



Devon and Severn IFCA

Lone Working Procedure

March 2023

D&S IFCA's Lone Working Procedure

This procedure is also set out in D&S IFCA's Health and Safety Services Booklet. It has been developed in order to improve communications and provide support to employees who are engaged in lone working, although there may be occasions when employees other than lone workers would benefit from using this system, for example, officers working outside normal office hours (2000 – 0600). Therefore, this procedure will also apply to officers working together outside normal office hours.

Lone working may be necessary but should be avoided where possible. D&S IFCA recognises that lone workers face particular risks due to the nature of their work and will not require officers to work alone where this results in unacceptable risks. D&S IFCA's Duty Holder and Responsible Officer must therefore assess the risks its lone workers face and wherever possible should strive to remove or reduce risks to an acceptable level. A Monitoring Officer will oversee Lone Working reporting procedures and will be identified from the respective teams' Line Manager, the Deputy Chief Officer (the Duty Holder) or Chief Officer (the Responsible Officer).

Shore Based Lone Working Procedure

- 1) Shore based procedures include working on the quayside, boarding or disembarking a vessel in harbour, intertidal work, inspections of premises, inspections of persons and inspection of vehicles.
- 2) Officers must ensure that they carry a reliable means of communication at all times.
- 3) Mobile phones must be fully charged and switched on. Officers' mobile phones issued by the Authority must have a phone location app (Find My Phone) installed and transmitting and a locator app (What3words) installed and operational so that the phone and location can be found in case of emergency.
- 4) Officers must ensure that before undertaking any lone working procedure (as identified) they have read the relevant D&S IFCA's Risk Assessment and section of the Safety Services Booklet (this Lone Working Procedure). Officers must also ensure they have all the relevant equipment identified for the task they are to undertake and completed the Lone Working Checklist (see page 6) .
- 5) Lone workers must log in at the beginning of the identified work activity and log off when the activity ends. The procedure laid out below must be used for logging in and off.
- 6) Officers (including the Monitoring Officer) must set an alarm on their mobile phones to remind them to make contact at the agreed times.

Logging In/Off - Shore Based Activities

- 1) Mobile phones must be charged and switched on and phone app location shared with the team members and Monitoring Officer.
- 2) During all hours, officers should log in verbally with the identified Monitoring Officer, who will be responsible for monitoring the officer(s)' activity until such time as the officer(s) log off.
- 3) Once contact has been made then the Monitoring Officer should be provided with the following information:
 - Location (including what3words)
 - Expected activity
 - Expected start and finish times

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- Intended frequency of contact with the Monitoring Officer covering the duration of the lone working period.
- 4) Once logged in, lone workers must make contact at the agreed times. Failure to do so will result in the search procedure being activated.
 - 5) Search Procedure will involve the Monitoring Officer attempting to contact the officer (s) undertaking lone working if contact at the agreed time has not taken place.
 - 6) The Monitoring Officer will contact the emergency services, in the first instance the Coastguard or police depending on which service will provide the most appropriate response, if no contact is made within 15 minutes of the agreed time.
 - 7) The Monitoring Officer will continue to attempt to contact the lone workers and will contact their 'in case of emergency' contact if no response.
 - 8) If contact is made with the lone workers, the Monitoring Officer will contact the emergency services to call off assistance.

Boat Based Survey Lone Working Procedure

- 1) Mobile phones must be fully charged and switched on. Officers' mobile phones issued by the Authority must have a phone location app (Find My Phone) installed and transmitting so that the phone and location can be found in case of emergency.
- 2) Officers must ensure that before undertaking any lone working procedure (as identified) they have read the relevant Authority's Risk Assessment and section of the Safety Services Booklet (this Lone Working Procedure). Officers must also ensure they have all the relevant equipment identified for the task they are to undertake and completed the Lone Working Checklist (see page 6).
- 3) Lone workers must log in at the beginning of the identified work activity and log off when the activity ends. The procedure laid out below must be used for logging in and off.
- 4) Officers, when surveying at sea on board fishing vessels are reliant on the Master, Crew, and themselves to alert the emergency services of any incident, and co-ordinate any necessary assistance. Officers must follow the appropriate procedures and guidance provided by the Master.

Logging In/Off Boat Based Survey Work

- 1) Mobile phones must be charged and switched on and phone app location shared with the Monitoring Officer.
- 2) When undertaking boat-based surveys, officers should log in verbally with the Monitoring Officer on boarding the vessel and must notify them on return to shore.
- 3) Officers should notify the Monitoring Officer of the expected time back ashore.
- 4) If the Officer has not reported at the expected time, the Monitoring Officer will attempt to make contact with the Officer undertaking the boat survey work, and if necessary the skipper of the survey/ fishing vessel.
- 5) If the Monitoring Officer has concerns, they should contact the Coastguard and request that they make contact with the vessel involved.

Lone Working Guidance - Provided by Peninsula

Legal Stuff

There is no general legal requirement saying that an employee should not work alone.

There are though some working situations where it is considered too dangerous or difficult for individuals to work unaccompanied. In these cases, for example work where work involves fumigation, transport of explosives, certain live electrical work and working in confined spaces special arrangements are required.

D&S IFCA is responsible for your health, safety and welfare whilst you are at work, wherever you are working. Provided D&S IFCA makes an assessment of risks involved when you are lone working and take sensible steps, which are reasonably practicable, to control any identified risks there is nothing to prevent you working alone.

Information

Anyone who works by themselves without direct contact or supervision and where there are no other workers present for any period of time will be a lone worker. Lone workers could be a sales rep, a mobile maintenance engineer, long distance lorry driver, night security warden, travelling midwife and even a milkman on his round. It includes a person working at home or unsociable hours.

You can be a lone worker while working on a large site with hundreds of employed people. A boiler-man working alone in a boiler house or a maintenance engineer working on a site based effluent treatment plant would be lone workers. Their work takes them to remote or unattended work areas where, although hazards and risks may normally be controlled, should anything go wrong they are on their own and may be unable to call for help.

Lone workers can also be at risk while travelling; for example, from adverse weather conditions, icy roads, and the lack of suitable welfare or rest facilities.

The risk of violence is an ever present risk to lone workers going to unfamiliar areas or while working at night; examples would include people making deliveries, visiting a client, leaving premises after cleaning them or opening and closing a shop early in the morning and late at night.

Control measures – avoiding the risk.

There are a range of controls that can be used by employers and workers to reduce risks to lone workers;

- ✓ Use a buddy system, work in pairs.
- ✓ Carry a mobile phone with an ICE number or walkie-talkie; check reception first.
- ✓ Carry an alarm or lone worker monitoring device; make sure it works before you rely on it.
- ✗ Do not carry valuables.
- ✓ Make regular contact with a nominated person in the office and check in at the end of the day.
- ✓ Park in well-lit places.
- ✓ Tell someone if you alter your plans.
- ✗ Do not meet people you don't know in remote places; choose a public place.
- ✓ Be familiar with health and safety procedures.

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- ✓ Tell your employer if your medical history and or level of fitness make it inappropriate for you to work alone.
- ✓ Know what to do in an emergency when you feel threatened or in danger.
- ✓ Wear Personal Protective Equipment if required.
- ✓ Report problems and incidents that occur while you're working alone.

For your protection

For some lone workers the risks are low and no special measures are required; e.g. people with cleaning duties working as part of a team, or an individual staffing an out of hours phone line or monitoring a CCTV system.

D&S IFCA has assessed the risks to employees who work alone and where risk have been identified specific measures have been introduced, which are in the Lone Working Procedure and in the Lone Working Risk Assessment.

However if you have any concerns that you still face unacceptable risks you must raise them with your line manager, the H&S Duty Holder (Deputy Chief Officer) or Responsible Person (Chief Officer)/

You must

- ✓ Follow the lone working procedures at all times.
- ✓ Comply with our monitoring procedures when you are working alone off-site – D&S IFCA needs to know that you are safe.
- ✗ **Not** take risks, set yourself a reasonable time-frame and target to work towards.
- ✓ Contact your line manager or Monitoring Officer if you feel unwell, in danger, have a problem or face an unexpected situation.
- ✓ Take breaks, especially if you feel tired; go for a short walk to get fresh air or stop for food and drink.
- ✓ Report accidents and incidents where you have felt under threat to the Duty Holder. D&S IFCA will make adjustment to procedures if there are risks or concerns that have not been included.

Remember: If you do not feel safe working alone, then speak to your line manager, Duty Holder or Responsible Person.

D&S IFCA LONE WORKING CHECKLIST

Name of employee:

Date

Job Title:

| No. | | Checklist Y or N |
|-----|--|---------------------|
| 1 | Has the worker received suitable training to carry out the task or activity? | |
| 2 | Is the worker medically fit to undertake the task? | |
| 3 | Has the worker sufficient information about the job, equipment or substances? | |
| 4 | Does the work involve handling dangerous equipment or substances that require supervision? | |
| 5 | If cash is being handled, will they be at risk of violence? | |
| 6 | Have they been fully trained in strategies for the prevention of violence? | |
| 7 | Do they know how to control and defuse potentially violent situations? | |
| 8 | Is there adequate provision for first aid (in vehicles and vessels) ? | |
| 9 | Does the worker have the appropriate PPE and are they trained in its use? | |
| 10 | Are there facilities to be able to contact the worker at all times? | |
| 11 | Are there suitable arrangements for the worker in the event of an emergency? | |
| 12 | Have plans been made to keep in touch with colleagues? | |
| 13 | Is there a means for them to contact line managers or the Monitoring Officer | |
| 14 | Are they in possession of emergency contact numbers? | |
| 15 | Is the access to, or exit from, the workplace safe and well lit? | |
| 16 | Does the workplace present special risks for someone on their own? | |
| 17 | Do the arrangements cover out of hours working? | |
| 18 | Do they leave an itinerary with another member of staff? | |
| 19 | Are personal attack alarms provided where they are appropriate? | |
| 20 | Do they have a method of reporting incidents, including violence or threats of violence? | |

Prepared by:

Date:

Signature: