

Staff – Safety advice on the use of vehicles

Those staff who are required to use vehicles as part of the lone work should address the following vehicle do's & don'ts: -

Before and during the journey

- Plan the route in advance so there is no need to stop and ask for directions
- Check the vehicle so it will not break down e.g. petrol level; oil; tyre pressures
- Plan to travel, arrive and leave in daylight whenever possible
- Always carry a mobile phone, change or phone card to use in an emergency (the mobile must not be used whilst driving)
- Keep doors locked and windows closed as much as possible, especially in slow moving traffic, queues and at traffic lights
- Keep a few feet away from the vehicle in front in queues to allow you to pull away from trouble if you need to
- Do not pick up hitch-hikers



Parking and leaving the vehicle

- Park in a well lit area
- Leave sufficient space front and back to allow you to leave quickly if needed
- Lock doors each time you leave the vehicle
- Reverse into spaces in multi-storey car parks preferably on the ground floor near an exit
- Have your car keys ready on return to the vehicle; check the back seat before getting in
- Do not leave valuables on display in the car

Reception areas

The following arrangements should be in place for reception areas and service counters: -

- Panic alarms fitted, ideally at hands reach under the desk, to alarm at remote place away from desk (must be silent in the area)
- Staff trained to respond to alarm
- Response time no more than 30 seconds

- Panic alarm procedure tested at least every 6 months
- The desk/counter at a suitable height and width to prevent anyone reaching across to touch staff
- Areas clear of loose objects which could be used as weapons
- The reception desk area securely enclosed with a barrier to prevent someone walking straight to the employee
- Display the CMBC notice 'Violence & Aggression will not be tolerated'

In addition, if risks are envisaged or the reception / counter is very high profile then consideration should be given to one or all of the following measures: -

- Employment of full time Police registered door supervisory staff
- Convex mirrors for any area that cannot be seen by reception
- Full enclosure of the reception / counter area with quality bandit proof glazing
- Service counters should have suitable security screens fitted to protect staff
- CCTV recorded monitoring of the reception desk and general area

Risk Assessment Documents

In the ***Lone Working – A Guide to Risk Assessment*** there are the following appendices to document the precautions and controls outlined in this leaflet

Appendix A: Risk Assessment Mobile Lone Working

Appendix B: Risk Assessment Lone Working in Premises

Appendix C: Risk Assessment Premises other than Schools

Appendix D: Interview Room Security Standard

Appendix E: Emergency information and Medical

Questionnaire forms

For further advice from the Health and Safety Section call 01422 393067.

Bite Size Safety!

Lone Working – CMBC procedures and guidance for Managers and Staff



This leaflet gives a simple basic outline of Calderdale's Lone Working procedures and guidance. There is a more detailed document titled ***Lone Working – A guide to Risk Assessment on the intranet in the Health & Safety document library.*** Link: [Document Library](#)

Employer's responsibility

There is common law 'Duty of Care' in Health & Safety legislation that requires employers to assess the risk to their employees who may work alone and to take steps to avoid or control risks where necessary.

The CMBC Health & Safety Policy states that managers must address the risks to staff who work alone. There are Lone Working documents available to record assessments – see back page.



A printed version of this document is only valid until December 2024

What is a 'Lone Worker?'

There are various groups of CMBC personnel who may be categorised as working alone.

These groups are: -

- Those working in established premises e.g. caretaker
- Those working in remote locations or premises e.g. countryside officers; district libraries
- Those working alone on home or remote visits / interviews e.g. social workers and support staff
- Those working on the street / outdoors e.g. enforcement officers; planning officers

Some examples of **Lone Working** in a fixed establishment are: -

- One person working alone - home workers
- Any person who works separately away from others e.g. in a building, records office, leisure centre, museum, workshop, youth centre, school
- Any person who has to work outside normal hours e.g. night and shift works, porters, cleaners, IT staff, maintenance & repair staff

Some examples of **Lone Working** away from a fixed base: -

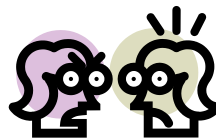
- Electrical repair/testing/maintenance staff
- Street wardens
- School Crossing staff
- Parks staff
- Countryside operatives
- Social workers
- Community workers
- Enforcement officers
- Planning staff
- Environmental Health Officers



What are the risks?

Consideration should be given to the following for staff who are lone/mobile workers: -

- Does the work involve contact with the public?
- Does it involve working late at night?
- Does it involve working in areas where crime or vandalism is high?
- Does the work involve contact with members of the public (or clients) who are known to be potentially violent or abusive?
- Does it involve employees challenging members of the public e.g. enforcement officers; social workers



What precautions are appropriate?

Depending on what level of risk has been identified for the work/activity/employee there are a number of precautions and control measures that would be considered acceptable. These are set out in the matrix opposite.

In addition consideration should be given to the following: -

Use of council vehicles

Managers should consider the use of council vehicles to protect damage to employee vehicles or personal property due to recrimination

Council premises which are staffed on a 24 hour basis by a lone worker, must not allow access to any unauthorised person between the hours of 10:00pm and 6:00am except in emergencies when additional staff may be called in.

Specifically designed interview rooms - for known challenging clients or difficult interviews

Risk rating	Criteria	Control / precautions
Low risk lone working	<ul style="list-style-type: none"> • In established premises with good security measures and good communications • No contact with public 	<ul style="list-style-type: none"> • Trained Staff – do the Lone Working E-learning course • Signing in & out and other appropriate procedures in place
Medium risk lone working	<ul style="list-style-type: none"> • Remote premises • Travelling between premises • Temporary work situations • Unlikely contact with problem clients / members of the public 	<p>Apply all low risk controls above plus: -</p> <ul style="list-style-type: none"> • Establish good communications • Consider issuing personal alarm • Completed medical questionnaire
High risk lone working	<ul style="list-style-type: none"> • Working in public places e.g.: Street workers • Home visits • Carrying / collection / transportation of finance or drugs • Interviewing potential problem clients • Work outside normal hours 	<p>Apply all Low & Medium risk controls above plus: -</p> <ul style="list-style-type: none"> • Clip on ties used • Mobile phones • Back-up personnel arranged • Establish good communications • Safe interview situation
Very high risk lone working	<p>a combination of:</p> <ul style="list-style-type: none"> • Special risks • Clients with known history or high risk of violence • Enforcement duties • Areas with known history or high risk of violence / crime • Work outside normal hours 	<p>Apply all controls above plus: -</p> <ul style="list-style-type: none"> • Satellite / mobile tracking system • Consider stab vests • Issue personal alarms • Mobile phone / good communications • Vehicle security • Work in pairs • Operational times – no night work • Request Police support in special circumstances