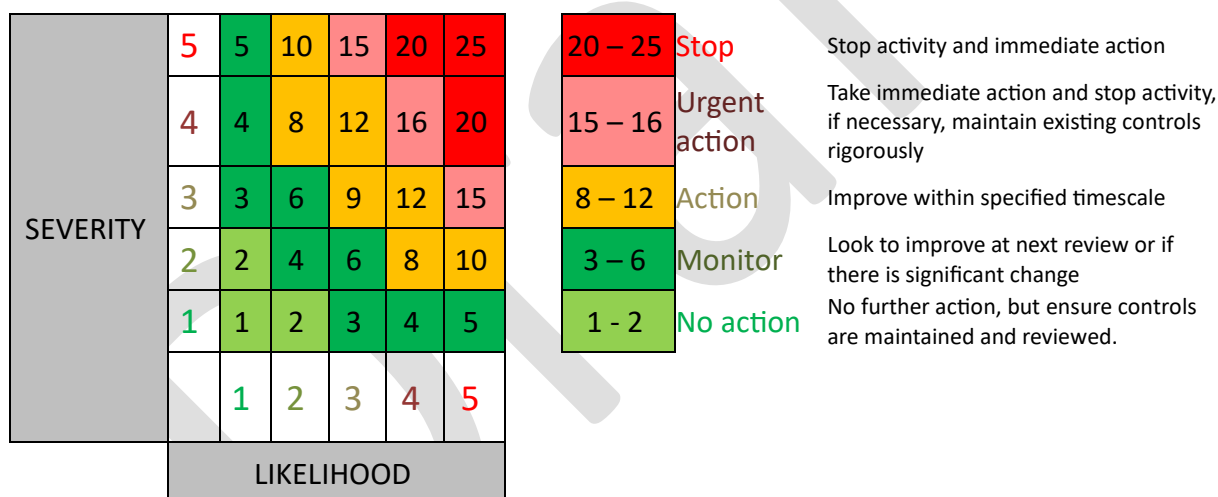
Factors	Considerations
Environment	Is the task being undertaken in a rural environment, a public place etc.? is suitable lighting available? is phone signal suitable and are employees/management contactable? Will employees be working on or near other high-risk hazards such as bodies of water, areas where significant hazards are present?
Task	Does the task require the employee to have potentially difficult conversation, such as enforcement action? Does the task require employees to be exposed to other high-risk hazards? Such as working from height, driving on Council business, or operating high risk machinery? Is the task being undertaken outside of normal working hours?
Individual	What competencies does the employee have? Does the employee require specialist training in conflict management? Is the employee potentially vulnerable? For example, inexperienced? Have health concerns which may be affected by lone working etc.?

Factors	Considerations
Members of the public	Will employees be working with members of the public? Does the employee have a relationship with the member of the public? Is the member of the public on the Council Warning Marker Register?
Support available	Is suitable support available to the employee? Who would be notified in the event of an emergency? Is suitable emergency response procedures in place?

A key part of completing any risk assessment is for supervisors/managers to discuss their findings with their employees.

5.3. Assess the Risk

Once you have identified all the hazards you must decide how likely they are to be harmed, and who and how they might be harmed. In order to assist supervisor/managers the Corporate Health and Safety team use a 5x5 risk matrix.



The severity axis identifies the severity of injury if an accident did occur. The following examples should be used as a guide when deciding on the severity.

- 1 = no injury/strains and sprains
- 2 = minor injury such as cuts, bruising etc.
- 3 = injury which result in time off work (less than 7 days missed)
- 4 = major injury which result in hospitalisation or significant time off work (7 or more days)
- 5 = serious event resulting in life changing injuries or death

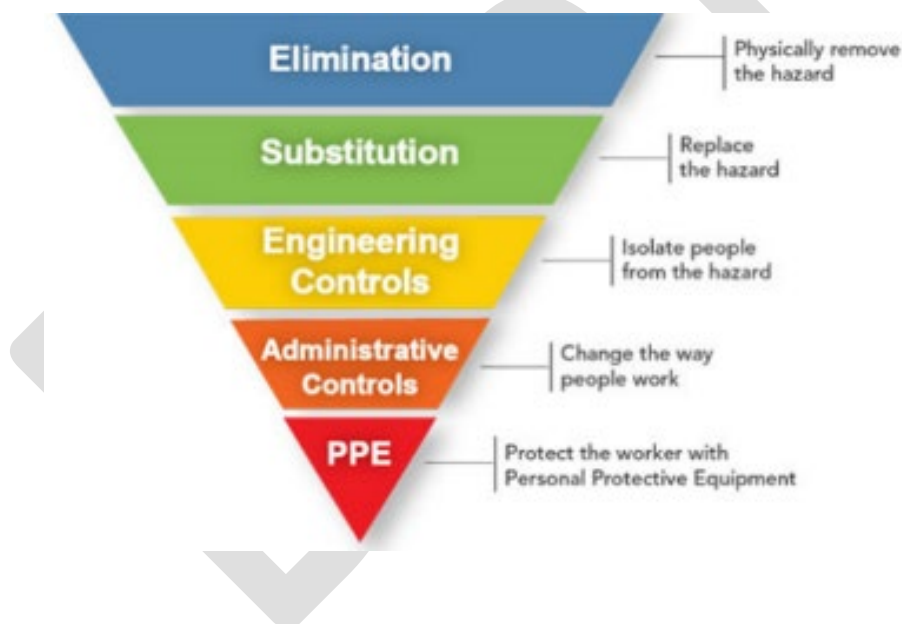
The likelihood axis identifies the likelihood of a hazard occurring. The following examples should be used as a guide when deciding on the likelihood.

- 1= extremely unlikely
- 2 = unlikely to occur
- 3 = fairly likely to occur
- 4 = likely to occur
- 5 = will occur

Once you have identified the severity and likelihood of an accident occurring due to a hazard you must times the scores together to get an overall risk rating.

5.4. Control the Risks

Whenever possible lone working should be avoided. Where it is not possible to avoid a lone working activity, supervisors/managers must follow the Hierarchy of Control when assessing appropriate control measures.



5.5. Record your Findings

It is a legal requirement to record the significant findings of a risk assessment. Managers must write down the significant hazards, identify employees at risk from lone working situations and record the protective and preventative measures.

Supervisors/managers must use the appropriate risk assessment template to record their findings, please see [HealthandSafetyTeamSite - Templates - All Documents \(sharepoint.com\)](#)

5.6. Review the Controls

Risk assessment is a continuous and on-going process. Any significant changes, such as the introduction of a new piece of equipment, an unfamiliar place of work or a change of personnel could introduce new or unfamiliar hazards that are not adequately controlled. All risk assessments must be reviewed by a competent person if there has been a significant change, as a result of an accident investigation or as a minimum every 2 years.

5.7. Risk Assessment Templates

The Corporate Health and Safety Team have made a number of different risk assessment templates for supervisors and managers to use. All templates are available via the Corporate Health and Safety Intranet pages on ForestNet.

[HealthandSafetyTeamSite - Templates - All Documents \(sharepoint.com\)](#)

Supervisors/managers must ensure they use the appropriate templates for the risk assessment being undertaken. For further advice please contact a member of the Corporate Health and Safety Team.

6. Corporate Lone Working Procedures

As identified in the previous section, it is the responsibility of the relevant supervisor/line manager to undertake a suitable and sufficient risk assessment of all lone working activities undertaken by employees under their control, this includes selected suitable controls and lone working monitoring procedures.

The Corporate Health and Safety team have created a **lone working risk checklist** to assist managers in ensuring appropriate lone working control measures are selected for their employees.

6.1. Appello Lone Worker

The Appello Lone working system is the corporate lone working monitoring system. This system should be used by services who have identified medium and high-risk workers, as identified within the **lone working risk checklist**.

Signing up to the Appello Lone Worker System

As part of the employee's health and safety induction process, employees must sign up to the Appello Lone Worker System by completing the '**Lone worker pre-registration form**' this form is available on the Corporate Health and Safety SharePoint site.

Once this form has been submitted the Corporate Health and Safety team will assign the employee into a group, the CCTV control room will then provide the employee with a PIN for the application. PINs will be provided by the CCTV control room via email.

Downloading and using the Appello Lone Worker App

The Appello Lone Worker App is available on the NFDC Play Store. This app is not available on your personal phone's app store. All employees must use their work mobile device when using the system. The Appello Lone Working System is also available via an NFDC laptop or tablet device (**Appello Lone Working System**)

Use of the System and Emergency Response Procedures

Employees must register a lone working session for all lone working activities they undertake. Employees should aim to register each visit as an individual lone worker session, for example each property/location visited. A maximum timeframe of 4 hours should be registered as a lone working session. When registering a session employees must include the address of the location they are visiting, this could include multiple properties. Within the notes section employees must include additional information about the visit, where possible this should include the what 3 words location.

An email will be sent to the employee 10 minutes before their session time is up, if it is likely the lone working session will need to be extended the employee must log back into the system and update the session duration. Alternatively, if the session has come to an end and the employee has returned to a place of safety, they must mark the session as safe.

If the lone worker does not sign back into the app and mark as safe, a call will be raised to the CCTV control room. See Appendix 1.

Management of the Appello Lone Worker System

As identified under Section 4.0. the CCTV control room is responsible for maintenance and management of the Appello Lone Worker System. It is the responsibility of the relevant Service Manager to ensure all lone worker data held is correct and in date.

The Corporate Health and Safety Team will undertake annual audits of the contact information held for the purpose of the Appello Lone Working System.

Line Managers and Supervisors must ensure to notify a member of the Corporate Health and Safety Team and the CCTV control room when a lone worker leaves the organisation, all personal information will then be removed.

Auditing and Monitoring Usage

Monthly activity reports will be sent to all responsible Service Managers. The monthly reports will contain the following:

- All sessions start and end times
- Session durations
- Session address
- Session notes
- Session end reason
- Action required
- CCTV action notes

In addition, the Corporate Health and Safety team will undertake quarterly lone worker reports, these reports will be presented at the quarterly Health and Safety Panels and as part of the quarterly Health and Safety Report to EMT, Employee Side Liaison panel and HR Committee.

The Corporate Health and Safety Team will also undertake regular audits of the systems and its use by employees.

As identified within Appendix 1 Emergency Procedures, a CRM report must be completed by the CCTV control room when a lone workers emergency response contact has been contacted to investigate an activation, where appropriate the Corporate Health and Safety team will undertake an accident investigation into the activation.

6.2. Warning Marker Register

NFDC has a duty to protect the Health, Safety, and welfare of its employees. Where an individual displays behaviour which leads the Council to believe that they may pose a risk to employees that encounter them, the Council must take action to reduce the risk to its employees as far as is reasonably practicable.

The Council, therefore, keeps a central Warning Marker Register (WMR) which records information relating to individuals who pose, or could potentially pose, a risk to employees who encounter them.

All employees who may be at risk or have cause to attend residential or business addresses in the course of their employment must be provided access to the Warning Marker Register as part of their health and safety induction.

Please see the Councils Warning Marker Register Policy for further information. **[HealthandSafetyTeamSite - Warning Marker Register - All Documents \(sharepoint.com\)](#)**.

6.3. Training Requirements

Suitable and sufficient training must be provided to all lone workers. Not only in the forms of the risks associated with lone working, but also the processes and procedures that are to be followed as a result. The provision of training must be assessed as part of the risk assessment process.

As a minimum all lone workers must be provided with general lone working training and personal safety e-learning training, this must be provided by the relevant supervisor via toolbox talks or via the Councils LMS system as part of the employees H&S induction.

Additional training maybe required for those employees who are provided with lone working equipment or who require access to the Councils Warning Marker Register. Suitable and Sufficient training and instruction must be provided as part of the employees H&S induction.

7. Further Guidance

- [Corporate Health and Safety Intranet Pages on Lone Working](#)
- [Corporate Health and Safety Intranet Pages on the Warning Marker Register](#)
- [Corporate Health and Safety Intranet Pages on Training](#)
- [Warning Marker Policy and Guidance](#)
- [HSE Advice for Lone Workers](#)
- [HSE Advice for Managers \(Lone Working\)](#)

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8. Appendices

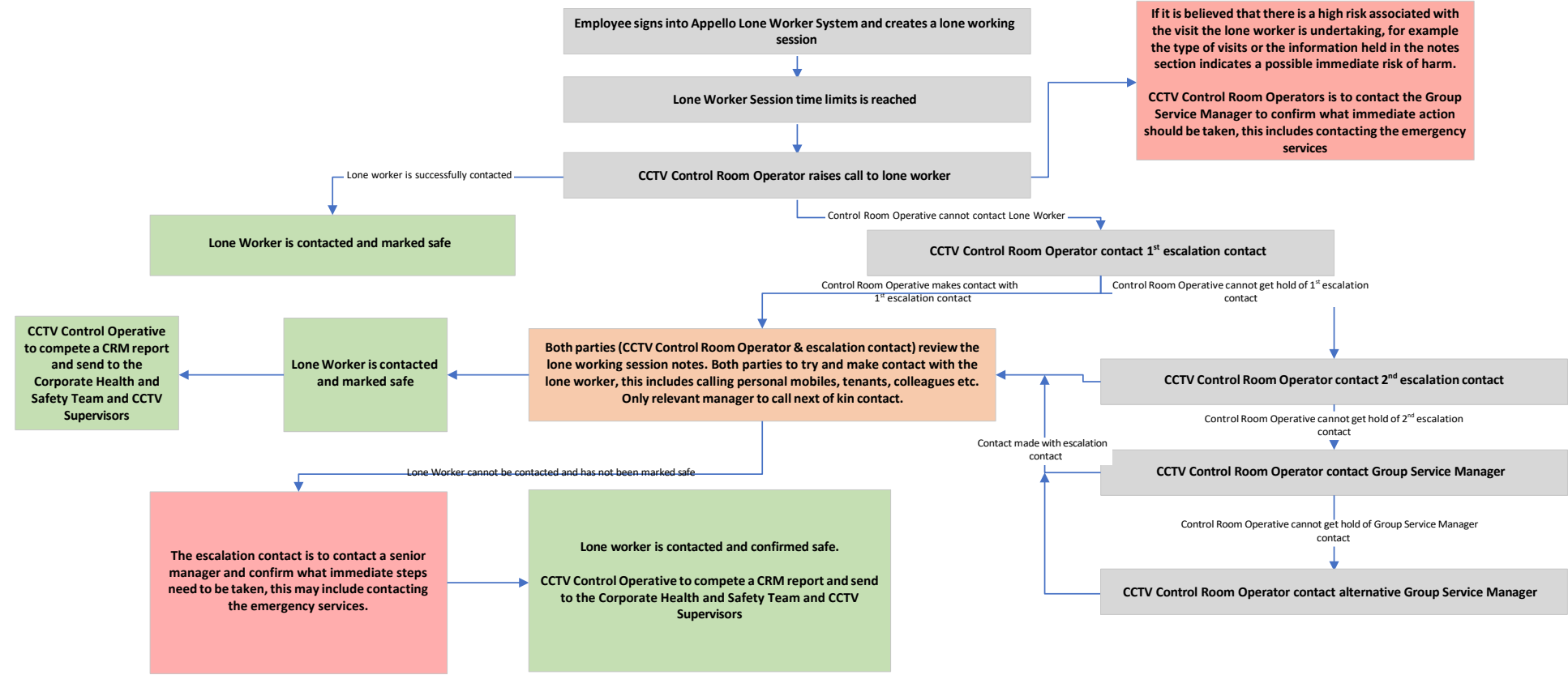
Appendix 1 – Appello Lone Working Emergency Procedures

Appendix 2 – Appello Lone Worker System User Guide

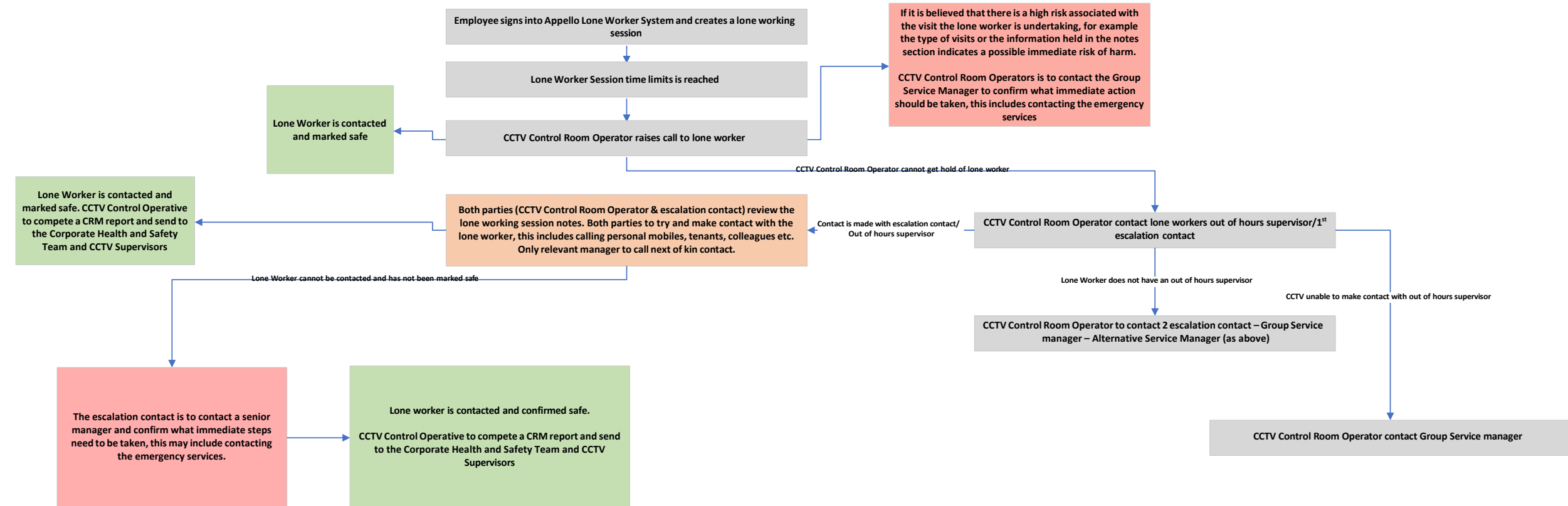
Appendix 3 – Lone Worker Risk Checklist

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Appello Lone Worker System – Emergency Procedures In-Hours



Appello Lone Worker System – Emergency Procedures Out of Hours

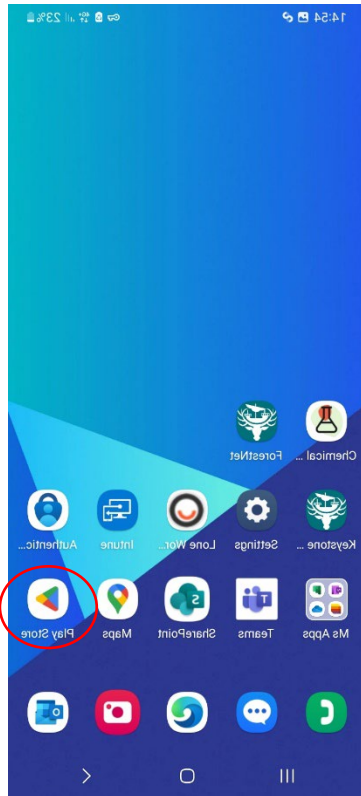


Appello Lone Worker System

User Guidance

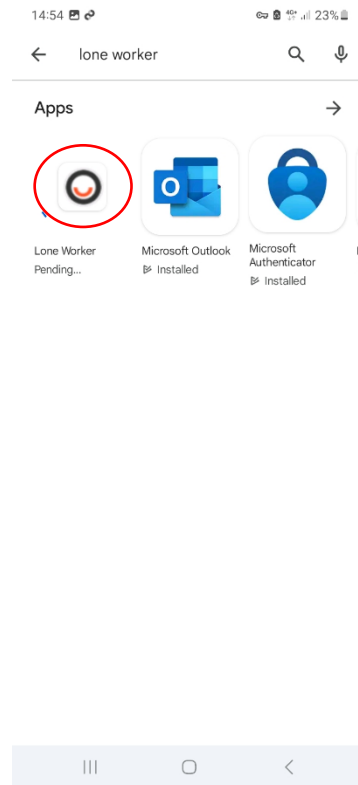


1.0. How to Download the App

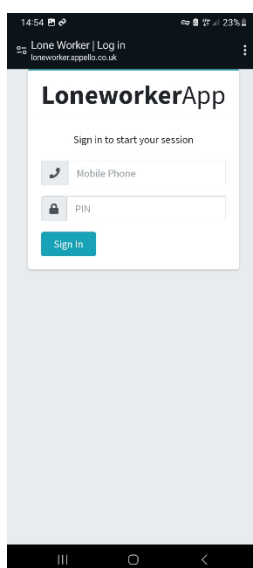


Step 1 – Click on the Play Store Icon (see icon coloured in red)

Step 2 – download the Appello lone worker app by clicking on the icon highlighted in red (on your right)



2.0. Logging into the App

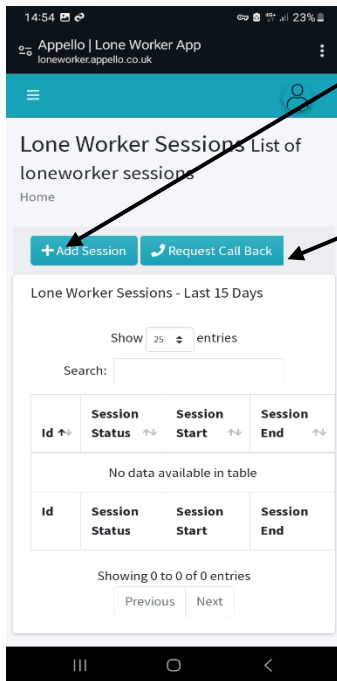


Once you are on the apps home page you need to type in your mobile number and PIN and then click sign in.

Your PIN will be provided to you by the CCTV control room.

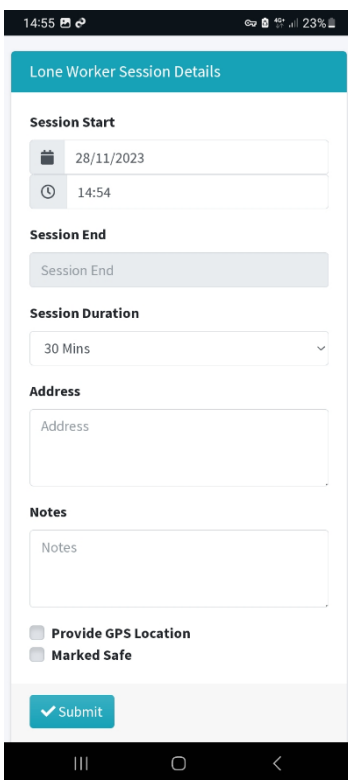
Once logged in you can save your username and password to your device.

3.0. Creating a Lone Worker Session



From the home screen you can create a lone working session. Just click on 'add session'.

You can also request a call back from the CCTV control room if you need assistance, just click the 'request call back' option.



Session Start

Your session start time and date will be automatically populated by the app.

Session Duration

You will now need to select your session duration from the drop-down menu. A maximum of 4 hours should be selected per lone working session from.

Address

Add the address of the location you will be undertaking. If you will be visiting more than one property, please include all addresses visited.

Notes

In this box you should include additional information about the lone working session, this includes the type of visit you are undertaking, any additional risks with the location or members of the public. You should also include the 'what three words' location of your lone working session.

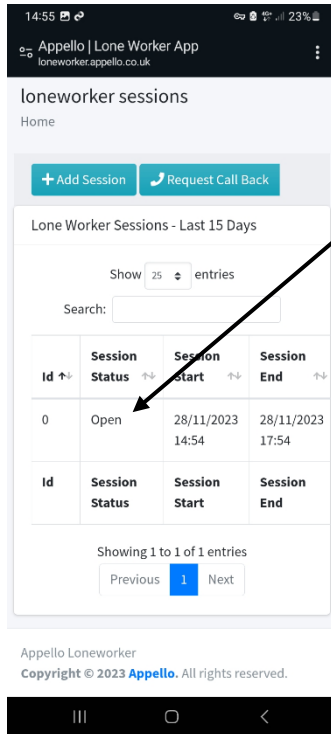
GPS Location

You can also add your current GPS location by ticking the 'provide GPS location' box. This is not live GPS tracking and only provide a GPS location at the time you created the session.

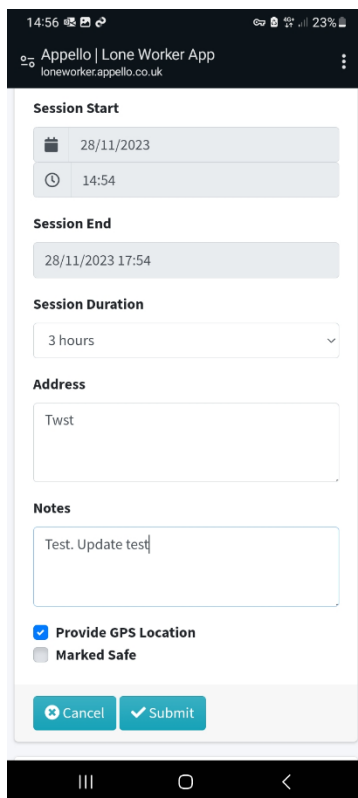
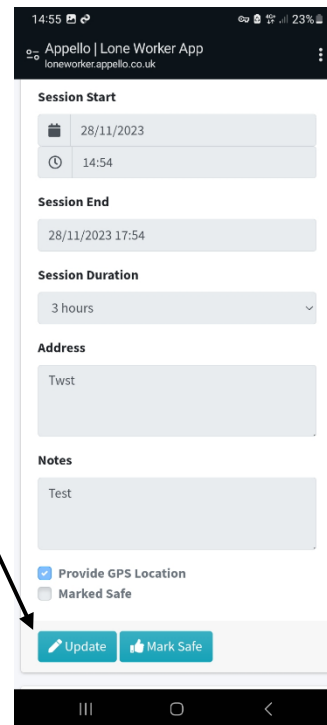
Submit

Once all the information has completed just click submit. You will then receive a prompt to confirm your session has been added.

4.0. How to Update a Lone Worker Session

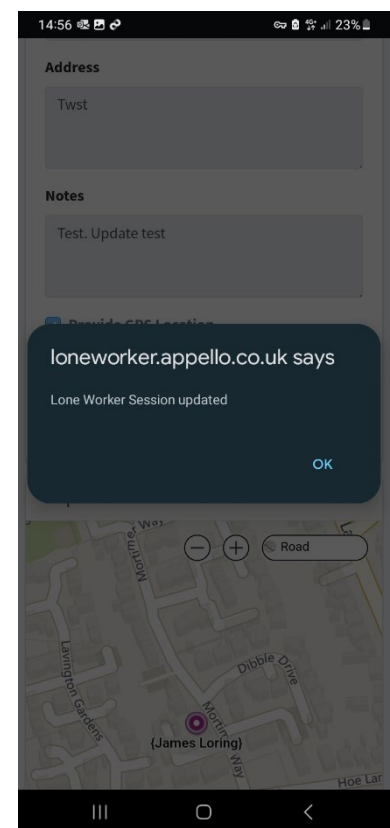


From the home screen you will be able to see all closed and open lone working sessions. To edit an open session to click on the session. To update the session, click on 'update'.

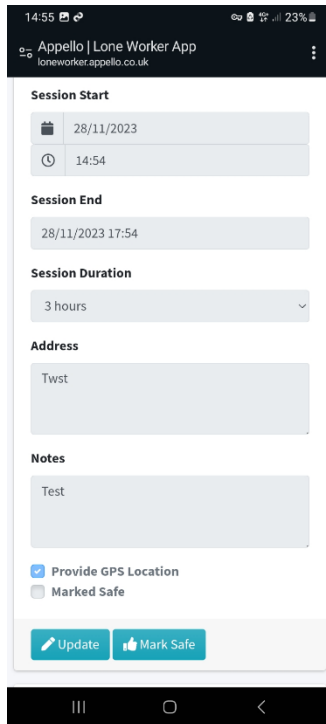


From the screen you will be able to update any of the fields, including changing the session duration.

Once you have updated any information on the session you will be provided with a prompt to confirm you have done this successfully.



5.0. How to Close a Lone Worker Session



14:55 Appello | Lone Worker App
loneworker.appello.co.uk

Session Start
28/11/2023
14:54

Session End
28/11/2023 17:54

Session Duration
3 hours

Address
Twst

Notes
Test

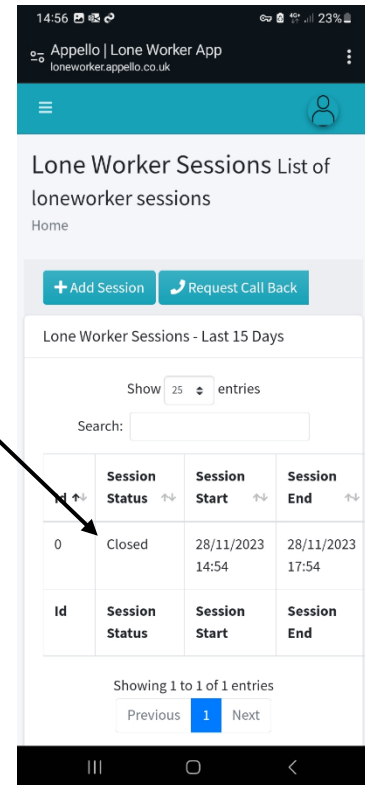
Provide GPS Location
 Marked Safe

Update Mark Safe

To close a lone working session, you will need to open the relevant session as identified under section 4.

From this screen just click 'mark safe'

You will be able to see if a session has successfully been closed from the home screen.



14:56 Appello | Lone Worker App
loneworker.appello.co.uk

Lone Worker Sessions List of loneworker sessions
Home

+ Add Session Request Call Back

Lone Worker Sessions - Last 15 Days

Show 25 entries

Search:

Id	Session Status	Session Start	Session End
0	Closed	28/11/2023 14:54	28/11/2023 17:54

Showing 1 to 1 of 1 entries
Previous 1 Next

Corporate Lone Worker Risks Checklist

This form is to be used to assist managers and supervisors in determining the risk level of their staff who are identified as a lone worker. A lone worker is defined as those workers who work by themselves without close or direct supervision.

This document will not meet the requirements of a suitable and sufficient risk assessment, following the completion of this checklist, managers and supervisors must complete a suitable and sufficient risk assessment of all lone working activities.

Part 1 – Individual Experience & Competency

Definition	Score	
Individual is experienced and familiar with the role they are undertaking. Suitable conflict management training received.	1	<input type="checkbox"/>
Individual is familiar with the role they are undertaking, but not experienced.	2	<input type="checkbox"/>
Is a young person or individual who requires additional supervision.	3	<input type="checkbox"/>
Individual has specific vulnerabilities: pregnant, health issue, recent injury, etc.	4	<input type="checkbox"/>
Individual has not received appropriate training for the role	5	<input type="checkbox"/>
Individual has not received appropriate training for the role and individual is identified as vulnerable	6	<input type="checkbox"/>

Part 2 – Job Activities & Tasks

Definition	Score	
Individual works at a fixed site, for example ATC, LTH, MLD. Individual has regular supervision from other employees within the Council.	1	<input type="checkbox"/>
Individual works as part of the WorkSmart scheme.	2	<input type="checkbox"/>
Job role requires individual to drive to site as part of their role. They may visit multiple sites during the day.	3	<input type="checkbox"/>
Cash handling is involved in the work they do.	4	<input type="checkbox"/>
Individual undertakes work using equipment such as hand tools, electrical power tools, fixed plant, working from height equipment.	5	<input type="checkbox"/>
Job role requires the employee to undertake enforcement activities such as issuing notices or FPNs.	6	<input type="checkbox"/>
Job role requires the employee to have challenging conversations with members of the public who may express erratic or aggressive behaviour.		

Part 3 – Working Environment

Definition	Score	
Individual is based in a Council office where there will be other staff onsite/support available.	1	<input type="checkbox"/>
Individual has to visit people in their homes which can be pre-arranged over the phone – sufficient information on site/ individual being visited.	2	<input type="checkbox"/>
Job role requires the employee to visit different public sites across the district undertaking basic maintenance works or meeting/working with the public.	3	<input type="checkbox"/>
Job role requires the employee to visit people in their home through reactive issue or complaints, which are unlikely to be arranged ahead of the visit	4	<input type="checkbox"/>
Job role requires the employee to undertake work in remote locations, on or near roads/highways, coastal areas, near deep in land water or other high-risk locations/environments.	5	<input type="checkbox"/>
Job role requires the employee to undertake visits out of hours, evenings, or weekends to unfamiliar sites.	6	<input type="checkbox"/>

Additional comments:

Part 4 - Lone Worker Risk Assessment Score Sheet

3 – 6 = **Low risk** – Monitor the individual/ team/ work being undertaken.

Individuals job is not intrinsically dangerous, Manager/ supervisor may be required to contact staff at the start & end of the day.

Situation to be reviewed when there are significant changes to the job role/ environment.

7-12 = **Medium Risk** – staff need to have a corporate control in place to manage the risk.

Member of staff is a lone worker who could potentially be in a scenario with an aggressive, verbally abusive, or unhappy individual.

Need to ensure the individual has the skillset to deal with aggressive/ emotional/ abusive client scenarios which is reasonably foreseeable.

Need to monitor the control measures which are introduced, e.g., Appello Lone Worker App on mobile phone, to ensure it is being correctly used. Regular refresher training likely to be required.

All action must be based on the likelihood of injury and should be proportionate to a medium risk area.

13 – 18= **Higher Risk** – Staff need to have a corporate control in place to manage the risk,

Member of staff is a lone worker, and it is predictable that they could be in a scenario with an aggressive/ unhappy individual.

Need to ensure the individual has had appropriate training on Conflict Management/ Dealing with Aggression so they have the skillset to deal with aggressive/ emotional/ abusive clients. Specific training may be required for the job role because of specific clientele being dealt with, or enforcement work.

A lone working session should be created for each visit, the employees line manager/supervisor should be notified of the visit/lone working activity.