



MILLAT ASIAN HOUSING ASSOCIATION

LONE WORKING POLICY

PURPOSE:

This document outlines the Association's Lone Working Policy

Approved by the Board in February 2024

To be reviewed in February 2027

LONE WORKING POLICY

INTRODUCTION

1.1 Millat recognise that lone workers face particular problems, and we will not require employees to work alone where this results in unacceptable risks. We will ensure all lone workers are thoroughly trained at the start of their employment, are regularly supervised and monitored, and are instructed in all matters relating to their Health and Safety (H&S) at work.

1.2 This Policy applies to all employees including temporary employees, contractors, students and those on work experience. It forms an integral part of the Partnership's Health & Safety Policies. The Policy applies to all situations involving lone working arising in connection with the duties and activities of our employees, including:

- employees working on their own within our offices; and
- employees working on their own out with our offices.

1.3 To comply with the Government's response to the COVID-19 pandemic, all staff began working from home in a short space of time making it impossible to carry out the normal risk assessments for homeworking. As the Government lifts restrictions full homeworking risk assessments will be carried out for every member of staff.

OBJECTIVES

- 2.1 To increase employee awareness of safety issues relating to lone working.
- 2.2 To ensure the risk of lone working is assessed in a systematic and ongoing way, and safe systems and methods of work are put in place to reduce the risk so far as is reasonably practicable.
- 2.3 To ensure appropriate training is available to employees in all areas equipping them to recognise risk and provides practical advice on safety when working alone.
- 2.4 To ensure appropriate support is available to employees who have to work alone.
- 2.5 To encourage full reporting and recording of all adverse incidents relating to lone working.
- 2.6 To reduce the number of incidents and injuries to employees related to lone working.

IMPLEMENTING THE POLICY

3.1 Lone working environments present a unique Health & Safety problem. Although there is no specific legal guidance on lone working, under the Health and Safety at

Work etc. Act 1974, and the Management of Health and Safety Regulations 1999, as amended, the Partnership has a duty of care and must organise and control the health and safety of lone workers.

3.2 The Housing Manager has overall responsibility for the implementation of this Policy.

3.3 We will implement arrangements for identifying, evaluating and managing risks associated with lone working.

3.4 We will provide resources for putting the Policy into practice and will make sure that there are arrangements for monitoring incidents linked to lone working.

3.5 Procedures relating to the implementation, monitoring and enforcement of this Policy will be developed and maintained by the Health & Safety Committee and updated as required.

3.6 Day-to-day responsibility for the implementation of this Policy lies with the Housing Manager but all employees are obliged to adhere to and facilitate the implementation of the Policy and its related procedures in the workplace.

3.7 Procedures for lone workers will ensure safe and effective systems of work at all times. All employees are required to draw to the attention of the Housing Manager any amendments or additions to procedures which may become necessary from time to time.

3.8 All employees have a responsibility to act in such a way as not to put themselves or their colleagues at risk. Where employees work alone, Millat places even greater trust in them to act responsibly and safely. Any breaches of that trust will be viewed very seriously and may result in disciplinary action being taken.

DEFINITION OF A LONE WORKER

Health & Safety Executive define a lone worker as someone who “works by themselves without close or direct supervision”

At Millat a lone worker includes

- Working outside normal office hours, even on a one-off basis
- Working with the public on your own or away from colleagues
- Working on your own, in an office, at home or some other location
- Working in other’s homes or premises
- If you travel alone as part of your job (this does not include commuting)
- Working in the office but away from colleagues

3.9 If appropriate all candidates for positions in which lone working is a significant factor must undergo a medical examination. Each individual’s suitability on medical grounds will be related to the specific job applied for and the particular hazards and risks associated with that job. Requests for medical reports/medical records will be subject to the Access to Medical Reports Act

1988 where appropriate and to the Access to Health Records Act 1990.

3.10 The Health & Safety Committee is responsible for ensuring that risk assessments are undertaken and procedures are followed throughout their teams.

3.11 The Health & Safety Committee is responsible for setting up and maintaining an effective procedure relating to all equipment/machinery used by their employees to ensure that:

- a) all equipment/machinery is safe;
- b) defects are quickly reported and rectified; and
- c) regular maintenance is carried out.

3.12 We will regularly review the training needs of their employees, and ensure that refresher training, or training in new working methods, is provided.

3.13 All lone workers will have regular personal contact with the Housing Manager at least once a week.

3.14 All lone workers will be informed by the Housing Manager whom they should contact for help and support in fulfilling their duties. Where possible the contact will be an office-based employee, and readily available. In the event that the contact is unavailable and advice urgently required, employees should contact the Housing Manager.

3.15 All lone workers will have quick and easy access to first-aid facilities. Lone workers will be provided with a first-aid kit. The first aid requirements of all current lone workers will be assessed and provision will be made as necessary.

3.16 In circumstances where we accept that a lone worker could have difficulty in raising the alarm in an emergency, we will install or provide an alarm system appropriate to the situation.

3.17 Where lone workers are mobile during their working day, systems will be established whereby the location of individuals at any particular time can be determined; this may include the requirement to report to a central point at the end of an appointment or working day. Such systems must be strictly adhered to.

3.18 No ad hoc lone working will be permitted without prior written authorisation from the Housing Manager

COMMUNICATING THE POLICY

4.1 We will inform our employees, other agencies and companies who operate from our offices and stores, about the Lone Working Policy.

4.2 Housing Manager is responsible for implementing and operating the Policy will receive regular in-depth training. All employees will be trained in the procedures and the operation of the Policy.

All new appointees to lone working positions will receive comprehensive induction training. All employees must satisfy the Housing Manager that they are competent in:

- a) the duties of the particular post;
- b) safety aspects of all machinery/equipment to be used; and
- c) emergency procedures: fire, accident, illness, physical attack.

4.3 A copy of the Policy will be posted on our intranet and in the office.

MONITORING AND REVIEW OF POLICY

5.1 This Policy will be reviewed every 3 years. More frequent reviews will be considered if, for example, there is a need to respond to new legislation/policy guidance.

MILLAT PROCEDURES RELATING TO THE LONE WORKING POLICY

1.1 The Health & Safety Committee are responsible for:

- a) Making sure that all employees are aware of the Policy;
- b) Making sure that risk assessments are carried out and reviewed regularly;
- c) Putting procedures and safe systems of work into practice which are designed to eliminate or reduce the risks associated with working alone;
- d) Making sure that employees identified as being at risk are given appropriate information, instruction and training, including training at induction, updates and refresher training as necessary;
- e) Making sure that appropriate support is given to employees involved in any incident; and
- f) Managing the effectiveness of preventative measures through an effective system of reporting, investigating and recording incidents.

1.2 All employees are responsible for:

- a) Taking reasonable care of themselves and other people who may be affected by their actions;
- b) Co-operating by following rules and procedures designed for safe working;
- c) Reporting all incidents that may affect the H&S of themselves or others and asking for guidance as appropriate;
- d) Taking part in training designed to meet the requirements of the Policy; and
- e) Reporting any dangers they identify or any concerns they might have in respect of working alone.

1.3 There are also procedures specifically for the working requirements of:

- Housing Officer / Admin Asst
- Contractors
- Cleaners
- Homeworkers