

GWENT POLICE

LONE WORKING PROCEDURE



Heddlu
Gwent
Police

SUMMARY

THIS SUMMARY IS STRICTLY AN OVERVIEW OF THE KEY ELEMENTS OF THE DOCUMENT AND FOR A MORE COMPREHENSIVE EXPLANATION THE WHOLE OF THE DOCUMENT SHOULD BE READ

This procedure is directly linked to the Health and Safety Policy. The purpose of this procedure is to make sure there is robust process in place to ensure the health and safety at work of lone workers within Gwent Police.

This process includes the identification of lone workers, the undertaking of associated risk assessments and the application of control measures designed to reduce risks to lone workers.

In all cases where there is a requirement for lone working, it is the responsibility of the line manager to:

- assess the risks to lone workers,
- identify any necessary control measures to avoid or minimise risk,
- implement any necessary control measures to avoid or minimise risk
- ensure lone workers receive appropriate instruction, training and equipment etc.

The desired outcome is that Gwent Police can operate in an effective and efficient way through the appropriate use of lone working whilst ensuring the health and safety of police officers and police staff and persons working on behalf of Gwent Police.

INDEX

- 1.0 Guidance, Procedures, Tactics**
 - 1.1 Risk Assessments and Health & Safety Considerations
 - 1.2 Specific Instructions, Tactics, Methods, Practices and Procedures
 - 1.3 Individual Roles and Responsibilities

- 2.0 Procedure Statement & Intentions**
 - 2.1 Principle & Scope of Procedure
 - 2.2 Aims of Procedure

- 3.0 Introduction**
 - 3.1 Origins / Background Information
 - 3.2 Motivators / Driving Forces
 - 3.3 The Legal Basis and Legitimate Aims
 - 3.4 The Appendices
 - 3.5 Definitions

- 4.0 Implications of the Procedure**
 - 4.1 Financial Implications / Best Value
 - 4.2 Human Resources / Training
 - 4.3 Strategic Plan Links
 - 4.4 Partnership Links
 - 4.5 Diversity
 - 4.6 Consultation

- 5.0 Human Rights Consideration Certification**
 - 5.1 Auditing for Potential Interference and Discrimination
 - 5.2 Key Human Rights Principles
 - 5.3 Rights, Publication, Audit and Inspection
 - 5.4 Certificate of Compliance
 - 5.5 Legal Vetting

- 6.0 Promotion and Distribution**
- 7.0 Monitoring / Review**
- 8.0 Procedure Identification Page**

Appendix A – Some examples of Lone Working within Gwent Police

Appendix B – Notes of guidance on undertaking risk assessments for lone workers

1.0 Guidance, Procedures, Tactics

1.1 Risk Assessment and Health and Safety Considerations

Gwent Police has a duty of care to all police officers, police staff, voluntary workers and persons working on behalf of Gwent Police such as contractors. whilst in employment, whether this be at police premises or away from police premises. Gwent Police also has a duty of care to contractors and persons working on behalf of Gwent Police engaged in lone working .

Line managers should consider the impact of potential risks to the individual within their working environment and the potential problems that may arise.

The Gwent Police Service risk assessment process should be applied as necessary. A training package in the use of risk assessment will be provided to all personnel if required or requested.

1.2 Specific Instructions, tactics, methods, practices and procedures

This procedure relates to police officers, police staff and persons working on behalf of Gwent Police such as voluntary workers and contractors.

1.2.1 It is recognised that there are many work roles where lone working may be necessary and in a number of cases e.g. patrol these will be covered by generic risk assessments. These reasons may include:

a) Those who work alone on police premises e.g.

- Station Enquiry Officers
- Receptionists
- Catering or vehicle maintenance personnel working in an area isolated from the rest of the building
- People working outside of normal working hours
- Voluntary Workers

b) Those who work away from their fixed base e.g.

- Police Officers
- Police Community Support Officer
- Traffic Wardens
- Crime Scene Investigators
- Coroners Liaison Officers
- Any person who undertakes visits or attends meetings, seminars, conferences in the community
- Voluntary Workers

c) People who are home workers

d) Contractors working on behalf of Gwent Police in buildings or areas of buildings which are under our control.

1.2.2 In all cases where there is a requirement for lone working, it is the responsibility of the line manager to:

- assess the risks to lone workers,
- identify any necessary control measures to avoid or minimise risk,
- implement any necessary control measures to avoid or minimise risk
- ensure lone workers receive appropriate instruction, training and equipment etc.

Guidance on undertaking a risk assessment for a lone worker is set out in Appendix B of this procedure. Further guidance can be obtained from the H&S intranet site, Business Managers and Safety Representatives

1.2.3 Where an accident or other incident takes place involving a lone worker it must be reported using Gwent Police Report of an Accident / Injury / Assault / Dangerous Occurrence or Near Miss Form F2508 form. In any subsequent investigation consideration should be given to understanding if lone working was a contributory factor and whether further control measure are necessary to avoid or minimise future risk.

1.2.4 Administration

Blank Risk Assessment forms can be obtained via the intranet from human resources - health & safety – risk assessments.

http://intranet/support/uniform_ops/human_resources/hs/riskassess/

1.3 Individual Roles and Responsibilities

1.3.1 The Head of Human Resources is responsible for:

- Ensuring there is a process in place for identifying, evaluating and managing the risks associated with lone working.
- Ensuring there are arrangements for monitoring incidents linked to lone working and that the effectiveness of the procedure is regularly reviewed.
- The provision of training for Lone Workers

1.3.2 The H & S advisor is responsible for:

- Providing specialist advice and guidance regarding Health and Safety Issues.

1.3.3 Line Managers are responsible for:

- Ensuring that written role and task risk assessments are carried out and reviewed regularly.
- Putting procedures and safe systems of work into practice which are designed to eliminate or reduce the risks associated with working alone;
- Ensuring that individuals identified as being at risk are given appropriate information, instruction and training;
- Ensuring that response arrangements are clear, workable and appropriate support is given to those involved in any incident;
- Managing the effectiveness of preventative measures through a system of reporting, investigating and recording incidents;
 - Ensuring that Lone workers are suitably experienced, have received suitable supervision, instructions and, training on the risks they are exposed to and the precautions to be used.

1.3.4 Lone Workers are responsible for:

- Taking reasonable care to look after their own health and safety;
- Co-operating and complying with any control measures designed to eliminate or reduce the risk of lone working.
- Safeguarding the health and safety of other people affected by their work;
- Complying with Gwent Police's health and safety policy and associated procedures;
- Participating in training designed to meet the requirements of the health and safety policies and procedures;
- Operating authorised equipment in accordance with relevant safety instructions and any training they have been given;
- Reporting any dangers or identified areas of risk as soon as practicable to an appropriate manager. This will include any accidents, or incidents that could have given rise to an accident;
- Notifying their manager, at the first opportunity, of any change in their ability to undertake their role, including any adverse medical conditions.

Divisional / Departmental Health and Safety Groups are responsible for ensuring Lone working Risk Assessments are carried out in their area

2.0 Procedure Statement & Intentions

2.1 Principle & Scope of Procedure:

This Procedures sets out the way in which Gwent Police will ensure that so far as is reasonably practicable, it will comply fully with the requirements of the Health and Safety at Work Act 1974 and all other relevant statutory provisions and recognised codes of practice in relation to lone workers.

This Procedure is not intended to provide specific advice or guidance in relation

to the management of lone workers, which will be found in the appropriate risk assessment.

2.2 Aims of Procedure

This procedure is designed to ensure that a process is in place to proactively protect police officers and police staff from any risks associated with lone working by:

- recognising the circumstances in which police officer, police staff or contractors are engaged in lone working;
- raising awareness of the issues related to lone working;
- ensuring appropriate risk assessments takes place;
- ensuring suitable control measures are put in place to eliminate or reduce any risks;
- ensuring that appropriate training is available to all personnel in all areas that equips them to recognise risk and provide practical advice on safety when working alone;
- ensuring that suitable support is available to personnel who are required to work alone;
- ensuring appropriate consultation takes place with lone workers and their representatives;
- enabling full reporting of incidents relating to lone working so that the effectiveness of the policy can be reviewed.

3.0 Introduction

3.1 Origins/Background Information

Gwent Police's commitment to ensuring the Health, Safety and Welfare of all personnel is set out in our Health and Safety Policy Document. Due to the nature of our operation it is inevitable that some personnel may be required to work alone for significant periods of time without close or direct supervision.

Lone working is specifically prohibited in a small number of well-established situations. These include work on live electrical conductors, working in confined spaces and diving operations. In other situations, working alone may be perfectly acceptable providing an employer has undertaken a risk assessment and has taken steps to avoid or control risk where necessary.

This procedure has been developed to proactively protect personnel from any risks associated with lone working.

3.2 Motivators/Driving Forces

Under the Health and Safety at Work Act 1974 and the Management of Health and Safety at Work Regulations 1999 organisations are required to assess risks to personnel and take steps to avoid or control risks where necessary.

3.3 *The Legal Basis and Legitimate Aims*

Health and Safety at Work Act 1974.

Management of Health and Safety at Work (MHSW) Regulations 1999.

Working Alone in Safety - Controlling the Risks of Solitary Work, HSE Books
ISBN 071761507 or via Internet: <http://www.hse.gov.uk/pubns/indg73.pdf>

3.4 *Appendices*

A. List of Some Examples of Lone Working within Gwent Police

B. Advice for People Undertaking Risk Assessments of Lone Workers

3.5 *Definitions*

Lone Worker - those who work by themselves without close or direct supervision.

Personnel – All Gwent Police Officers, Police Staff and volunteers.

Contractors – All agency workers, self employed workers, or 3rd party workers within Gwent Police

3.0 Implications of the Procedure

4.1 Financial Implications/Best Value

There are no financial implications in the adoption of this procedure.

4.2 Human Resources/Training

No additional staff will be required in the implementation of this procedure.

4.3 Strategic Plan Links

To make provision for the safe and healthy working conditions for all Gwent Police Personnel and those working on behalf of Gwent Police.

4.4 Diversity

In the application of this policy consideration must be given to the possible social impact of this policy on the community. A social impact assessment is a requirement to ensure all issues are considered. This is also a requirement of

the Gwent Police Race Equality Scheme. Social impact assessments must be undertaken before and after the application of this policy.

Under the Race Relations (Amendment) Act 2000 Gwent Police is required to undertake proactive work to meet the General Duty of :

- Eliminating unlawful racial discrimination;
- Promoting equality of opportunity;
- Promoting good relations between people of different ethnic groups.

The General Duty is outlined in Section 71 (1) of the Act, and must be met **in its entirety**.

Monitoring must be undertaken to ensure that there is no adverse impact either positive or negative upon any one particular social group or individual. The results of monitoring must be analysed and be available for publication, and appropriate changes made.

All individuals using this procedure must be aware of the potential impact that this procedure has on the individuals to whom it is applied. The following strands of diversity and their corresponding pieces of legislation must be considered when answering these questions.

- Race – Race Relations Act 1976
- Race Relations Amendment Act 2000
- Disability - Disability Discrimination Act 2005
- Gender – Sex Discrimination Act 1975
- Equal Pay Act 1970
- Age – Article 13 Treaty of Amsterdam (2006)
- Sexual Orientation – Article 13 Treaty of Amsterdam (2003)
- Religion – Article 13 Treaty of Amsterdam (2004)
- Employment Equality (Sexual Orientation) Regulations 2003
- Employment Equality (Religion or Belief) Regulations 2003
- Employment Equality (Age) Regulations 2006

4.5 Consultation

Police Authority

ACPO

Divisional and Departmental Heads

Police Federation

Superintendents Association

Unison Trade Union

Gwent Police Women's Association

Gwent Black Police Association

Gwent Police Disability Network

Gwent Police Gay Support Network

Welfare Officer

Freedom of Information Officer

5.0 Human Rights Consideration Certification

5.1 Auditing for potential interference and discrimination

Q1. What articles of the Human Rights Act 1998 may be engaged?

Articles 2,3, 8 and 14

Q2. Where individual rights are engaged what is the potential to discriminate against the parties involved?

Where people are involved there is always potential but:

In the application of this policy the Force will not discriminate against any persons regardless of sex, race, colour, language, religion, political or other opinion, national or social origin, association with national minority, property, birth or other status as defined under article 14 of the European Convention on Human Rights.

5.2 Key Human Rights Principles

Q1. What is the legal basis for your procedure?

Section 3.3 refers

Q2. Does the procedure provide details of what could be considered as a legitimate aim for the potential interference with an individual's rights, through the exercising of this procedure?

A legitimate aim includes the following,

1. Public Safety
2. The protection of health or morals
3. The prevention of disorder or crime; and
4. The protection of the rights of others.

Q3. How are staff made aware of the clearly defined decision making processes?

As outlined in section 1.2.

Q4. What are the minimum standards of documentation in relation to decision making?

Records should be retained as outlined section 1.2

Q5. How does your procedure provide guidance on the justification for actions and assessment as to whether the action is the least intrusive?

Section 1.2 refers.

5.3 Rights, Publication, Audit and Inspection

Q1. What is the decision on public disclosure?

This procedure can be publicly disclosed in line with the force Freedom of Information Scheme.

Q2. What rights to make representation or appeal is available?

There is the right to use internal procedures in respect to the operation of this procedure.

Q3. What internal review and audit process is in place or is proposed?

This procedure has been drafted in accordance with the principles and rights contained within the Human Rights Act 1998. It will be reviewed and continuously assessed in the light of any relevant changes and developments in the application of the Act. See section 7.

Q4. What external independent scrutiny is recommended?

This procedure document can be scrutinised during Inspection undertaken by the Police Authority and HMIC and is monitored by the relevant strategic committees.

5.4 Certification of Compliance

Consideration has been given to the compatibility of this policy and related policies and procedures with the Human Rights Act; with particular reference to the legal basis of its precepts: the legitimacy of its aims; the justification and proportionality of the actions intended by it; that it is the least intrusive and damaging option necessary to achieve the aims; and that it defines the need to document the relevant decision making process's and outcomes of actions.

5.5 Legal Vetting

There are no issues in this policy under ECHR, which cannot be resolved.

Policy Officer

This policy has been vetted.

6.0 Promotion and Distribution

- General Orders
- Force Intranet site
- Force Internet Publication Scheme
- Staff Associations and UNISON
- Training
- Health & Safety Committees

7.0 Monitoring / Review

- The Human Resources Department will monitor the application of this procedure.
- On-going review will also take place in the light of new employment legislation and best practice.
- The procedure will be formally reviewed every two years after publication or as a result of relevant impending or new legislation.

8.0 Procedure Identification Page

This procedure can be disclosed to the public

Procedure Title: Lone Worker Procedure

Reference : 517/9 b issue 1

Procedure Ownership: Human Resources

Portfolio/Business Area Owner: ACPO Operations Support

Procedure Written By: Personnel Manager

Department Responsible: Human Resources

Procedure Lead: Head of Human Resources

Links to other Policies: Health and Safety Policy, Force's Equal Opportunities Policy and Strategy Information Security, Data Protection, Fairness at Work, Race Equality Scheme, Working Away from Police Premises Procedure.

Procedure Implementation Date: PSG 27th April 2007

Procedure Review Date: two years following implementation.

Appendix A

Some Examples of Lone Working within Gwent Police

- Police Officers
- Police Community Support Officers
- Special Constables
- Public Protection Officers
- Schools Liaison Officers
- Safety Camera Unit
- Financial Investigators
- Field Intelligence Officers
- Licensing Officers
- Public Protection Officers
- Crime Scene Investigators
- Coroners Liaison Officers
- Traffic Wardens
- **Volunteers**
- Central Services Personnel
- Drivers
- Maintenance Personnel
- Stores Personnel
- Station Enquiry Officers
- Receptionists
- Homeworkers
- All personnel who undertake visits or attend meetings, seminars or conferences in the community

This is not an exhaustive list

Appendix B

Notes of guidance on risk assessments and management of lone workers

The following information is designed to assist those undertaking a risk assessment or managing lone workers. The information is not intended to be exhaustive and if for any reason you experience any difficulty, then guidance can be obtained in the first instance from Business Managers or from the Health and Safety Department.

Lone working

Lone working is specifically prohibited in a small number of well-established situations. These include work on live electrical conductors, working in confined spaces and diving operations. In other situations, working alone may be perfectly acceptable providing an employer has undertaken a risk assessment and has taken steps to avoid or control risk where necessary.

The basic principle is that lone workers should not be exposed to a greater degree of risk than two or more persons carrying out the same task.

Any assessment should take account of normal work situations and foreseeable emergencies e.g. fire, equipment failure, illness and accidents.

Lone working individuals should also be capable of assessing and responding appropriately if they encounter unanticipated lone working situations.

When undertaking risk assessments for lone workers it may be useful to consider the following questions.

Have you spoken to the lone workers?

The first step when undertaking a lone worker risk assessment is to talk to the personnel affected. They are a valuable source of information and advice. They will help to ensure all relevant hazards have been identified and appropriate control measures chosen.

Is there a risk of violence?

This is perhaps the most common risk associated with lone workers and arises from a threat of violence from an unpredictable member of the public.

Does the workplace present a special risk to the lone worker?

Consider if the lone worker is at increased risk e.g. is there a safe way in and out for one person.

Are there any manual handling requirements that could not be carried out by a single person?

Consider if the lone worker can carry all necessary equipment, substances and goods involved in the work in a safe way.

Have they had the appropriate training?

Training is particularly important where there is limited supervision, guidance and help in situations of uncertainty. Training may be critical to avoid panic reactions in unusual situations. Lone workers need to be sufficiently experienced to understand the risks and precautions fully. Lone workers need to be able to recognise when a task is beyond their competency and stop work or seek assistance.

Are there any special risks to particular groups e.g. women or inexperienced workers?

Special consideration should be given to particular groups such as pregnant women, inexperienced workers or people with special needs.

Is the person medically fit and suitable to work alone?

Lone workers should have a risk based medical assessment undertaken. You will also need to ensure the lone worker has no medical condition or is not undertaking recuperative duties that make them unsuitable for working alone. Advice can be obtained from the Occupational Health and Welfare unit.

What happens if a person becomes ill, has an accident or there is an emergency?

Lone Workers should be capable of responding correctly to emergencies. Risk assessments should identify foreseeable events. Emergency procedures should be established and all lone workers trained in them. Lone Workers should have access to adequate first aid facilities and mobile workers should carry a first aid kit suitable for treating minor injuries.

Must lone workers be monitored?

Yes, line managers must have systems in place to ensure that lone workers are adequately monitored. This must include:

- Maintaining contact by telephone or radio at regular agreed intervals
- Periodic visits to observe lone workers in remote areas of police premises or outside of police premises.

- Checking to ensure lone workers have returned to base or home on completion of a task.

In addition other measures may include:

- Contact with other lone workers
- Panic or alarm buttons
- Automatic warning devices

The adequacy of supervision will depend on the level of risk, types of risk and duration of exposure:

Is there any heightened risk of stress where an individual works in isolation?

Some people who work alone from colleagues may experience feelings of isolation. In order to reduce this risk arrangements should be made for these personnel to keep in touch and up to date with organisational and operational issues.

Where people are dealing with highly emotive or traumatic situations then arrangements may need to be put in place to ensure they are able to talk over these issues.

What about lone workers who visit our premises?

While prime responsibility for health and safety is with an employer, there remains a responsibility for Gwent police for the health and safety of contractors working alone on our premises.

It is the responsibility of the person engaging the contractor e.g. Estates Department personnel, or line managers that contractors should be given information about emergency procedures and danger areas within our buildings. There should also be a booking in and out procedures in place. Where necessary a permit to work should be should be operated.

What arrangements are in place for entering and leaving the work place?

- Where do they park? Is it safe?
- Do they use the quickest or the safest route?
- If they carry an alarm do they know how to use it?
- Do they carry money?
- Do they carry visible items of value – mobile phones, lap top computers etc?