

Lone Working Policy

Contents:

1. POLICY CONTEXT	2
2. PERSONAL SECURITY / HEALTH AND SAFETY GUIDANCE ADVICE .	4
3. CAMPUS / UNIVERSITY BUILDINGS	7
4. PHYSICAL INTIMIDATION / ASSAULT.....	7
5. SUPERVISION AND ADMINISTRATION OF PERSONS OUTSIDE NORMAL WORKING HOURS.....	9
6. HAZARDOUS WORKPLACES	11
7. CAMPUS LONE WORKING APPROVAL FORM	12
8. PLACEMENTS	13
9. FIELDWORK	13
10. WORKING OVERSEAS	13
11. PERSONAL RISK ASSESSMENT CHECKLIST – FOR USE BY INDIVIDUALS	15
12. PROCEDURE FOR DEALING WITH ANY INCIDENT RESULTING IN INJURY OR UNEXPLAINED ABSENCE OF A STUDENT OR STAFF MEMBER.....	16

1. Policy Context

The University has a general responsibility under The Health and Safety at Work etc Act 1974 and The Management of Health and Safety at Work Regulations 1999 to make adequate arrangements for persons working alone.

There is no legal prohibition on lone working and it is often safe to do so. However the University acknowledges that there may be an increase risk to health and safety of its employees, students and others when working alone.

The actions required of staff in this policy are necessary not simply for health and safety reasons. Rather, they are part of the overall duty of care which Keele University owes to all its staff and students. It is also important for the reassurance of individuals who work alone.

This policy applies to all University workers who may be working alone. It applies particularly to managers and supervisors of staff and students and those who control contractors as part of the University business

There are many different situations and activities undertaken by the University. Therefore this policy cannot be specific. It is envisaged that Heads of Schools / Departments, Supervisors etc will and already have constructed their own Departmental / School guidance for lone working based on the salient points of this policy. The policy is not intended to be restrictive and most of the text is good practice.

Within this document a lone worker refers to any person who works by himself or herself, on or off the campus, without close or direct supervision. A lone worker may be staff, visiting academics, students engaged in university work or contractors employed by the University. Any work must take into account not only the task, but also the competencies and abilities of those undertaking the work.

This policy addresses those risks which can arise solely as a consequence of staff working on their own and within a group (on fieldwork or placement), both outside the campus and when working within Keele buildings. Other risks which may be foreseen during particular types of activities are covered by other guidance and policy documents.

It follows that whilst allowing the best possible use of its buildings and facilities the University must ensure that any lone working is safe. The process of conducting a risk assessment for a lone worker is no different to that when assessing more conventional activities. Information is available in the [Risk Assessment](#) section on the DOHS web page. The main precaution for lone working is that persons do not undertake activities that would normally require the assistance of a second person or involve excessive or unacceptable risks.

Everyone is responsible for ensuring that all reasonable preventative safety measures and precautions are taken. Good common sense should always prevail.

Objectives

The objectives of this policy are to put into place procedures for the management of:

- Lone Workers
- Access and egress to site outside normal core working hours (08:45 – 17:00)
- Supervision and administration of persons outside normal working hours (including communication)
- Hazardous workplaces
- Risk assessments to ensure activities are risk rated to the lowest level that is reasonably achievable
- Placements (inc working abroad / off campus)
- Fieldwork

Key General Points

- Although rare, significant lone working risks can affect all staff, including building based staff at anytime.
- Every situation is different. Using this policy and associated guidance you will be able to assess the risks and take appropriate steps to manage the risks, both before and during any activity.
- Only work away from the campus of other buildings if you have:
 - A fully charged mobile phone switched on. Coverage may need to be assessed and another SIM card provided;
 - Entered onto your electronic diary system or equivalent system of where you are intending to or likely to be and timings;
 - Provided your Faculty / School office / or security if over 1 day away (or less if risk assessment concludes otherwise), with up-to-date emergency contact information and information about your vehicle. Information should include home and mobile telephone numbers, and/or 2 persons that can be contacted as responders in the event of an emergency
- Your Faculty/ School office/ security should be notified of any changes to visits or vehicle details on the day *including extended or delayed visits*;
- Additional precautions may need to be taken if the visit involves travel to a remote area – there may be specific site rules;
- Any incidents that may have injured you or put you at risk should be reported;
- Any known medical condition that may affect your work should be made known in confidence.

Managers

- Make sure that all staff, and where applicable students, who report to you are complying fully with the requirements of this policy. Take positive steps to check and ensure that information is reviewed at least annually. Take prompt corrective action if information is not readily available.

Persons must not assume that having a mobile phone and a contingency plan is a suitable protection measure in itself. The first priority is to assess and plan for a reduction of risk.

There are websites that contain good advice about precautions you can take when out and about and working alone, e.g. www.suzylamplugh.org

2. Personal Security / Health and Safety Guidance Advice

Risks working away from the campus or other university buildings

The main risks are:

- Car or travel breakdown
- Disabling injury from an accident
- Physical intimidation / assault
- Debilitating illness whilst alone

Personal Travelling

Stay safe with the following advice:

Public Transport

- If your destination is well served by public transport, consider this as an alternative to driving
- If you feel threatened withdraw or move immediately if safe to do so.
- Consider a personal attack alarm
- Ensure you have an up to date timetable before travelling
- When waiting for transport wait in well lit areas and CCTV coverage where possible
- Hide valuables or any work that may make you have uninvited attention

Taxis

- Use a reputable organisation (Keele's preferred general taxi companies are Sid's, Castle Cars, Roseville and ABC) – plan in advance both outward and return
- Carry telephone numbers of known approved taxi companies in areas where you intend to visit

Driving on business

The purpose of this section is to reduce the risk using sensible and proportionate means and advice.

First ask yourself "Do I need to make this journey?" Often the answer is "yes", however, there may be other ways of communicating such as telephone or video conferencing with the added benefit of saving time. The following is common sense and provides good advice:

- Do not attempt to drive a vehicle if there is any doubt about its roadworthiness – keep up to date with your vehicle's warranty, service schedule and, if appropriate, MOT
- Check brakes, tyres water and oil regularly
- Do not drive if adverse weather imminent
- Make journey plans known to a third party, calling in as necessary
- Have suitable means of communication in case of breakdown or emergency

- Be a member of a vehicle recovery service – check ID if needed. Be aware of your surroundings if broken down
- Ensure the vehicle has adequate insurance cover. If you are driving your own car for work use you must have “business use” on your insurance policy
- Do not set unrealistic deadlines which could promote risk taking behaviour
- Do not drive if under the influence of alcohol or drugs
- Do not use hand held mobile phones
- Limit your working hours, which includes travelling time, where practical to less than 12 hours per day
- Take 15 minutes break for every two hours driving
- Find out as much as possible about your destination if you haven’t been there before
- Do not take unknown passengers

Consider carrying the following as an emergency kit:

- Scraper
- Road map
- Personal attack alarm
- First aid kit
- Emergency blanket
- Torch
- Duster
- Water
- Telephone charger
- Extra clothing

Drivers should stop if they suffer from the following symptoms:

- Sore or heavy eyes
- Fuzzy vision
- Feeling tired
- Day dreaming
- Delayed reaction
- Unintentional increase or decrease of speeds
- Fumbling gear changes
- Vehicle veering from side to side

If you leave the vehicle, make sure it is left locked securely. Park with security in mind:

- Park in well lit areas
- Do not have valuables on display
- When parking in a car park, know your exit routes. Try to reverse into a car park space – it is easier to drive away
- If you are approached and feel threatened – use your horn to attract attention and discourage the other person

Motorway breakdown

- Locate and use the emergency phone. Roadside markers indicate the distance and direction to the nearest emergency phone. Using the emergency phone will pinpoint your position for the emergency services.
- If possible, keep driving until you reach an emergency phone.

- Stop on the hard shoulder with the vehicle well to the left, near to or on the grass verge. Put on the hazard warning lights (and side lights at night).
- If possible, only use the nearside doors to get in and out of the vehicle.
- While looking for a phone, keep well to the left of the hard shoulder, near to the grass verge, walk well away from the white line on the edge of the motorway.
- At night wear something light or reflective.
- If you are a female travelling alone tell the motorway control that you are a lone female.
- If you are worried about going to the emergency phone use a mobile phone, remain near your vehicle, keep windows closed, and watch for a police patrol.
- Under no circumstances accept a lift from a stranger.
- When at the phone, stand with the box between you and the oncoming traffic.
- On return to the car, stand outside, well back on the grass verge or embankment.
- Leave the front nearside or passenger door slightly open and if possible lock all others. If a vehicle draws up other than the rescue service you have called, quickly enter your car through the open door and lock it.
- If a car stops whilst you are on the phone, take its registration number and give the vehicle details to the operator. If the person makes you feel uncomfortable, tell them that you have reported their registration details.

Breakdown on other roads:

- If the engine cuts out, coast for a distance and steer your car onto the verge. Stop clear of the carriageway.
- Whenever possible, stop near a building where you are likely to get help or perhaps the use of a phone.
- If you cannot get off a road with fast-moving traffic, you will probably be safer out of the car.
- Be careful if you need to cross the road as it is difficult to judge the speed of traffic on main roads and drivers are not expecting people to be crossing.

Walking / wheelchair

- Consider a personal attack alarm
- Carry a mobile phone or other means of communication
- Use well lit streets – avoid shortcuts
- Remain alert and aware of the surrounding environment
- Carry as least as possible

Hotels

- Try to use an approved chain of hotels
- When booking ask if it has a secure, well lit car park
- Are the rooms secure with a telephone?
- Can you arrive late?
- Is there somewhere you can eat at the hotel?

3. Campus / University buildings

Staff in a building can in some circumstances become lone workers. This is particularly likely in small offices. All Keele staff should be aware of the possible risks and how to reduce them. Each building is different so risk assessments should be completed at a local level. Issues to consider in any assessment:

- Work patterns – frequency of staff becoming lone workers
- Office security systems and the presence of any CCTV around the building
- Keep windows and entrances locked where possible
- Arrangements for deliveries, including heavy items
- Agree on a protocol for visitors to buildings
- The location of the building
- Access to first aid and emergency services / security
- Action to take in the event of an emergency – e.g. fire
- Provide an exit strategy
- Ensure somebody knows lone workers whereabouts
- If working at night and in the dark then close the blinds
- Does the work require approval for the work activity
- Disabled staff access/egress

The findings of the assessment should form the basis of local preventative and emergency procedures that should be known by all staff.

4. Physical intimidation / assault

Obviously physical assaults are dangerous and can result in injury or disability. Such assaults cause emotional stress and anxiety.

Aggression violence is rarely spontaneous and persons need to work up to it. Given the option most people prefer not to be aggressive.

Causes of Aggression

Aggression can be caused by a number of contributory factors such as:

- Financial problems
- Personal problems (marital, domestic, bereavement)
- Previous experiences of the organisation
- Criminal activity
- Alcohol and drugs
- Peer pressure
- Threats and degrading language

Aspects of our behaviour can also be contributory such as:

- Making people feel threatened
- Making people feel powerless
- Making people look small
- Appearing to be vulnerable
- Body language

Defusing and de-escalation techniques are widely used to control aggressive situations.□

Although it is natural to push back and defend your views and status, acknowledging everyone's message is good practice. Always remember why you are there so be courteous and civil and avoid raising your voice and becoming aggressive yourself. Lack of self control and sense of urgency can lead to poor thinking so try and stay calm and relaxed.

For certain University activities training may need to be provided as part of the risk assessment control measure.

<p>Emergency contact (address +phone if applicable)</p> <p>1.</p> <p>2.</p>	
<p>Client/ Person dealing with</p> <p>Address</p> <p>Telephone</p>	<p>Comments</p> <p>History:</p>
<p>Organised trip Y / N</p> <p>Organiser</p> <p>Destination</p> <p>Itinerary / schedule</p> <p>Trip details – please attach</p> <p>Time expected – arrival</p> <p>Time expected - back</p> <p>Time arranged to ring in</p> <p>Reporting Procedure</p>	<p>Comments</p>
<p>Environment:</p> <p>Access</p> <p>Hostile</p> <p>Security</p>	
<p>Activity:</p> <p>Placement</p> <p>Fieldwork</p> <p>Campus</p> <p>Off site</p> <p>Process</p> <p>Travelling</p> <p>Hazardous Work</p> <p>Process</p>	

6. Hazardous workplaces

These are areas where persons may be exposed to risks which are greater than those normally encountered within low risk environments such as offices. Hazardous areas may include workshops or laboratories. It is not expected that persons will be exposed to hazardous substances during the normal course of their work or study.

Only **authorised** persons may enter hazardous areas alone outside normal working hours. Authorised persons may include members of a Faculty or School, postgraduate students, technicians or visiting research workers. Persons must be:

- Directly associated with the workplace
- Familiar with the layout of the building or work area
- Familiar with the emergency procedures
- Where applicable, understand any local safety rules, risk assessment and emergency procedures

Undergraduate Students are not normally authorised, outside normal working hours to use hazardous workplaces. The exceptions to this are research project students that have:

- A suitable level of competency and maturity
- Obtained written authorisation from their Faculty or School
- Understood the risk assessment, emergency arrangements and the work is low risk

The following Campus Lone Working Approval Form should be used to authorise lone working in hazardous areas.

7. CAMPUS LONE WORKING APPROVAL FORM

Approving Responsible Person

1. Prof/Dr/Mr/Mrs/Ms/Miss.....(name)
2. Department / School.....
3. Agree access to the place of work, room.....building.....on a regular basis outside normal working hours
4. Activity / task.....
5. Work has been assessed by.....
6. The person (name.....) is competent and medically fit to work alone out of normal working hours and has been briefed on all emergency procedures and risk assessments relevant to the task
7. Should the nature of the task differ during the working period, then a further risk assessment will be carried out

Name (print)

Signature

Title / position

Date

Completed by Lone Worker

I have been issued with and have read the lone working policy. I have been given the risk assessments for the task and understand the emergency procedures. I agree to comply with the policy and assessment and acknowledge that this approval may be withdrawn if I am found to seriously breach any of the procedures.

Name (print)

Signature

Title / position

Date

Contact details

8. Placements

The term placement refers to a period of study or vocational experience, paid or unpaid, which:

- Is undertaken as an integral part of the student's course, and
- The student is enrolled at Keele during this period; and
- There is the transfer of direct supervision of the student to a third party.

It is important that emergency arrangements are effectively communicated.

The UCEA's Guidance on Placements can be downloaded from their [web site](#).

In essence, there are 5 risk based steps during the placement process:

1. Preparing the student
 - Work and/or Study
 - Travel and Transportation
 - Location and/or Regional
 - General / Environmental Health
 - Personal to student
 - Insurance Limitations
2. Risk assessment and control measures
 - Clarifying expectations with host
 - Preparing the student
3. Approving the placement and student
4. When the student is out on placement – dealing with safety issues
5. Once students return from placement – debriefing/review

9. Fieldwork

Keele University adopts the UCEA Guidance on Safety in Fieldwork. This is suitable for those supervising or managing fieldwork. If for practical reasons the guidance cannot be followed then a risk assessment should demonstrate the reasons why and DOHS should be contacted. Matters that may deviate from the guidance for pragmatic reasons for example are, supervision ratio, working on water, first aid and insurance.

The UCEA Guidance can be downloaded from their [web site](#). It is currently under review, the review document can be seen here.

10. Working Overseas

For work abroad by staff or students, the guidance in the UCEA publication "Health and Safety Guidelines when working overseas" should be followed. This code is available on the UCEA website.

The UCEA Guidance can be downloaded from their [web site](#).

For all work, including field work, a suitable risk assessment should be carried out based on UK standards.

Information about local conditions pertinent to the locality can be obtained from previous visits, known local contacts or the Foreign and Commonwealth Office (www.fco.gov.uk)

11. Personal Risk Assessment Checklist – for use by individuals

Does anyone know where you are?	
If you change plans do you know whom to inform?	
Do you check or vet unknown people that you go to meet alone?	
Can you be contacted?	
Is there a check-in system and do you use it?	
Do you think about where you park – is it safe?	
Do you use the quickest, shortest route or the safest?	
Do you carry money or valuables?	
Do you carry a personal alarm?	
Would anybody miss you? How long would it take before you were missed? Could you be located?	
Have you got emergency contact details?	
Do you need to provide medical details?	

Access	Who can get in, where and how?	
Egress	How can you get out? Exits, means of escape to well lit areas?	
Isolation	Can you make contact with others, see them or be seen?	
Alarms	How do you raise the alarm or ask for help?	
Lighting	Is your route, car park, meeting place well lit?	
Hiding Places	Are there areas where people can hide?	
Situations	Are you likely to be affected by pub closing times, public venues etc when you may be more at risk?	
Locations	Are you aware of areas of higher risk, such as parks, gardens, alleyways etc?	
Weapons	Are there items around you that could be used as weapons by others or present danger?	
Precautions	What precautions are available to you?	
People	Do you take notice of other persons around you?	
Welfare	How do you access it?	
Communication	How do you keep in touch?	

12. Procedure for Dealing with any Incident Resulting in Injury or Unexplained Absence of a Student or Staff Member

1. INTRODUCTION

The purpose of these guidelines is to provide a framework to enable the University to react swiftly, sensitively and appropriately to the above occurrences regardless of the circumstances.

Please note that this procedure refers to current students or Staff of the University. Staff members being made aware of an incident involving a current student or Staff member should immediately inform Security and the following procedures will activate the appropriate response and communications strategy. The procedure can apply to a group of people and not just a lone worker.

2. INFORMING THE UNIVERSITY

During normal working hours Security can be contacted as follows – Head of Security, on telephone extension 34440 or mobile 07966 - 319503

Outside normal office hours, (between 5pm and 9am, weekends, Bank Holidays etc) on 01782 733004 or Head of Security on 07966 319503

Information can clearly come into the University from many different sources and so anyone receiving information should follow the above route and always inform Security to make sure that proper communication procedures are triggered.

If information comes from the Police or the Health Service it is likely that they will contact Security in the first instance. However, if the information comes from the student's or Staff member's family or friends or co-students they may call Central Services or School offices, or indeed elsewhere in the University. If you receive the telephone call it will be necessary for you to obtain the following information.

- Full name and contact details of the informant
- Full name / title of the person injured/missing
- Whether the emergency services have been informed
- Date of incident
- Place of incident
- Whether next of kin have been informed
- Full details of trip/activity when injured/last seen

Thereafter Security should be contacted and the information obtained from the informant reported.

3. ROLES and RESPONSIBILITIES

Security will be responsible for all legal and immediate procedural activities.

3.1 Security

In the event of an injury or missing person the Police or the Health Service are likely to contact Security in order to assist in the identification of the details surrounding the occurrence.

Security will liaise fully with the emergency services
Confirm the person is a current student or Staff member by checking the Record System
Confirm accuracy of report
Check records of Lone working/Field work/External Visits

The Head of Security will be responsible for informing:

The Vice Chancellor's Office
The University Secretary's Office
Learning and Student Support (CLASS) (Where necessary)
Occupational Health (Where necessary)
Academic Registry/Graduate School (PGR) as appropriate
University Press Officer
Head of Security will liaise with Emergency Services

3.2 Each office will then put in place relevant procedures

Secretary and Registrar's Office

Maintain liaison with Head of Security and Public Relations Office to ensure appropriate support is maintained with family and colleagues and authorise any media enquiries or press release.

Learning and Student Support (CLASS)

Notify the student's principal academic departments. (This should then cascade: for example when a School is informed it should have its own protocols in place to inform staff and students, be able to give information on services providing support such as CLASS, counselling, chaplains etc

Take action to ensure that inappropriate communications are not sent out in the immediate period after the incident/missing report.

Inform the Chaplains, University Medical Officer, Resident Tutors, Counselling Service, KUSU President, Independent Advice Unit (IAU), International Student Officer (if appropriate) and as necessary

Provide information and advice to the University to minimise distress and help support staff and students.

Academic Registry/Graduate School

Inform all sections involved in maintaining records

CFM

Inform Accommodation Services and Public Relations **All communication with the media should be managed by the Public Relations Office.**

All those on the above list should ensure that all records they have responsibility for are amended.

4. CRITICAL INCIDENT DEBRIEFING (CIB)

In all cases critical incident debriefing should take place, ideally within the first five days but no longer than one month after the event

4.1. Aims of CIB

The aims of CIB are:

To review the experience in the light of policy and procedural implementation and highlight any necessary improvements

5. SPECIAL CASES

International Students, Suicide and Contagious Diseases

The process of passing information needs to be informative but with respect to the wishes of the family who may request some level of confidentiality. However, it is important that the relevant information is passed quickly to staff and students within the appropriate academic departments as well as those in the central support departments. Experience has shown that withholding information that may be in the public domain, particularly from other students, can exacerbate an already difficult situation and cause further distress by allowing rumours to spread.

In certain cases (examples are communicable diseases, suicide or death on campus) it may be necessary to convene a **critical incident group** to manage the aftermath (as opposed to just reviewing it). This may comprise a representative from Academic Services, the Security Manager, Medical Office of Health, External Relations Manager, KUSU President and Head of Learning and Student Support, as appropriate and will include others as deemed necessary. It will be instigated by the Director of Human Resources and Student Support. (See also the Business Continuity Plan)

General Points

No member of the University should contact the next of kin until it has been checked that they have already been notified.

No member of the University should speak to the media without first liaising with the Public Relations Office.

Policy Approved by Council 4 November 2010

Document Name	Loan Working Policy
Owner	Human Resources
Version Number	[version number, with 0.1 increments for minor amendments]
Equality Analysis Form Submission Date	[Decision from Equality Analysis and form submission date]
Approval Date	4 November 2010
Approved By	[Committee name]
Date of Commencement	4 November 2010
Date of Last Review	4 November 2010
Date for Next Review	4 November 2014
Related University Policy Documents	[List all applicable]
<i>For Office Use – Keywords for search function</i>	