NIGALA LONE WORKING
POLICY & PROCEDURE

Employed and Self-Employed Panel Members

December 2013
<table>
<thead>
<tr>
<th>Contents:</th>
<th>Page No:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Introduction</td>
<td>3</td>
</tr>
<tr>
<td>Rationale</td>
<td>3</td>
</tr>
<tr>
<td>Aim</td>
<td>3</td>
</tr>
<tr>
<td><strong>Policy</strong></td>
<td></td>
</tr>
<tr>
<td>Policy Statement</td>
<td>4</td>
</tr>
<tr>
<td>Scope</td>
<td>4</td>
</tr>
<tr>
<td>Legislation</td>
<td>4</td>
</tr>
<tr>
<td>Roles and Responsibilities</td>
<td>4</td>
</tr>
<tr>
<td>Monitoring and Review</td>
<td>6</td>
</tr>
<tr>
<td>Cross-Reference to Other Related NIGALA Documents/Guidance</td>
<td>7</td>
</tr>
<tr>
<td>Records Management</td>
<td>7</td>
</tr>
<tr>
<td>Alternative Formats</td>
<td>7</td>
</tr>
<tr>
<td>Equality and Human Rights Considerations</td>
<td>7</td>
</tr>
<tr>
<td><strong>Procedure</strong></td>
<td></td>
</tr>
<tr>
<td>Reasons for Lone Working</td>
<td>8</td>
</tr>
<tr>
<td>Lone Worker Responsibility</td>
<td>8</td>
</tr>
<tr>
<td>Manager Responsibility</td>
<td>10</td>
</tr>
<tr>
<td>Emergency Response</td>
<td>10</td>
</tr>
<tr>
<td>Lone Worker Database</td>
<td>10</td>
</tr>
<tr>
<td>Further Guidance</td>
<td>11</td>
</tr>
<tr>
<td><strong>Appendices</strong></td>
<td></td>
</tr>
<tr>
<td>Appendix A: Employee/Self-Employed Panel Member Understanding of Lone Working and Organisational Responsibility</td>
<td>12</td>
</tr>
<tr>
<td>Appendix B: Lone Worker Good Practice Guidelines</td>
<td>13</td>
</tr>
<tr>
<td>Appendix C: Dynamic Risk Assessment</td>
<td>15</td>
</tr>
<tr>
<td>Appendix D: Emergency Response Steps</td>
<td>16</td>
</tr>
<tr>
<td>Appendix E: Reference Material</td>
<td>17</td>
</tr>
<tr>
<td>Appendix F: Dynamic Risk Assessment Flow Chart</td>
<td>18</td>
</tr>
<tr>
<td>Appendix G: Equality Screening</td>
<td>19</td>
</tr>
</tbody>
</table>
**Introduction**

It is recognised that many people working within NIGALA, by the nature of their job, can be required to work alone or can find themselves in such circumstances. The NHS Security Management Service\(^1\) defines lone working as:

‘Any situation or location in which someone works without a colleague nearby, or when someone is working out of sight or earshot of another colleague’.

The Health & Safety Executive (HSE) describes lone workers as those who:

1. Work from a fixed base, such as one person working alone on premises e.g. administrative staff in one of the satellite offices.
2. Work separately from others on the same premises or outside normal hours e.g. a guardian who works from the office early in the morning or late in the evening, when secretarial staff are not present.
3. Work away from a fixed base e.g. at a social work office reading files, etc.
4. Work at home e.g. self-employed panel member, remote workers.
5. Mobile workers e.g. guardians when they are out of on visits, meetings, court etc.

The NIGALA is committed to ensuring, as far as is reasonably practicable, the health, safety and welfare of all employees and self-employed panel members. NIGALA recognises that lone workers can be particularly vulnerable to risks that do not present themselves in other circumstances. Through a process of risk management, risks will be identified and controls put in place to reduce/eliminate the risk. To achieve this cooperation of everyone is essential.

**Rationale**

This policy is underpinned by health and safety legislation and places a duty on NIGALA to provide and maintain a safe working environment (Health & Safety at Work (NI) Order 1978)\(^2\).

**Aim**

The aim of this policy is to ensure that:

1. Keep employees and self-employed panel members are kept as safe as possible, as far as is reasonably practicable.
2. Lone worker has comprehensive awareness of the risks to which he/she is exposed.
3. Lone worker knows how to act when faced with these risks.
4. Joint responsibility exists between managers and employees/self-employed panel members to ensure information is transparent with respect to the whereabouts of the lone worker, what he/she is doing, when he/she will be back.
5. There is an agreed emergency response.

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\(^1\) [http://www.nhsbsa.nhs.uk/SecurityManagement/413.aspx](http://www.nhsbsa.nhs.uk/SecurityManagement/413.aspx)

NIGALA Lone Working Policy

Policy Statement

The NIGALA is committed to ensuring, so far as is reasonably practicable, that employees/self-employed panel members who are required to work alone for significant periods of time are protected from risks to their health, safety and wellbeing.

Scope

This policy applies to all those undertaking work on behalf of the NIGALA and refers to all services and activities of the NIGALA. It is applicable to:

1. All lone workers.
2. Line managers of lone workers.
3. Employees who are not defined as lone workers but may on occasion be required to fall under the definition.
4. Those employees/self-employed panel members responsible for provide information which may affect the safety of lone workers.

Legislation

Northern Ireland organisations have responsibilities under the Health & Safety at Work (NI) Order 1978 to ensure, as far as is reasonably practicable the health, safety and welfare of employees at work.

The Management of Health & Safety at Work Regulations (NI) 2000³ state that every employer shall make a suitable and sufficient assessment of:

- The risks to the health and safety of their employees to which they are exposed whilst they are at work; and
- The risks to the health and safety of persons not in their employment arising out of or in connection with the conduct by the persons of their undertaking.

Secretary of State Directions states that NHS organisations have responsibilities to manage security, which includes the protection of lone workers, in accordance with the directions to health bodies on measures to deal with violence against NHS staff and directions to health bodies on security management measures (2003, updated 2009)⁴.

Roles and Responsibilities

Chief Executive

The Chief Executive has overall responsibility for this policy and to ensure that reasonably practicable control measures can be implemented to reduce the personal safety risks associated with lone working.

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Senior Managers
It is the responsibility of the Senior Management Team to:

1. Ensure that this policy and any local policies and guidelines are disseminated to relevant employees and self-employed panel members.
2. Ensure the provision of appropriate training for all lone workers to enable the implementation of this policy.
3. Monitor the implementation of this policy and its effectiveness on employee and self-employed panel members through training, survey, supervision, incident management, as well as ensure reporting systems are used properly in relation to lone working.
4. Ensure, so far as is reasonably practicable, that appropriate equipment, facilities and/or working arrangements are in place for the protection of lone workers.

Line Managers
It is the responsibility of line managers to:

1. Ensure that all relevant policies and procedures are implemented and disseminated to employees and self-employed panel members for whom they are responsible.
2. Ensure that lone workers receive the lone working policy and training.
3. Ensure that local control measures to protect employees and self-employed panel members detailed in the procedure are made explicit and a system of monitoring them is in place.
4. Where a risk has been raised to a significant level they will work with their colleagues in order to eliminate or reduce risk to its lowest practicable level and formulate an action plan to ensure that employees and self-employed panel members have a mechanism for reporting back to their supervisor at agreed intervals.
5. Where a risk has been raised to a significant level they will ensure that risk assessments are being carried out and that actions plans are updated on a regular basis.
6. Ensure all adverse incidents that are reported are recorded as per the NIGALA’s Adverse Incident Reporting System.
7. Review lone working and associated risks as part of the annual appraisal process.

Employees/Self-Employed Panel Members
It is the responsibility of the employees and self-employed panel members to:

1. Be aware of, and comply with, the Lone Worker Policy and Procedure.
2. Be aware of, and comply with, the procedures set out in the Lone Worker Policy and Procedure.
3. Not to put themselves or others at risk.
4. Report all adverse incidents and near misses\(^5\) as soon as possible through the NIGALA’s incident reporting procedures as per the Adverse Incident Policy\(^6\).
5. Share information that could have any impact on health, safety and wellbeing with their line manager/case-coordinator.
6. Share information with their line manager if they are unable to work alone because of particular health reasons.
7. Avail of training provided in respect of lone working.
8. To consistently provide information on their work schedule as to their whereabouts in support of health and safety.

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\(^5\) A near miss is defined as an unplanned event that did not result in injury, illness, or damage – but had the potential to do so.

\(^6\) http://ntrecords/staff/InformationAssets/2012/November/Adverse_Incident_Policy.pdf
**Risk Committee/Risk Managers**
NIGALA has a Risk Management Committee in place which manages and reviews any identified risks which are detailed on the NIGALA Risk Register. The Risk Management Committee members are:

- Chief Executive;
- All Assistant Directors;
- Corporate Services Manager;
- Quality Assurance & Training Manager.

There are two appointed Risk Managers. 
- Corporate Services Manager;
- Lead Assistant Director.

The Corporate Services Manager also acts as Chair of the Risk Management Committee meetings.

**Health & Safety Committee**
NIGALA has a Health & Safety Committee in place which reviews health and safety risks. Health & Safety Committee members are:

- Corporate Services Manager;
- Administration Manager;
- Quality Assurance & Training Manager;
- Records Management Officer;
- Facilities & Complaints Officer;
- Personal Secretary;
- Guardians Ad Litem x 3.

The Corporate Services Manager also acts as Chair of the Health & Safety Committee meetings.

**Training Manager**
NIGALA has a dedicated Quality Assurance & Training Manager who takes responsibility for discussing and jointly identifying all training requirements with employees and self-employed panel members. Safety for the lone worker will be high on the agenda and all employees and self-employed panel members should avail of any training provided.

Training is particularly important for lone workers as increased knowledge and awareness of how to recognise and cope with difficult situations can help to reduce/eliminate the risk to the individual. This must be done within a legal and ethical framework where the rights and needs of the service user are balanced against the rights and safety of lone workers.

**Monitoring and Review**
The Risk Management and Health & Safety Committees are responsible for the monitoring and the ongoing review and development of this policy and procedure to ensure that it remains compliant with all relevant legislation and reflects changing needs within the organisation.

The NIGALA Lone Worker Policy and Procedure will be a standing item on the H&S Committee meeting agenda and will be monitored and reviewed every six months during the initial year of implementation and annually thereafter.

The Senior Management Team are responsible for ensuring that generic risk assessments take account of the risk of violence or the threat of violence to staff.
Cross-Reference to Other Related NIGALA Documents/Guidance

This Policy and Procedure should be read in conjunction with the following documents/guidelines:

- NIGALA Policy on Zero Tolerance.
- Escalation of Risk within NIGALA and between NIGALA and HSC Trusts.\(^7\)
- NIGALA Adverse Incident Policy.
- NIGALA H&S Policy Statement and Bulletins.\(^8\)

Records Management

The supply of information under the Freedom of Information Act 2000\(^9\) does not give the recipient or organisation that receives it the automatic right to reuse it in any way that will infringe copyright. This includes, for example, making multiple copies, publishing and issuing copies to the public. Permission to reuse this information must be obtained in advance from NIGALA.

Alternative Formats

This document can be made available on request and where reasonably practicable in an alternative format, Easy Read, Braille, audio formats (CD, mp3 or DAISY). To make a request for an alternative format please email admin@nigala.hscni.net

Equality and Human Rights Consideration

This policy has been screened for equality and human rights considerations. The screening is available in Appendix G to this document.

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\(^7\) [http://ntrecords/staff/InformationAssets/2013/September/Escalation%20of%20Risk%20Policy.pdf](http://ntrecords/staff/InformationAssets/2013/September/Escalation%20of%20Risk%20Policy.pdf)
\(^8\) [http://ntrecords/staff/Meetings/health_safety/health_and_safety.htm](http://ntrecords/staff/Meetings/health_safety/health_and_safety.htm)
NIGALA Lone Working Procedure

Reasons for Lone Working

By the nature of the NIGALA business, employees and self-employed panel members will work on their own at specific times and the following procedure and attached appendices outline the risk associated with lone working and steps which NIGALA has put in place to reduce the risks associated with lone working as far as is reasonably practicable.

Lone Worker Responsibility

Lone working means that the workers do not have their line manager or work colleagues close by for support and advice. Lone workers must take responsibility for ensuring their work base is a comfortable and safe environment in which to work.

Employees and self-employed panel members should have an understanding of lone working and organisational responsibilities as described in Appendix A.

Lone workers must put their safety first. They should promptly notify their line manager/case coordinator, if the person or area they are visiting poses any risk. All accidents/incidents should be reported to their line manager as soon as practicable and recorded on the Datix system by completing an incident report form.

In circumstances where a risk to personal safety has been identified, in the course of conducting their enquiries lone workers should take all reasonable measures to mitigate such risks e.g. can a meeting happen at a NIGALA facility, a public place or a joint visit?

Identification of Risks

The risk identification process should be carried out to identify the risks to lone workers and any others who may be affected by their work. This information is needed to make decision on how to manage those risks and ensure that the action taken is proportionate. Arrangements also need to be made to monitor and review findings. When employees and self-employed panel members are going to be working alone, they should assess any immediate and unfolding risks to their safety i.e. conduct a Dynamic Risk Assessment (see Appendices C & F). There are a number of decisions available to the lone worker if they feel in serious or imminent danger.

Lone Worker Considerations

There are a number of considerations that a lone worker must take into account when going about their everyday work:

1. Have risks been identified at the beginning of each piece of work? For guardians this means guardians proactively seeking clarification at the beginning of each new case, whether any identified risks to personal safety exist.
2. Has the line manager/case coordinator been notified in advance of pending risks to your safety?
3. Is a robust safety plan in place?

4. Has other professionals involved such as Solicitor, Social Worker etc been notified of identified/potential risk?
5. Does anyone know where you are and what your plans are?
6. What do you know about the person you are meeting?
7. Can the NIGALA contact you, or vice versa?
8. Do you know where you are going and how to get there?
9. Do you know how to get in and out of a particular building and the fire safety arrangements for the building?
10. If you have access to any safety equipment e.g. panic alarm, mobile phone is it in working order and does it have enough battery life?
11. Do you know who to contact in case of an accident or emergency situation?
12. Road Safety issues.

**Before a Visit:**
Lone workers should make themselves aware of the possible risks and consider potential methods for dealing with risks that may occur. Lone workers should make themselves aware of the information provided in the appendices attached to this document. Where high risk is known, a process should be agreed with the line manager/case coordinator.

**Information Sharing:**
Information concerning risks of individuals and addresses should, where legally permissible, be communicated internally to all relevant staff who may work with the same clients.

**Low-Risk Activities:**
There may be certain scenarios and activities that can be classified through risk assessment as low-risk, for example employees and self-employed panel members undertaking office work during normal daytime hours. Employees and self-employed panel members in this situation may be authorised to work lone without the agreement of their line manager. However, risk assessments need to consider not only safety while at work during normal office hours, but also issues of location and timing relating to personal safety (for example someone leaving an empty building alone at night).

**High-Risk Activities:**
If there is a history of violence of the client or other friends/relatives who may be present, or the location is considered high risk, the lone worker must reconsider whether the client should be interviewed away from their home, at a neutral location or within a secure environment, or if it is considered too high risk that this is reported to the court to inform of the difficulty.

**Scheduling Visits:**
Before visiting a location that is a known risk, colleagues who may have worked alone in the same situation previously should be contacted. This aids communication and informs the action taken to minimise the risks.

**Equipment:**
If a lone worker has been given personal equipment, such as a blackberry or a panic alarm, due care should be taken by the lone worker to maintain this in good working order and ensure it is fully charged and ready to use.

**Travelling/Driving:**
Guardians Ad Litem can spend a significant part of their working day travelling to and from meetings, court etc. Long periods of driving can lead to fatigue and can result in loss of concentration. Planning daily travel to allow time for rest breaks will assist in minimising risk.

Further lone working good practice guidelines can be viewed at Appendix B.
Manager Responsibility

When a lone worker reports an incident or a near miss the line manager/case coordinator is responsible for ensuring that the individual is met on a one-on-one basis to establish the details of the incident, that an incident report form\(^\text{11}\) is completed and that appropriate support is provided to the individual. This must include, depending on the severity of the incident:

1. Support from their line management/case coordinator.
2. A referral to the Occupational Health Service in relation to any injuries sustained during the incident.
3. To remind employees and self-employed panel members of the availability of Carecall services.
4. The offer of support with pursuing a prosecution through PSNI.
5. Feedback following the completion of any investigation.
6. In the event of an incident or ‘near miss’ agreement to be sought with the relevant Trust for the requirement of convening a risk assessment/safety planning meeting and where appropriate, to involve the PSNI.
7. In the event of an incident to be reported to the PSNI.

Moving forward following the incident Line Managers must ensure that appropriate action is taken to mitigate any future risks to the individual and to disseminate any lessons learned within the NIGALA. In order to manage an effective safe system of work for lone workers, managers may use some of the following:

1. Diary management.
2. Agreed code words.
3. Buddy system.
4. Record of staff contact numbers.
5. Record of vehicle description including license plate from lone worker database.
6. Lone worker and risk assessment as standing agenda items for team meetings.
7. Further training.

Emergency Response

Lone workers should make themselves aware of the Emergency Response Steps detailed in Appendix D which provides guidance on steps to be taken in the event of an emergency.

Lone Worker Database

As part of this procedure there will be a Lone Working Database that allows easy access to information about lone working individuals. NIGALA lone workers will be invited to have their details entered into this database.

The purpose of the database is to record information about the lone worker that can be easily accessed in the event of an emergency, where details need to be given to emergency services. Access to the database will be limited to designated individuals within NIGALA.

The Lone Worker Database will hold the following details:

- Photograph of individual
- Description i.e.: date of birth, colour/length of hair, colour of eyes, height.
- Name, address and telephone numbers.
- Car details: Make, Model, Colour, Registration Number.
- Next of Kin contact details i.e. address and telephone numbers.
- Line Manager details i.e. name, contact details.
- Information of any medical condition which has the potential to be life-threatening e.g. diabetes, asthma.

Further Guidance

For further reading and guidance regarding lone working please refer to Appendix E.
Appendix A: Employed/Self-Employed Panel Member Understanding of Lone Working and Organisational Responsibilities

Employed/Self-Employed Panel Members should be:

- Issued with all relevant policies and procedures relating to lone working staff?
- Trained in appropriate strategies for the prevention and management of violence (in particular, have they received conflict resolution training)?
- Given all information about the potential risks for aggression and violence in relation to clients and the appropriate measures needed to control these risks?
- Issued with appropriate safety equipment and the procedures for maintaining such equipment?
- Trained to be able to confidently use a device and familiar with the support service systems in place before being issued with it?
- Aware of how to report an incident, and of the need to report all incidents when they occur.
- Issued with the necessary contacts for post-incident support?

Are they:

- Aware of the importance of doing proper planning before a visit, being aware of the risks and doing all they can to ensure their own safety in advance of a visit?
- Aware of the importance of leaving an itinerary of movements with their line manager and/or appropriate colleagues?
- Aware of the need to keep in regular contact with appropriate colleagues?
- Aware of the need to carry out continual dynamic risk assessments during a visit and take an appropriate course of action?
- Aware of how to obtain support and advice from management in and outside of normal working hours?
- Aware that they should never put themselves or colleagues in any danger and if they feel threatened should withdraw immediately?

Do they:

- Appreciate the organisation’s commitment to and support for the protection of lone workers and the measures that have been put in place to protect them?
- Appreciate the circumstances under which visits should be terminated?
- Appreciate that they have responsibility for their own safety?
- Appreciate the requirements for reporting incidents of aggression and violence?
- Understand the support made available to lone workers by NIGALA, especially post-incident support and the mechanism to access such support?
- Understand the importance of alerting others to potential risk?
Appendix B: Lone Working Good Practice Guidelines

In advance of the meeting or visit:

- Identify possible risks - make sure you are aware of any potential difficulties.
- Speak with relevant personnel prior to any visit i.e. social workers, solicitors etc to gather as much information as possible to assist in identifying possible risks.
- If decided there are potential risks, organise a joint visit or arrange visit in a neutral venue.
- If you have any concerns about your safety, discuss these with your line manager.
- Keep the office informed of your whereabouts at all times by completing your schedule and amending your schedule if planned arrangements change throughout the day.
- If travelling by car, park as close to your meeting point as practically possible. This could provide you with a safe haven if you need to withdraw from a dangerous situation.
- If you are travelling by car and will be returning to your vehicle after dark, where possible, park in an area that will be well lit and populated on your return.

During the meeting or visit:

- Ensure you have your mobile phone with you, it is charged and it is switched ON.
- Identify yourself clearly, make sure you carry your identity card and show it to service users.
- If you have chosen to be issued with a personal alarm, ensure that you have it with you and it is easily accessible.
- Only carry information that is necessary for the visits you are making that day, or in each period away from your office.
- Do not carry any unnecessary valuables.
- When travelling in your car, keep any belongings, especially valuables, hidden.
- Aim to not enter vulnerable areas of the service user’s home (e.g. Bedroom, Bathroom).
- Always leave a clear exit route between you and your client.
- If in doubt leave and rearrange the appointment for another time, when someone can accompany you or rearrange in a neutral venue.

In the event of an incident occurring:

- Try to avoid confrontation, stay calm and try to pacify the service user.
- If violence is threatened or you feel uncomfortable withdraw from the situation as soon as possible.
- If appropriate, use your personal alarm to distract a potential attacker and withdraw to a safe place immediately.
- If appropriate and you are able to, call the police on 999.
- Contact office/designated person as soon as possible with information on your whereabouts and ask for further assistance if necessary.
- On your return to the office, notify your line manager of any incident and complete incident report form.

In the event of an accident, vehicle breakdown or other emergency:

- Call the emergency services if necessary (police, ambulance, etc) 999 (emergency) or PSNI central number 0845 600 8000 (non-emergency).
- Contact the office/line manager as soon as possible with information on your whereabouts and ask for further assistance if necessary.
- Always carry business card and identity card on person for ID purposes in the event of a serious accident where lone worker may be unconscious.
When working alone in the main office or from home:

- Ensure the premises are secure.
- Do not allow entry to an unknown person.
- Should an incident occur, call the police immediately on 999.
- Contact office/line manager as soon as possible with information on your whereabouts and ask for further assistance if necessary.

Role of Designated Person i.e. Line Manager/Case Coordinator:

- If designated person i.e. line manager/case coordinator is contacted by the lone worker, the line manager/case coordinator is to find out if further assistance is required.
- Ring Police/Ambulance if requested by the lone worker.
- Determine location of the lone worker.
- Contact a family member/next of kin/home person for the lone worker if requested.
- Offer to attend the lone worker or arrange for someone to attend the lone worker if requested.
- Attend the hospital to assist the lone worker if requested.

Whereabouts Procedure for Employed/Self-Employed Panel Members:

- You must endeavour to keep your calendar up to date at all times, but at a bare minimum ensure that planned visits for the next working day are entered before the end of your last working day.
- Calendar entries must include the names of service users to be visited and the destination (the town); travel time must also be entered in the calendar.
- Ensure your work mobile phone is turned ON at all times when you are making visits and working outside of the office, so the office can contact you in an emergency.

Procedure for Lone Working out of Usual Office Hours:

- In the event you are working outside of usual office hours:
  - Inform designated person of whereabouts.
  - Duration of visit and travel.
  - Contact designated person when visit completed.
  - Arrange for designated person to contact you after an agreed period of time to ensure safety.
  - If lone worker unaccounted for after agreed period of time, emergency services to be contacted and provided with details of lone worker.
Appendix C: Dynamic Risk Assessment

The definition of a dynamic risk assessment is, ‘The continuous assessment of risk in the rapidly changing circumstances of an operational incident, in order to implement the control measures necessary to ensure an acceptable level of safety.’

It is not always possible to identify all the hazards relating to a role, especially where the work place or area is in the community or otherwise outside of the NIGALA’s immediate control. In such situations lone workers should be trained to undertake “dynamic” risk assessments at the work location on arrival. This would cover situations where the actual presence of hazards cannot necessarily be detected in advance such as the influence of alcohol, drugs or the threat posed by animals or other hostile elements. It is vital that in such circumstances workers are empowered to make the decision as to whether or not it is safe to work.

In 1998 the Home Office’s published five dynamic steps of the Dynamic Risk Assessment Method. Although these do not relate specifically to those working within the field of social care they can be easily translated:

**Evaluate the situation:** consider issues such as what operational intelligence is available, what tasks need to be carried out, what are the hazards, where are the risks, who is likely to be affected, what resources are available?

**Select systems of work:** consider the possible systems of work and choose the most appropriate. The starting point must be procedures that have been agreed in pre-planning and training. Ensure that personnel are competent to carry out the tasks they’ve been allocated.

**Assess the chosen systems of work:** are the risks proportional to the benefits? If yes, proceed with the tasks after ensuring that goals, both individual and team, are understood; responsibilities have been clearly allocated; and safety measures and procedures are understood. If no, continue as below.

**Introduce additional controls:** reduce residual risks to an acceptable level; if possible, by introducing additional control measures, such as specialist equipment or personal protective equipment.

**Reassess systems of work and additional control measures:** if risks remain, do the benefits from carrying out the task outweigh the costs if the risks are realised? If the benefits outweigh the risks, proceed with the task. If the risks outweigh the benefits, do not proceed with the task, but consider safe, viable alternatives.

The ‘safe person’ concept is central to dynamic assessment. Safety management normally relies on the safe place, safe equipment, safe systems of work and safe person idea; ensuring that collective control measures are in place to make the workplace safe. While safe places rely on design and physical controls, the safe person relies on human factors such as motivation, experience, competence, attitude and perception of risk.

There are two elements: organisational responsibility and personal responsibility. For its part, NIGALA will provide the necessary supports to ensure employees/self-employed panel members are able to remain safe in a hostile environment. They need to be clear what they expect lone workers to do in the field: employees/self-employed panel members must be able to identify hazards and decide whether risk control is possible. If it’s not, employees/self-employed panel members should feel confident enough to stop the job or call in more help.
Appendix D: Emergency Response Steps

Below are Emergency Response Steps to be taken by employees/self-employed panel members and line managers/case coordinators in the event of an emergency:

In the event of an emergency:

- In the event an attack on a lone worker, the lone worker should contact the police and/or ambulance on 999 if able to do so.
- Lone worker should contact the office/line manager/case coordinator as soon as possible to provide information of whereabouts and request further assistance if required.

Role of Designated Person i.e. Line Manager/Case Coordinator:

Each employee/self-employed panel member is to have a designated person. This person will be the employee/self-employed panel member’s line manager/case coordinator or alternative manager if line manager/case coordinator is on leave.

- If line manager/case coordinator is contacted by the lone worker, the line manager/case coordinator to find out if further assistance is required.
- Ring Police/Ambulance if requested by the lone worker.
- Determine location of the lone worker.
- Contact a family member/next of kin/home person for the lone worker if requested.
- Offer to attend the lone worker or arrange for someone to attend the lone worker if requested, plus any other arrangements which may be necessary e.g. if the lone worker has been taken in an ambulance, arrangements for car etc to be collected.
- Attend the hospital to assist the lone worker if requested.

Response to missing/unaccounted member of staff:

- Line manager/case coordinator to contact the Police.
- Access employee/self-employed panel member lone working database for relevant details of the lone worker and provide these details to the Police.
- Access the lone worker’s schedule for details of whereabouts, arrangements for the day, people due to meet and provide this information to the Police.
- Line manager/case coordinator to continue attempts to contact the lone worker until the lone worker is located.

Recording the incident:

- On return work, or sooner with the agreement of the lone worker, details of incident to be recorded by line manager/case coordinator.

PSNI Contact Numbers:

<table>
<thead>
<tr>
<th>Service</th>
<th>Contact Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emergency</td>
<td>999</td>
</tr>
<tr>
<td>Emergency Text Phone</td>
<td>18000</td>
</tr>
<tr>
<td>Non-Emergency</td>
<td>0845 600 800</td>
</tr>
<tr>
<td>Police Headquarters</td>
<td>028 90650222</td>
</tr>
<tr>
<td>Crimestoppers</td>
<td>0800 555 111</td>
</tr>
<tr>
<td>Text Line</td>
<td>028 9090 1300 (for use by deaf, auditory and speech impaired only)</td>
</tr>
</tbody>
</table>
Appendix E: Reference Material

For further reading and guidance regarding lone working please see below:

**Health and Safety Executive (HSE)**
The HSE has published a range of guidance and support materials to help employers manage the risk of work-related violence to staff. This includes a set of case studies demonstrating good practice in managing the risks to Lone Workers. These are all available on the HSE website at [www.hse.gov.uk/violence](http://www.hse.gov.uk/violence)

**Health and Safety Executive (HSE)**
The HSE has published a free leaflet of health and safety guidance on the risks of lone working. This is available on the HSE website at [http://www.hse.gov.uk/pubns/indg73.pdf](http://www.hse.gov.uk/pubns/indg73.pdf)

**Suzy Lamplugh Trust**
The Suzy Lamplugh Trust, a registered charity, is the leading authority on personal safety. Its role is to minimise the damage caused to individuals and to society by aggression in all its forms - physical, verbal and psychological. Website: [www.suzylamplugh.org](http://www.suzylamplugh.org)
Appendix F: Dynamic Risk Assessment Flow Chart

Assess the Situation

Do you have any concerns about your Personal Safety?

No

Proceed with care – remain vigilant

Yes

Are you sure you have covered all the risks?

No

Proceed with care – don’t forget things change.

Yes

Which of these concern you?

The person you are dealing with?

The environment you are working in?

The task you are doing?

Can you avoid or minimise the risk so that you feel confident?

Yes

No

Do not continue. Ask for help and consult your line manager/case coordinator.