

Drum and Brass Lone
Worker's Policy

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1.0 Introduction

DRUM AND BRASS seeks to protect those staff who work alone and undertakes to, as far as reasonably practicable, minimise the risks to the health and safety of its employees and those who may be affected by their activities.

There are many different situations staff find themselves in with regard to lone working, and it would be impractical to address each situation individually.

DRUM AND BRASS acknowledges its duty to make sufficient provision for the management of health and safety in the workplace and to fully implement the requirements of the Management of Health and Safety at Work Regulations by providing the facilities, procedures and resources for a suitable and sufficient management system.

This policy sets out the commitments and arrangements of DRUM AND BRASS for minimising the risk of physical and non-physical assaults against staff, risk of injury and improving overall personal safety and arrangements for lone working.

1.1 Definition - Physical and Non-physical Assault

Physical assaults – General Baseline Definition:

“The intentional application of force to the persons of another, without legal justification, resulting in physical injury or personal discomfort.”

Physical assaults include being shoved, pushed, punched, kicked, head-butted, but this is not an exhaustive list.

Non-physical assault – General Baseline Definition:

“The use of inappropriate words or behaviour causing distress and/or constituting harassment.”

It is very difficult to provide a comprehensive description of all types of incidents that are covered under this definition; however, the following examples would be consistent:

- Offensive language, verbal abuse and swearing which prevents staff from doing their job or makes them feel unsafe
- Negative, malicious or stereotypical comments
- Invasion of personal space
- Brandishing of objects or weapons
- Near misses i.e. unsuccessful physical assaults
- Threats or risk of serious injury to a member of staff, or visitors
- Bullying*, victimisation or intimidation
- Stalking
- Spitting
- Alcohol or drug fuelled
- Unreasonable behaviour and non-cooperation
- Any of the above linked to destruction of or damage to property

This is not an exhaustive list

*Staff on staff bullying does not fall within the context of this policy. Any such issues should be dealt with in accordance with DRUM AND BRASS’s Bullying and Harassment Policy.

1.2 Definition – Lone Working

Lone working is intended to cover all work proposed to be undertaken alone where the risk to the individual lone worker may be increased either by work itself, or by the lack of on-hand support should something go wrong. However, it is important that these risks are not over-exaggerated, as this can have a detrimental effect, by endangering an unnecessary perception of fear amongst staff that is disproportionate to reality.

Lone working can occur:

- During normal working hours at an isolated location within the normal workplace or on site

Or

- When working outside normal working hours

Under both these circumstances, DRUM AND BRASS’s guidance on lone working will apply

Staff may find themselves undertaking lone working in a variety of settings, which include:

- Community Centres
- Work alone in any given situation without direct access to other colleagues
- Employees own homes

- Travel alone using own vehicle, public transport and / or to and from any place of work

2.0 Policy Statement

DRUM AND BRASS acknowledges that there may be an increased risk to health and safety of its employees, and others when working alone. Risk assessments should be undertaken to identify risk to lone worker and measures introduced to minimise risks wherever reasonably practicable.

Directors shall ensure lone working situations are identified, appropriate risk assessments undertaken, control measures introduced and employees are provided with the necessary information, instruction and training.

3.0 Roles and Responsibilities

The Directors of DRUM AND BRASS have overall responsibility for managing all aspects of health and safety. This responsibility will be delegated to the named Director who has oversight of any project. The Director will ensure mechanisms are in place:

- To ensure any risk to a person's safety is adequately controlled, and reduced to the lowest level; which is reasonably practicable.
- To ensure, where necessary, that appropriate risk assessments and safe systems of work are in place
- To ensure that this policy is adhered to by staff and that resources are available to ensure effective implementation

3.1 Director with oversight's Responsibilities

- Promote and support the aims and objectives of this policy
- Maintain staffing levels and adequate cover when dealing with work related to violence and aggression. When there is the foreseeability of the likelihood of an incident occurring, to put into place immediate control measures to reduce the risk to the lowest level which is reasonably practicable.

3.2 Employee Responsibilities

All employees have a general duty to take reasonable care of their own safety and that of others who may be affected by their actions.

All employees must further ensure that they will:

- Cooperate with DRUM AND BRASS to enable it to meet its obligations in respect of the prevention of physical and non-physical assaults and the reduction of risks related to lone working.
- Be vigilant and ensure that any known or identified risks are immediately reported to the named Director with oversight of their project as a minimum requirement.
- Report any accident or incident in accordance with the provisions of the incident reporting procedure.
- Attend any health and safety related training made available to them

4.0 Risk Assessment and Control

The policy for dealing with lone working is no different from other activities in that it involves risk assessment for the lone working activity.

The objective of the risk assessment is to ensure that satisfactory control measures are in place for such activities.

To simplify the procedures this guidance proposes that lone working can be arranged into three risk categories, namely low, medium and high and examples of these are given in tables 1, 2 and 3 respectively...but please note that these are not exhaustive lists and the named Directors with project oversight need to identify and organise their lone working activities into these categories.

Table 1 – Low Risk Activity

| Risk Level | Activities | Control Measures |
|------------|---|---|
| Low | <ul style="list-style-type: none"> ● People engaged in tasks they would normally undertake in their project location and where the work does not involve use of dangerous machinery equipment or hazardous substances. | <ul style="list-style-type: none"> ● Lone work is permitted, but it is good practice to ensure that a second person is aware of the first person's location and they have access to means of communication. ● Inspections/risk assessments of the work area should be undertaken by the to ensure hazards have been identified, risk controlled and provisions for emergencies are in place e.g. escape routes open, fire fighting equipment, first aid, etc. ● Induction training and health and safety information. ● Staff are aware of the correct incident reporting procedures and are encouraged to report actual and near miss incidents. |

Table 2 – Medium Risk Activities

| Risk Level | Activities | Control Measures |
|------------|------------|------------------|
|------------|------------|------------------|

| | | |
|--------|---|--|
| Medium | <ul style="list-style-type: none"> • Work with members of the public. • Handling money. • Working in areas that are difficult to locate and reach in an emergency. | <u>Essential requirement</u> Follow low risk control measures and in addition consider: <ul style="list-style-type: none"> • <u>Local violence and aggression</u> procedures and on-the-job training given |
|--------|---|--|

Table 3 – High Risk Activities

| Risk Level | Activities | Control Measures |
|-------------------|---|---|
| High | <ul style="list-style-type: none"> • Operation of specified dangerous machines • Moving machinery • Chemical with risk phrases R-6 (explosive), 12-17 (flammable), 19 (expensive peroxide) 23, 26-28, 32 (toxic), 34-35 (burns), 29-45 (serious irreversible effects, sensitisation, explosion, cancer). | <u>LONE WORKING IS NOT PERMITTED</u> |
| Risk Level | Activities | Control Measures |
| High | <ul style="list-style-type: none"> • Contact with potentially violent or aggressive participants (identified via previous incident report forms). • 'High risk activities' as determined by the named Director with project oversight | <u>LONE WORKING IS NOT PERMITTED</u> |

4.1 Selection and Consideration of Control Measures

Clearly, the types of control measures for a lone working activity will vary depending on the type of work, location, experience of worker and local conditions. The questions that need to be asked are:

1. Whether the risk of the work can be adequately controlled by one person, or are more people necessary?
2. Does the workplace present a special risk to the lone worker?
3. Is there a safe access and exit for that person
4. Can one person handle all the equipment needed?
5. Is the equipment safe and regularly maintained?
6. Is the lighting and ventilation sufficient?
7. Can substances and materials involved in the work be handled safely by one person? Hazardous substances which are subject to Control of Substances Regulations (COSHH) must be considered carefully and risk assessments undertaken.
8. Is the person medically fit to work alone or have special needs DDA?
9. Do lone workers fully understand the risk involved in the work?
10. Are limits set as to what can and cannot be done whilst working alone, when to stop and seek advice?
11. What is the appropriate level of supervision for the task? The extent of supervision required should be identified by the named Director with project oversight.
12. Are there contingency plans in place should an alert/alarm be raised by the lone worker? Are these plans and procedures well known by staff and students?
13. Have arrangements been made for illness, accidents and emergencies?
14. Have employees received information, instruction and training?

5.0 Summary Policy Statement

Working alone is not illegal but it can bring additional risks to a work activity. DRUM AND BRASS has developed policies and procedures to control risks and protect employees, and employees should follow them. Apart from employees being sure that they are capable of doing the job on their own, the three most important things to be certain of are that:

- a. The lone worker has full knowledge of the hazards and risks to which he or she is being exposed.
- b. A colleague or supervisor knows the whereabouts of a lone worker and what he or she is doing.
- c. The lone worker knows what to do if something goes wrong.

The activities within this guidance are not exhaustive, consequent risks should be effectively identified and managed by the named Director with project oversight. The 'lone worker' is obligated to follow the outcomes of the risk assessment and consequent agreed procedures.

This guidance sets out the law, DRUM AND BRASS's and individual responsibility. The policy will be reviewed at least annually or when it is considered appropriate to do so.

6.0 Information Sharing

It is important that staff have access to good quality information regarding contacts and locations so that they can do their job efficiently and safely.

Each Director should ensure that there is an appropriate flow of information to and from other sections, especially where there is a higher risk of assault from a participant.

It is within the law to supply/obtain information such as where there are grounds to believe that an employee may be at risk from coming into contact with a particular person on entering a particular premise.

This information should then be made available to all staff who may contact a particular participant or take part in a particular project.

Staff must also be aware that if, at any stage during a project / while working, they feel unsafe, they should be reporting this to the named Director with project oversight who should update the information as necessary.

7.0 Supporting Staff After an Incident

Debriefing will take place after serious incidents have occurred affecting personal safety, to establish the details of what happened and to provide emotional help to the staff involved. The named Director with project oversight will be involved in these debriefing sessions and, where appropriate, confidential counselling will be made available.

8.0 Training

Staff working alone should know that their safety comes first. They should not be in situations which make them feel unsafe.

9.0 Monitoring, Audit and Review

The effectiveness of this policy will be assessed by incident reporting and follow-up action of physical and non-physical assaults and incidents involving lone working.

This document will guide you on DRUM AND BRASS's policy for lone working; additional detailed guidance can be obtained from HSE books – Free publication 'Working Alone in Safety' INDG 73.

