National Services Scotland Lone Working Procedure

Prepared by NSS Safety Working Group
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Abbreviations	
NSS	National Services Scotland
H&S	Health & Safety
OH&S	Occupational Health & Safety
SBU	Strategic Business Units
SMT	Senior Management Team
OHSAC	Occupational Health, Safety Advisory Committee
COSHH	Control of Substances Hazardous to Health
DSE	Display Screen Equipment
MH	Manual Handling

1. Introduction

This health and safety procedure is fundamental to the overall NSS Health and Safety Performance Management System and should be implemented by all SBUs as an integral part of the operational requirements of the business for which they are responsible. The procedure will be reviewed at least every two years from the date issued or following any significant changes to statutory legislation or to the H&S Organisational Structure and Management Arrangements affecting the implementation and application of this procedure.

NSS employ Health and Safety Professionals to regularly audit, monitor and review all of its premises throughout Scotland, against the NSS Health and Safety Performance Management System, a key element of which, is to ensure that, in line with the Management of Health and Safety Regulations 1999, suitable and sufficient risk assessments are undertaken for all significant hazards associated with its work activities. This is to ensure that NSS meets its legal obligation under the Health and Safety at Work (etc) Act 1974, to provide as far as is reasonably practicable, a safe place, safe equipment and safe systems of work for all of its employees and any others who may be affected, and to identify and:

- Assess and record lone working risk assessments supported by appointed trained assessors, this may include violence, manual handling, medical stability of the individual, work involved, workplace itself presents a risk (i.e. a member of the public's home);
- Reduce, to as far as is reasonably practicable, any risks through work activities;
- Systems in place to ensure contact;
- Provide information and training for staff on risk management.

Lone workers should not be put at more risk than other employees. Establishing a healthy and safe working environment for lone workers can be different from organising the health and safety of other employees. Some of the issues that need special attention when planning safe working arrangements the risk assessment process should identify these issues relevant to NSS.

Should members of staff have any difficulties with understanding any aspect of this procedure, or require further information in respect of accessibility, interpretation or application of the policy, they should contact their NSS H&S Advisor.

2. Organisation

This procedure supports the over arching NSS Health, Safety and Wellbeing Policy which clearly sets out the organisational framework and management arrangements under which, clear lines of accountability and the specific health and safety roles and responsibilities of management, staff and various health and safety committees are identified.

Under these arrangements NSS Strategic Business Unit Directors, Senior Managers and Line Managers will ensure that all significant hazards associated with the work activities and work environment for which they are responsible, are suitably and sufficiently risk assessed in line with Regulation 3 of the Management of Health and Safety Regulations 1999. Also in line with the Policy and these regulations NSS have trained and appointed suitable competent persons across the Organisation to undertake these risk assessments.

Each SBU/Site should complete a lone working risk assessment on the number of staff who are classed as a Lone Workers, this will help the H&S Committee to identify training requirements required for the SBU.
All lone working risk assessments must be recorded using the standard NSS Risk assessment form, which can be found in the Healthy Working Lives pages of HR Connect. Forms must be maintained in accordance with established NSS Guidance procedures. Any control measures required to be implemented need to be evidenced and signed off on the form by the Line Manger.

Any breach of this procedure may be regarded as an offence and the member of staff may be subject to investigation in accordance with the NSS Disciplinary Policy.

3. Definitions

Below are the definitions and descriptions (alphabetically) of key terms and phrases which relate specifically to the implementation and application of this procedure.

Action Plan
All agreed corrective actions recommended by the risk assessment should form an action plan identifying the appropriate responsible persons name(s) against the respective actions with realistic and achievable dates by which time these will be completed.

Activities Not Suitable For Lone Working
Working alone is not itself illegal and in most situations it will be quite safe to do so, however there are some work situations where risk assessment will determine that it is not safe to carry out the work in a lone working environment. Examples include:
- Working in a high risk confined space, where a supervisor may need to be present, along with someone dedicated to the rescue role;
- People working at or near live electricity conductors;
- Other electrical work where at least two people are required;
- High risk working at height activities;
- Working in a walk in -40 freezer;
- Where Occupational Health have deemed an individual unsuitable for lone working activities for health reasons.

The above list is not exclusive and managers need to decide based on the individual risk assessments whether lone working is appropriate for the particular activities within their area of responsibility.

Control Measures
The means by which identified risks are currently being controlled or those which may be additionally required in order to reduce the risk to an acceptable level.

Dynamic Risk Assessment
The term dynamic risk assessment is often used to describe the process an employee would be expected to follow when faced with certain circumstances that may force them to change the way in which they would normally carry out the work they are doing. This process would involve the individual(s) making an informed judgement based on their knowledge and experience to decide whether the work can still be carried out safely or is unable to go ahead due to the unacceptable level of risk. In some cases, the problems they may be likely to encounter are reasonably foreseeable and should therefore be included in the original risk assessment for the work activity or task. This would mean that an alternative method and subsequent control measures required to allow the work to go ahead should already be identified in the risk assessment i.e. "what to do in the event of" scenario. Examples of situations where dynamic risk assessments would be necessary in an NSS work environment are:
- SNBTS Donor Team arriving at a venue to set up their equipment and discovering that the normal route by which they transfer the equipment from the vehicle into the venue is not accessible or has significantly changed and presents a significant risk.
- Maintenance or Validation Engineers arriving at their place of work and realising that the safety precautions, control measures or isolation procedures that should be in place to allow the work to go ahead safely has not been implemented
- NSS member(s) of staff driving for work and discovering that due to adverse weather conditions on route, they may be putting themselves and others at risk trying to reach their destination.

Hazard
Something, (an object/substance/activity/situation), that has the potential to cause harm while at work.

Lone Worker
Lone workers are those who work by themselves without close or direct supervision, in fully recognising the autonomy by which most NSS Staff work on a daily basis, NSS have further defined lone working as "any situation or location in which someone works alone without a colleague close by or when working out of sight or earshot of another colleague.

Lone working applies not only to the single person working in a remote and unfrequented location but also to someone who, for certain periods, in the process of their work, may find themselves out of sight and potentially out of the mind of their colleagues. A lone worker could potentially be someone employed in a busy and highly populated workplace but because of their duties of work, they may have to be away from the general stream of work activities.

The list below is not exclusive and managers need to identify locally, any particular lone working issues associated with the activities within their area of responsibility and decide on the appropriate level of controls required.

Examples of potential lone working situations in NSS could be –
- Employees, particularly those who mainly work outwith normal working hours;
- Laboratory staff undertaking duties in a separate lab isolated from the main lab;
- Maintenance staff, including contractors who have to access and work in plant room areas & roof spaces etc;
- Shift workers and on-call staff, staff travelling to other sites on public transport;
- Home workers or those staff who are required to make home visits to the public;
- Warehouse/Stores staff who may on occasion find themselves isolated from others;
- Apheresis/Donor staff who may on occasion find themselves isolated from others;
- Dental Officers and Nurses in some cases;
- Investigating Officers out in the field;
- Professional drivers and those other staff who drive for work e.g. Lease car users etc;

Please note that a person 'driving for work' is someone who is either travelling between NSS sites or when their journey involves them leaving straight from home to visit a site at which they are not based, including that of the return journey. Subsequently an individual travelling from home to their normal place of work and that of the return journey is not deemed to be 'driving for work' and is therefore not considered under the conditions of this procedure.

Lone Working Controls
The level of controls necessary would be dependant on the level of risk to which individuals are exposed. Adopting a hierarchy of controls method can prove a useful tool when determining what needs to be done to minimise the risk. These are:

- **Eliminate** – does the task/activity need to be carried out in a lone working situation? e.g. Can the task be carried out during normal working hours or in an area where others are present or implement a buddy system;
- **Reduce** – if we can't eliminate the risk, can we reduce the amount of occasions or period an individual will spend in a lone working situation? e.g. reduce the amount of journeys someone who drives for a living has to make by using teleconference facilities etc;
- **Improve** – restrict the type of work activities undertaken in a lone working situation to low risk activities only and provide adequate supervision where possible, e.g. implementing engineering controls to restrict access to higher risk areas or equipment, e.g. isolating machinery or limiting swipe card access;
- **Control** - develop documented safe systems of work for lone working activities including providing the necessary equipment required to maintain regular communication with others when in a lone working situation e.g. implementing Permit to Work systems, monitoring procedures, CCTV or providing mobile phones, personal alarms and motion sensor alarms.

Lone Working Risk Assessment
The following points should be considered when undertaking a lone working risk assessment:
- Does the specific work environment present a special risk to the lone worker?
- Can one person adequately control the risks of the job?
- Is the person medically fit to work alone?
- What training is required to make sure the staff member is competent in safety matters?
- Have staff received the training which is necessary to allow them to work alone?
- How will the staff member be supervised?
- Is there a risk of violence?

- Are people of a particular gender especially at risk if they work alone?
- Are new or inexperienced staff especially at risk if they work alone?
- What happens if a lone worker becomes ill, has an accident or if there's an emergency?
- Are there safe systems in place for contacting and tracing those who work alone?
- Are staff empowered to make informed decisions as to whether it is safe to continue when the circumstances, situation or conditions have significantly changed e.g. decision to drive in poor weather particularly during police warnings.

Please refer to the NSS Risk Assessment Procedure for further information on risk assessment.

Lone Working Monitoring

Procedures must be put in place to monitor lone workers as effective means of communication are essential. These may include:

- Supervisors periodically visiting and observing people working alone;
- Pre-agreed intervals of regular contact between the lone worker and supervisor, using phones, radios or email, bearing in mind the worker's understanding of English;
- Manually operated or automatic warning devices which trigger if specific signals are not received periodically from the lone worker, e.g. staff security systems;
- Implementing robust system to ensure a lone worker has returned to their base or home once the task is completed.

Lone Working Supervision

The extent of supervision required depends on the risks involved and the ability of the lone worker to identify and handle health and safety issues. The level of supervision needed is a management decision, which should be based on the findings of a risk assessment, i.e. the higher the risk, the greater the level of supervision required. It should not be left to individuals to decide whether they need assistance.

Where a worker is new to a job, undergoing training, doing a job that presents specific risks, or dealing with new situations, it may be advisable for them to be accompanied when they first take up the post.

There may be some high-risk activities where at least one other person may need to be present, e.g.

- Working in a confined space, where a supervisor may need to be present, along with someone dedicated to the rescue role;
- Working at or near exposed electricity conductors;
- Working in the health and social care sector dealing with unpredictable client behaviours and situations.

Lone Worker becomes ill, has an accident, or there is an emergency?

The Lone Working Risk Assessment should identify foreseeable events. Emergency procedures should be established and employees trained in them. Information regarding emergency procedures should be given to lone workers. Your risk assessment may indicate that mobile workers should carry first-aid kits and/or that lone workers may require first-aid training. Employees should also have access to adequate first-aid facilities.

Occupational Health and Safety Risk Profile

The Risk Profile is the key working document under the NSS Occupational Health and Safety Performance Management System. The Risk Profile is divided into 4 core elements under which SBUs are required to provide specific key information on who is responsible for managing health and safety risks associated with their work activities and how this is achieved. Under one of these elements SBUs are required to provide a brief outline of the specific measures they have in place to control each of those risks for which they are responsible and accountable.

Reasonably Practicable

The minimum standard set by legislation which assists the employer to decide on the amount of control measures required, by balancing the cost of implementing these controls against the level of risk to which people are exposed.

Residual Risk

The residual risk is the level of risk that remains after the control measures have been implemented.

Following completion of the risk assessment if the residual risk level to which individuals are potentially exposed reaches 15 or above (RED) on the scoring matrix (found on the reverse of the Risk Assessment Form), then the risk cannot be considered as having been reduced to as low as is reasonably practicable and the risk assessment cannot therefore be deemed suitable and sufficient.

The risk Assessment should not be submitted for sign off and the task must not be carried out or continued until further control measures have been implemented to reduce the risk to an acceptable level. If the residual risk level remains between 6 and 12 (AMBER) on the scoring matrix and cannot be reduced further at that time for whatever reason, then the SBU SMT need to be made aware and decide whether it can be carried as a tolerable risk. In this case it should be recorded on the SBU risk register, or necessary action should be taken to ensure the risk is further reduced to an acceptable level.

Risk
The likelihood of the potential harm from that hazard being realised.

Risk Assessment
A systematic process by which hazards are identified, risk levels evaluated, and control measures decided upon in order to reduce to the lowest possible level, the risks to which employees, and anyone else who may be affected, are exposed in the workplace.

Specific Risk Assessment
A risk assessment on a specific element of health and safety carried out by an appropriately trained other competent assessor e.g: Manual Handling, COSHH, Fire, Asbestos, Blue light Driving etc. This may be required as part of a task risk assessment if deemed necessary by the competent risk assessor.

Suitable and Sufficient
The standard as identified under the Management of Health and Safety at Work Regulations 1999 to which a risk assessment must be carried out to ensure it meets the following criteria -
- A suitable check was made and appropriate staff involved in the risk assessment process;
- Anyone who could be affected has been considered within the risk assessment;
- The complexity of the risk assessment is in proportion to the task and risks associated;
- The controls in place reduce the risk to as low as is reasonably practicable;
- A competent risk assessor has been involved in undertaking the risk assessment;

4.   Roles and Responsibilities

Below are the definitions and descriptions of key roles and responsibilities (alphabetically) of NSS management, staff and others which relate specifically to the implementation and application of this procedure.

Chief Executive
As the most senior person in NSS, has ultimate responsibility and accountability for the health and safety of all NSS employees. However as identified in the NSS Health, Safety and Wellbeing Policy overall management of health and safety at work is delegated by the Chief Executive to SBU Directors and Senior Managers who are responsible for ensuring the health and safety of staff, visitors, donors and contractors within their area of control.

Director / Senior Managers
Responsible and accountable for the health and safety of all staff and anyone else who may be affected by the work activities associated with their area of control. Specific duties required under this procedure are to ensure –
- that a Health and Safety Organisational Structure and appropriate Management Arrangements are in place to ensure all aspects of health and safety are suitably managed, including the lone working risk assessment process;

- Line Managers and Supervisors are provided with adequate time and resources to effectively manage health and safety as an integral part of the operational requirements, necessary to the business undertakings for which they have line management responsibility;
- Line Managers and Supervisors are provided with adequate health and safety information, instruction, and training on their roles and responsibilities, including effectively communicating this procedure;
- Line Managers and Supervisors effectively and efficiently carry out their health and safety roles and responsibilities;
- Regularly attend Health and Safety committee meetings to ensure awareness of health and safety issues and to ensure all aspects of health and safety are suitably managed.

Employees
All employees must:
- Take care of the health and safety of themselves and others;
- Comply with this procedure and follow safe systems of work developed from lone working risk assessments;
- Co-operate with management to assist NSS in meeting their statutory obligations in relation to health and safety;
- Follow any instructions and training provided;
- Not knowingly put themselves or others in a situation which exposes them to additional risk by working alone;
- Report and identify work to their Line Manager at the earliest opportunity if they anticipate a lone working situation
- Report any risks or hazardous or work situations that present serious and imminent risk to their line manager, which may require a lone working risk assessment to be carried out.

Line Managers / Supervisors

Responsible for the day to day implementation of NSS health and safety policies, procedures, process maps and safe systems of work.

Their specific requirements and duties under this procedure are to:
- Ensure where possible, to avoid the need for lone working in the work activities for which they have line management responsibility;
- Ensure that staff who undertake lone working activities are provided with adequate time, resources, and where a risk assessment deems necessary, the appropriate equipment to either maintain contact with their colleague(s) or raise the alarm in an emergency situation;
- Sign off, own and review of the lone working risk assessment(s);
- Appoint a NSS Nominated Competent Risk assessor for the task and effective implementation and enforcement of subsequent safe systems of work and any resulting corrective action;
- Ensure any changes to work as a result of lone working risk assessment findings are also reflected in the relevant safe system of work documentation such as Standard Operating Procedures (SOPs) and that equally any changes to SOPs should trigger a review of the related lone working risk assessments to assess how these may be affected;
- To be responsible for ensuring that all recommendations from an assessment are implemented as soon as is reasonable practicable;
- Regularly attend Health and Safety committee meetings to ensure awareness of health and safety issues and to ensure all aspects of health and safety are suitably managed
- Ensure NSS Nominated Competent Risk Assessors:
  - o are released and provided with adequate time and resources to undertake risk assessments as and when required;
  - o and staff are provided with adequate health and safety information, instruction, training and supervision in their roles, including effectively communicating this procedure and risk assessment findings across all staff areas;
  - o and staff effectively and efficiently carry out their health and safety roles and responsibilities.

Non Employees/Volunteers

Non Employees and volunteers must ensure they are aware of the local H&S arrangements at the site they are working and comply with all NSS policies, procedures and process maps when undertaking any work on behalf of NSS.

NSS Healthy Working Lives

Appointed professional persons responsible and accountable for supporting SBUs to deliver effective Occupational Health and Safety management through a combination of expert guidance, audit and practical support and advice. Deliver a culture of continuous improvement through provision of good practice guidance and innovation. Responsible with SBUs for overall delivery.

Specific duties under this procedure are to:

- Provide expert advice guidance and support nationally to risk assessors and staff across the Organisation;
- Provide NSS management and OH&S contacts with any updates to Health and Safety Legislation;
- Monitor and review all SBU Occupational Health and Safety Risk profiles and Action Plans for progress;
- Carry out annual SBU audits of NSS workplaces against the NSS Health and Safety Performance Management Procedure and process, a key element of which is to ensure that suitable and sufficient lone working risk assessments are undertaken for all hazards associated with its work activities, and adequate control measures are in place;
- Record and monitor NSS Accident/Incident reports and provide, where necessary, recommendations to Committee Chairs and Line managers on any corrective actions required;
- Lead on the development and review of all NSS Occupational Health and Safety Policies, Procedures and process maps;
- Prepare quarterly and annual Occupational Health and Safety reports for OHSAC utilising the SBU Risk Profile, trend analysis, areas of concern and best practice;
- Provide occupational health and safety update reports to the SBU SMTs in line with the quarterly reporting timescales;
- Develop and deliver occupational health and safety training packages, as approved by OHSAC on various elements of H&S such as risk assessment, COSHH assessments, DSE assessments, manual handling risk assessments, manual handling Trainers etc;
- Maintain the Healthy Working Lives OH&S information pages on HR Connect,;
- Attend two per year SBU OH&S Committee meetings/BUGs as a minimum;
- Deliver an annual programme of work that is designed to support the continued improvement of an OH&S culture in NSS, including the provision of e-learning training packages, campaigns and health fairs in line with European Union, HSE and NHS initiatives.

NSS Nominated Competent Risk Assessor

NSS Nominated Competent Risk assessor is a member of staff who has completed the NSS risk assessment course which is approved by OHSAC.

Their specific duties under this procedure are to:

- Be responsible for undertaking all lone working & risk assessments which they are assigned are completed on the appropriate NSS documentation (appendix 1) and in line with the NSS training;
- Ensure the health and safety implications of staff, who may need to work in a lone working situation, are appropriately considered when undertaking a suitable and sufficient health and safety risk assessment to which they have been assigned. (Please refer to the NSS Risk Assessment Procedure for further duties of competent risk assessors)
- Ensure that staff who are directly involved with the work activity are consulted as part of the risk assessment process and where necessary source additional support from those with specific expertise necessary, to ensure that a suitable and sufficient risk assessment is carried out. (e.g. this could be from internal sources such as local health and safety committee reps, Healthy Working Lives H&S Advisors, Engineering maintenance staff with knowledge of plant & machinery or externally such as HSE, ROSPA, wider NHS colleagues or manufacturers and suppliers of materials or equipment etc);
- Be responsible for signing off lone working risk assessment on completion and submitting to Line Manager for sign off and copy the appropriate SBU H&S Committee Chair when satisfied that it is

suitable and sufficient;

- Ensure appropriate review date is assigned to the lone working risk assessment depending on the level of risk and undertake review as and when required, including following any significant change, such as following an incident / accident or change of personnel, process, equipment or premises.
- Ensure references to other relevant safe systems of work documentation is made as appropriate e.g. SOPs, work instruction documents and other specific risk assessments COSHH etc

NSS Occupational Health and Safety Advisory Committee (OHSAC)

OHSAC is a Partnership Committee who provides the overarching governance, performance management, monitoring, improvement and sets the standards for NSS Occupational Health and Safety. OHSAC is responsible for:

- Endorsing and authorising NSS Occupational Health and Safety Policy across the organisation, ensuring that NSS is on track overall against agreed policy and action plans and takes action to remedy any issues;
- Endorsement of all Occupational Health and Safety Procedures and related documentation developed by the Safety Working Group and Healthy Working Lives to support the Occupational Health and Safety Performance Management Procedure/Process;
- Monitoring and reviewing the NSS Corporate Risk Register and Red & Amber risks identified within the SBU Risk Profile and enforcing any corrective action when and where necessary;.
- Monitoring and reviewing progress of all SBU Risk Profiles and OH&S Action Plans.

Other Sources Internal/External

Competent persons from inside or outside the Organisation with a particular level of knowledge or expertise which may be required to provide necessary information and training on the use of any equipment provided for lone working control purposes.

Senior Management Teams (SMT)

Responsible and accountable for the occupational health and safety of all line managers and staff and anyone else who may be affected by the work activities associated with their areas of responsibility.

SMT specific duties and responsibilities under this process are to ensure :

- That a clear link exists between the SMT and the SBU H&S Committee by having OH&S as a routine agenda item on the SMT meetings, with the Chair of the H&S Committee providing an update on the latest issues;
- The progress on any corrective actions to address any non conformances identified are effectively and efficiently monitored and closed;
- SBU Line Managers, Supervisors and Nominated persons are provided with adequate time and resources to effectively manage OH&S as an integral part of the operational requirements, necessary to the business undertakings for which they have line management responsibility.
- SBU Line Managers, Supervisors and Nominated Persons are provided with adequate OH&S information, instruction, and training on their roles and responsibilities, including effectively communicating this process.
  - SBU Line Managers and Supervisors effectively and efficiently carry out their OH&S roles and responsibilities.

SBU H&S Committees

Appointed competent Nominated persons who represent their particular area/department/section or work stream in regards to H&S. They will have completed, as a minimum the NSS training course for risk assessment.

The Health and Safety Committee specific duties under this procedure are to:

- Attend H&S Committee meetings to provide local support and advice to the Committee Chair, members and staff to help resolve issues at a local level;
- Ensure any issues raised by staff, relating to lone working risk assessments carried out in the area/department/section which they represent are brought to the attention of the H&S Committee if appropriate;
- Follow up on accident/incident reports/DSE Self Assessments to identify trends at an early stage and to

ensure any remedial action after an accident/incident is embedded to prevent a recurrence;

- Assist Committee Chair with quarterly self inspections and support other H&S Committee Representatives to undertake regular local workplace inspections in their own work areas, to identify any issues at an early stage such as slip and trip hazards and help avoid potential accidents and work related injuries;
- Support Committee Chair to provide quarterly updates on current H&S status;
- Network with other Occupational Health and Safety Reps in NSS to support each other as well as benchmarking and sharing relevant information for mutual benefit and avoid duplication of work;
- Provide advice and support to local managers and staff in controlling H&S risks associated with local operational lone working work activities, including carrying out risk assessments and undertaking investigations following an accident or incident

SBU H&S Committee Chair

Appointed member of SBU SMT responsible for leading all health and safety matters within the SBU, including Chair to the H&S Committee.
Specific duties under this procedure are to:

- Provide information, guidance and support to the Line Manager and NSS Nominated Competent Risk Assessor as and when required e.g. relevant local accident/incident statistics, minutes of meetings etc;
- Monitor the SBU Risk assessment inventory;
- Ensure results of lone working risk assessments and any subsequent corrective actions are included in the SBU Risk Profile document.
- Monitor progress of these actions through regular review of the SBU OH&S Risk Profile Action Plan with H&S committee;
- Ensure that all lone working risk assessments are collated and held in a central SBU location;
- Submit a quarterly Risk Profile update and progress of the SBU H&S Action Plan;
- Monitor and identify through the NSS Risk Profile the training needs of their H&S Committee Members and Nominated Competent Persons.

SBU H&S Joint Trade Union Reps

Appointed competent members of a Joint Trade Union who are recognised and trained and support to staff at a local level. Specific duties under this procedure are to:

- Assist with the lone working risk assessment process by providing practical support and guidance to the SBU Nominated competent risk assessors, H&S Committee Chair, Committee Reps and staff on a daily basis;
- Attend H&S Committee meetings and advise on risk assessment matters and feed back to staff.

5. Training and Education

Education and Training – Organisational and Implementation

NSS have undertaken a training needs analysis reviewing, training tasks completed, accident statistics, sickness absence statistics, risk assessment information and control measures already implemented.
There are two e-learning courses available to provide an insight into the risks associated with working alone and will support and identify control measures that can minimise them.

Role Specific (for Managers) – Lone Working

Managers have a responsibility for the safety of their lone working employees. This e-learning module will provide all managers and supervisors with information required to understand the Health and Safety acts that apply to lone working and the responsibilities of the employer and employee.

Lone Working Managers - Interactive eLearning

This eLearning module will support the managers to::

- Understand who is a lone worker, and what are their responsibilities are

- Identify how safe your lone worker is and how to identify and evaluate a job for potential risk associated with it;
- Identify the potential hazards that come with a home working job.

The e-learning module is split into three chapters:

Chapter 1 - Introduction
- Managers will be introduced to the legal definition of a lone worker, the health and safety acts that apply to lone working and the responsibilities of the employer and employee.

Chapter 2 – Who is a lone worker?
- This section highlights the types of lone workers, fixed site and mobile lone workers, as well as home workers and the types of hazards employees face during the course of their work.

Chapter 3 – Personal Protective Equipment
- This section will give an overview of the components of a lone working risk assessment. It introduces the details of how to evaluate a lone working job or a remote area working job, how to question workplace conditions, the importance of medical fitness and communication between worker and supervisor. The potential hazards of a home working situation will also be demonstrated.

Evaluation

Trainees will be asked to complete a short questionnaire at the end of the training to ensure competency. There is a minimum pass rate of 80% required to be achieved.

Record of Training

A record of attendance will be held within the e-learning system, this can be printed out and stored within individuals personal training record.

Role Specific (for Staff) – Lone Working

The aim of the training is to provide individuals with an insight into the risks associated with working alone and to support and identify control measures that can minimise them.

Lone Working Employees - Interactive eLearning

This eLearning module will support the delegate to gain an insight into the risks associated with working alone and will point out control measures that can minimise them

At the end of the course, delegates will be able to:
- Understand what 'lone working' means and identify the occupations that involve working alone;
- Identify the hazards related to lone working and home workers;
- Recognise the control measures that can minimise the risks of lone working, and list some practical tips for staying safe when working alone.

The e-learning module is split into three chapters:

Chapter 1 - Lone workers
- Learn who is termed as a 'lone worker' and the jobs they perform, and discover the duties of employers and employees pertaining to lone working.

Chapter 2 - Hazards faced by lone workers.
- The hazards related to lone working and the hazards faced by home workers.

Chapter 3 – Control Measures
- Discover all about the control measures that can minimise the risks of working alone and the risks of working from home.

Evaluation

Trainees will be asked to complete a short questionnaire at the end of the training to ensure competency. There is a minimum pass rate of 80% required to be achieved.

Record of Training

A record of attendance will be held within the e-learning system, this can be printed out and stored within individuals personal training record.

If you are a Lone Worker and want to find out more about risk assessment, the HWL Team deliver risk assessment training throughout the year. Details of how to nominate yourself or a member of your staff for this centrally funded training package information can be found on the HR Connect Page - Learning and Development. https://www.nssscotland-hr.scot.nhs.uk/learning-and-organisational-developments-sub-areas/learning-and-development/61725;

6. Occupational Health

Managers should consider both routine work and foreseeable emergencies that may impose physical and mental burdens on an employee.

There is no direct requirement for Occupational Health involvement in the implementation or application of this procedure however there are certain medical conditions which will preclude individuals from lone working.

Occupational Health should be consulted if managers or staff have any concerns about an individual's fitness to undertake such work, prior to the commencement of lone working. Occupational Health will then advise on their fitness based on any medical conditions and these staff may be subject to periodic examination to ensure their continuing fitness for such work. Examples of such conditions would be.

- Epilepsy
- Certain types of Diabetes

This list is not exclusive and there may be other conditions that will preclude them from lone working activities.

7. NSS Support

Should members of staff have any difficulties with understanding any aspect of this procedure, or require further information in respect of accessibility, interpretation or application of the procedure, they should contact their:

- Line Manager
- SBU Health and Safety Committee Chair & Committee Reps
- Local Joint Trade Union H&S Rep
- Healthy Working Lives contacts, email; healthyworkinglives@nhs.net

    Health and Safety 0131 275 7671, Occupational Health 0131 275 6360

- Guidance is available via the Healthy Working Lives Pages on HR Connect where other NSS policies, procedures and guidance documents can be found.

8. External Sources of Help / References

- Health and Safety Executive (HSE) Website: www.hse.gov.uk
- Health and Safety at Work (etc) Act 1974: http://www.hse.gov.uk/legislation/hswa.htm
- Management of Health and Safety at Work Regulations 1999: http://www.hse.gov.uk/pubns/hsc13.pdf
- HSE document "Risk Assessment" (INDG163): http://www.hse.gov.uk/pubns/indg163.pdf
- HSE document 'Working Alone' http://www.hse.gov.uk/pubns/indg73.pdf

9. Appendices

    (I) Nil

10. Sign Off and Review Date

Agreed By: …………………………………… Date: ……………………………..
Chair, Safety Working Group

Agreed By: ………………………………… Date:……………………………
Chair ,Occupational Health & Safety Advisory Committee

Next scheduled review date: March 2020