



LONE WORKING

A GUIDE TO RISK ASSESSMENT

A printed versions of this document is only valid until 31 December 2024

Revision 2

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1. **INTRODUCTION - GUIDANCE ON LONE WORKING**

Managers and Supervisors must ensure that they have considered the risks associated with lone working **before** any staff are expected to work alone. The Lone Working Guidance has been produced to reinforce the Council Security Policy and Services own Security Policies, which all employees must adhere to. If you are concerned about risks to your personal safety, please inform your line Manager so that appropriate action can be taken to improve the situation.

Staff are not expected to undertake any lone working unless a risk assessment has been carried out and control measures are in place to ensure their safety as far as reasonably practicable.

Managers and Supervisors undertaking a "Lone Working Risk Assessment" must make suitable arrangements for consultation with the relevant parties involved. The assessment will be carried out to identify the potential hazards of all activities where lone working takes place or where it is intended to take place.

In the circumstances where an employee is working at home on display screen equipment and / or general administration then the assessment for Lone Working should be conducted as a low-risk activity as per the Lone Worker Personal Safety matrix in section 5.

This document should be read in conjunction with the following documents which are available on the intranet under – Calderdale Connect– Health and Safety Resources

Council **Security Policy** with particular reference made to:

Section 5 - Lone Workers
Section 16 - Potentially Violent Clients
Appendix "B" - Security Risk Assessment form
Council Policy on Avoidance of Violence and Aggression to Staff

Legislation relevant to managing Lone Working:

The Health and Safety at Work etc Act 1974 (HSW Act)

Employers have a legal duty under this Act to ensure, so far as it reasonably practicable, the health, safety and welfare at work of their employees.

The Management of Health and Safety at Work Regulations 1999

Employers must consider the risks to employees (including the risk of reasonably foreseeable violence); decide how significant these risks are; decide what to do to prevent or control the risks; and develop a clear management plan to achieve this.

The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR)

Employers must notify their enforcing authority in the event of an accident at work to any employee resulting in death, major injury, on incapacity for normal work for seven or more days. This includes any act of non-consensual physical violence done to a person at work.

Safety Representatives and Safety Committees Regulations 1977 (a) and: The Health and Safety (Consultation with Employees) Regulations 1996 (b)

Employers must inform, and consult with, employees in good time on matters relating to their health and safety. Employee representatives, either appointed by recognised trade unions under (a) or elected under (b) may make representations to their employer on matters affecting the health and safety of those they represent.

HSE Guidance freely available from - www.hse.gov.uk :

- 5 Steps to Risk Assessment INDG 163
- Lone Workers INDG 73
- Violence at Work INDG 69

2. LONE WORKING & PERSONAL SAFETY

DEFINITION

Lone workers can be found in a variety of situations where people work without close or direct supervision. For example, they can be working at a remote location, early starters, or late finishers. It is therefore important to bear in mind that there is no “one size fits all” solution and each Service must assess the risks to their employees depending on the situation. For Council purposes Lone Working can be broken down into four main categories:

1. Those working in established premises (e.g., caretaker).
2. Those working in remote locations or premises (e.g., district libraries).
3. Those working alone on home or remote visits / interviews (e.g., social worker).
4. Those working on the street / outdoors (e.g., drug action team).

SOME EXAMPLES OF LONE WORKING IN FIXED ESTABLISHMENTS

Are:

one person works alone e.g., small workshops, kiosks, and home workers.

people working separately from others e.g., in a building, warehouse, leisure centre, museum or office buildings.

people working outside normal hours e.g., night, or unusual shift workers, porters, cleaners, IT, maintenance or repair staff.

SOME EXAMPLES OF LONE WORKING AWAY FROM BASE

Are:

electrical repair and maintenance staff, some remote cleaning work.

street wardens, traffic wardens etc.

parks maintenance staff, countryside operatives, park rangers.

service workers e.g., social workers, community workers, benefits and fraud investigation, home helps, etc.

Guidance on Lone Working is available from HSE website:

<http://www.hse.gov.uk/pubns/indg73.pdf>

3. GOING ABOUT THE RISK ASSESSMENT

When assessing the risk to lone/mobile workers some considerations may be:

1. Does the work involve contact with the public?
2. Does it involve working late at night?
3. Does it involve work in areas known to be potentially violent?
4. Does it involve working in areas where crime &/or vandalism is high?
5. Does the work involve contact with members of the public who are known to be potentially violent or abusive?
6. Does the work involve employees challenging members of the public (e.g., enforcement officers, social workers, traffic wardens)?

Using the risk assessments attached in the Appendices it is possible to identify the above, any additional risks and the precautions that need to be taken.

- Appendix A Risk Assessment Mobile Lone Working
- Appendix B Risk Assessment Lone Workers in Premises other than at home
- Appendix C Risk Assessment Lone Workers at Home
- Appendix D Risk Assessment Premises other than Schools

4. IDENTIFYING ADEQUATE PRECAUTIONS

If you have assessed the risk using the appendices attached and have identified areas of weakness, you must consider the following when formulating the precautions / control measures needed. You must then implement those that are appropriate to the level of risk identified after studying the Matrix guidance in this section:

1. Accompanied visits to known difficult members of the public.
2. Accompanied visits to known violent areas.
3. Accompanied visits for appointments at night.
4. Issuing employees with mobile telephones.
5. The use of mobile (satellite) tracker systems that are linked to control centres. Information is available from Safety Co-ordinators.
6. The issue of personal attack alarms
7. Signing in and out procedures.
8. Pre-arranged telephone contacts.
9. Specialist training for staff at risk.
10. Protective clothing where applicable, e.g., the use of clip-on ties and “stab vests” in high-risk situations.
11. The possibility of using Council vehicles to prevent damage to their own vehicles or personal property due to recrimination.
12. Vehicle security improvements, e.g., primarily the fitting of protective film on driver and passenger windows, grills, central locking, and CCTV.
13. Services may wish to consider the use of a password system where employees visit private dwellings. This idea works on the principle that the person being visited can telephone the number on the identification badge, asks for the password, and then asks the employee for the password before allowing them entry. (Services must ensure that the employee has been given the password). Information is available from the Health & Safety Section.
14. Ensure that checks are made on clients / public that are going to be visited using existing databases, e.g., Incident Register (contact the Health & Safety Manager to obtain access)
15. Ensure that the Medical Questionnaire is completed (see Appendix F).

5. Lone Worker Personal Safety Matrix / Guidance

Whilst there cannot be a definitive answer to the problems of Lone Working the following matrix provides a hierarchy of controls / precautions that would be acceptable.

RISK RATING	CRITERIA	REMEDIAL MEASURES PRECAUTIONS
VERY HIGH RISK LONE WORKING	A combination of: 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	Trained staff Signing in & out and other appropriate procedures in place Medical questionnaire completed satisfactorily Satellite/mobile tracking system Stab vests issued Clip on ties used Issue Personal Alarm Mobile phone/ good communications Backup personnel arrangements Vehicle Security Work in pairs Operational times e.g.: no night work Request Police support in special circumstances
HIGH RISK LONE WORKING	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	Trained staff Signing in & out and other appropriate procedures in place Medical questionnaire completed satisfactorily Clip on ties used Mobile phones Backup personnel arranged Establish good communications Safe interview situation
1 MEDIUM RISK LONE WORKING	Remote premises Travelling between premises Temporary work situations Unlikely contact with problem clients / members of the public	Trained Staff Signing in & out and other appropriate procedures in place Medical questionnaire completed satisfactorily Establish good communications Consider issuing personal alarm
2 LOW RISK LONE WORKING	In established premises with good security measures and good communications No contact with public	Trained staff Signing in & out and other appropriate procedures in place

6. **SAFETY ADVICE ON THE USE OF VEHICLES**

In addition, consideration should be given to those required to use vehicles as part of the lone work. In general, the issues to be addressed are:

BEFORE AND DURING THE JOURNEY:

- Plan the route in advance so that there is no need to stop and ask directions.
- Plan the journey so that the vehicle will not break down, e.g., it has enough petrol, oil, check the tyre pressures.
- Plan to travel, arrive and leave in daylight whenever possible.
- Ensure the driver has a means of communication in an emergency E.G., mobile phone, charge or phone card (mobile phone should not be used whilst driving).
- Keep doors locked and windows closed as much as possible, especially in slow moving traffic and at traffic lights.
- Keep a few feet away from the car in front to allow you to pull away from trouble if you need to.
- Do not pick up hitchhikers.

PARKING AND LEAVING THE VEHICLE:

- Park in a well-lit area.
- Always try leaving enough space front and back to allow you to leave quickly if you need to.
- Lock all doors and boot when leaving the vehicle every time, even if only for a few seconds.
- In multi-storey car parks, try to park on the ground level, reverse into the space and park as near the exit as possible.
- Have your keys at the ready on return to the vehicle and check the back seat before getting in.
- Do not leave valuables on display in the car.

GENERAL GUIDANCE:

- Do not get into a vehicle with a stranger.
- If you break down and someone offers help, stay inside the vehicle with the doors locked. Use your mobile phone to call for assistance and let them see you have done so.
- If you think you are being followed or intimidated, keep driving until you get to a busy or public place, park up and call the police.
- If a car pulls in front deliberately forcing you to stop, keep the engine running turn on the hazard warning lights and attract attention by sounding the horn continuously.
- If the occupants of a car at traffic lights or junction intimidate you and try to attract your attention, ignore them, and avoid eye contact.

Refer also to the Driving at Work guidance document and the guidance on “Road Rage” given in the Council Policy on Avoidance of Aggression and Violence to Staff – section 9, available on the intranet.

LINK TO: [Driving at Work](#)

Guidance on safe driving at work is freely available from HSE website: www.hse.gov.uk

7. RECEPTION AREAS & SERVICE COUNTERS

These areas should have the following arrangements:

- Panic alarms fitted inconspicuously, ideally under the desk which alarms at a remote place without sounding at the desk.
- Council personnel and other staff suitably trained to respond to an alarm call for assistance.
- Response time should not exceed 30 seconds.
- Panic alarm procedure to be tested at least every six months.
- A desk at a suitable height, and wide enough to prevent anyone reaching across and touching the member of staff.
- The areas must not have any loose objects which could be used as weapons.
- The reception desk area securely enclosed to prevent access to unauthorised persons.
- Display the notice regarding zero tolerance of violence towards employees (see Appendix G)

If additional risks are envisaged or the reception / counter is very high-profile consideration should be given to provision of 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 British standard bandit proof glazing.
- Service counters should have suitable security screens fitted to protect staff.
- CCTV monitoring of the reception desk / counter and general area which is recorded. (the recording equipment stored remotely from reception / counter area)

In areas where reception/counter duties are carried out by a lone worker, documented risk assessments will have to be completed in line with Section 4, above.

8. INTERVIEW ROOMS

Should be constructed and equipped to provide a minimum standard of safety and security for Council Employees (see Appendix E).

In interview situations involving clients that are known to pose a risk to staff safety the interview should always be conducted in an interview room where the member of staff is separated from the client by a physical security barrier. Note should also be taken of Calderdale Security Policy, item 16, Potentially Violent Clients.

If additional risks are envisaged or the interview room is used for PACE interviews, then CCTV should be fitted and recorded. (The recording equipment stored remotely from interview room)

The guidance for minimum security standard for all interview rooms is:

- Panic alarms fitted inconspicuously, ideally under the desk which alarms at a remote place without alerting the interviewee.
- Panic alarm procedure to be tested at least every six months.

- Council personnel and other staff suitably trained to respond to an alarm call for assistance.
- Response time should not exceed 30 seconds.
- Must not have any loose objects which could be used as weapons.
- A desk at a suitable height, and wide enough to prevent anyone reaching across and touching the interviewer.
- An alternative exit for the member of staff to a safe place which can be locked behind the person leaving.
- Door panels or windows to allow others to monitor activities within the interview room. The use of one-way vision should be considered, and curtains or blinds should not be fitted (see appendix E)

RISK ASSESSMENT FORM FOR MOBILE LONE WORKERS

SERVICE:	SECTION:
LONE WORKER TITLE / JOB DESCRIPTION:	
MANAGER ASSESSING (print)	
ASSESSOR'S SIGNATURE:	
DATE OF ASSESSMENT:	
DATE FOR RE-ASSESSMENT:	
TARGET DATE FOR REMEDIAL ACTION IF REQUIRED:	

This questionnaire is designed to assist managers to assess the risks of injury or assault to Lone Workers.

If the answer to any of the following questions is "NO" then the subject should be examined further and control measure / precautions should be put in place to ensure the safety of the Lone Worker(s) in line with the Guidance given in Section 4 above.

RISK ASSESSMENT GUIDANCE

MOBILE LONE WORKERS	Y	N	COMMENT
Is there a specific lone worker policy or guidance already in place?			
During interview situations is adequate backup available?			
Have all special risks been addressed?			
Is there safe access and egress to all places visited?			
Has the risk of violence or aggression been assessed?			
Have any special risks to women been addressed?			
Have any special risks to young workers been addressed?			
Is the person medically fit, and competent to carry out the task alone (i.e., has a medical questionnaire been completed see Appendix "F")?			
Has special information instruction and training been provided.			
Have adequate checks been made on proposed lone working locations.			
Is there adequate supervision?			
Is there adequate means of communication?			
Is there a system in place to monitor the status of the lone worker?			
Is there a satellite / mobile tracking system in place.			

MOBILE LONE WORKERS	Y	N	COMMENT
Are backup procedures in place to respond to requests for help?			
Is the lone worker accompanied at risky times?			
Is the lone worker periodically visited?			
Is regular contact made to check on their safety?			
Is there some means of raising the alarm?			
Is there some means of summoning assistance?			
Is there a check that the lone worker has arrived at their destination, returned to base / home on completion of the task?			
Is there a procedure in place should the lone worker fail to return or make contact at the appropriate time?			
Is there provision for accident or emergency treatment?			
Has the need for or, level of first aid provision been assessed?			
Is a first aid kit provided?			
Has an assessment been made for those whose work involves handling or carrying money?			
Does this comply with the Security Policy section 12			
Has an assessment (in line with Service Policy) been made for those whose work involves handling or having access to drugs?			
Are there written instructions or procedures in place for those handling / carrying money or drugs?			
Has a check been carried out to determine whether there is a history of any previous safety risks?			
Are checks always made on individuals who are going to be visited or met on site?			
Are the checks adequate?			
Is there a log out and in procedure in place to ensure that the whereabouts of the lone worker is known?			
If lone working involves providing care to people who are ill, distressed, or on medication has an assessment been made of how these conditions could affect the safety of the worker (e.g. client with mental illness).			
Are arrangements in place for lone working that involves visits to people with known anger or resentment issues?			
Are arrangements in place for lone working that involves visits to people with unrealistic expectations of an answer or solution?			
Are arrangements in place for lone working that involves dealing with more than one person at a time (e.g., park rangers)?			
Are checks made for any dogs / animals at places to be visited?			
Has an assessment been made as to whether the provision of a second person would substantially reduce the risks of or prevent, aggression or injury?			

RECOMMENDED REMEDIAL ACTION

In the opinion of the assessor the overall safety of the Mobile Lone Worker is: -

Poor ☐

Average ☐

Good ☐

Excellent ☐

In order or priority, the following matters require attention:

ITEM	TARGET DATE
1	
2	
3	
4	
5	
6	
7	
8	
Other Comments	

APPENDIX 'B'

RISK ASSESSMENT FORM FOR LONE WORKERS IN PREMISES (NOT AT HOME)

SERVICE: SECTION:

LONE WORKER TITLE / JOB DESCRIPTION:

MANAGER ASSESSING (print)

ASSESSOR'S SIGNATURE:

DATE OF ASSESSMENT:

DATE FOR RE-ASSESSMENT:

TARGET DATE FOR REMEDIAL ACTION IF REQUIRED:

This questionnaire is designed to assist managers to assess the risks of injury or assault to Lone Workers. This will support the Premises Risk Assessment in Appendix 'D'.

If the answer to any of the following questions is "NO" then the subject should be examined further and control measure / precautions should be put in place to ensure the safety of the Lone Worker(s) in line with the Guidance given in Section 4 above.

RISK ASSESSMENT GUIDANCE

LONE WORKERS IN PREMISES (other than at home)	Y	N	COMMENT
Is there a specific lone worker policy or guidance already in place?			
Has the workplace been assessed to identify and overcome any special risks?			
Is there safe access and egress?			
Can the workplace be secured?			
Are any interviews that are arranged conducted at a neutral venue or council office?			
Are all interview rooms safe i.e., as per guidance in the Council Security Policy?			
During interviews is adequate backup available?			
If interviews are conducted are all interview rooms safe?			
If interviews are conducted is adequate backup available?			
Has the risk of violence or aggression been assessed?			
Have any special risks to women been addressed?			
Have any special risks to young workers been addressed?			

LONE WORKERS IN PREMISES	Y	N	COMMENT
Is the person medically fit, and competent to carry out the task alone (i.e. has a medical questionnaire been completed see Appendix 'F')?			
Has special information instruction and training been provided?			
Have adequate checks been made on proposed lone working locations and individuals to be visited?			
Is there adequate supervision?			
Is there adequate means of communication?			
Is there a system in place to monitor the status of the lone worker?			
Has backup been considered and arranged for the lone worker?			
Is the lone worker accompanied at risky times?			
Is the lone worker periodically visited?			
Is regular contact made to check on their safety?			
Is there some means of raising the alarm?			
Is there some means of summoning assistance?			
Is there provision for accident or emergency treatment?			
Has the need for or, level of first aid provision been assessed?			
Is a First Aid Kit provided?			
Has an assessment been made for those whose work involves working away from base?			
Has an assessment been made for those whose work involves handling or carrying money?			
Has an assessment been made for those whose work involves handling or having access to drugs?			
Are there written instructions or procedures in place for those handling / carrying money or drugs?			
Has a check been carried out to determine whether there is a history of any previous safety risks?			
Is there a log out and in procedure in place to ensure that the whereabouts of the lone worker is known?			
Has an assessment been made as to whether the provision of a second person would substantially reduce the risks to lone working?			

RECOMMENDED REMEDIAL ACTION

In the opinion of the assessor the overall safety of Lone Workers in Premises is: -

Poor ☐

Average ☐

Good ☐

Excellent ☐

In order or priority, the following matters require attention:

ITEM	TARGET DATE
1	
2	
3	
4	
5	
6	
7	
8	

Other Comments

RISK ASSESSMENT FORM FOR LONE WORKERS AT HOME

SERVICE:	SECTION:
LONE WORKER TITLE / JOB DESCRIPTION:	
MANAGER ASSESSING (print)	
ASSESSOR'S SIGNATURE:	
DATE OF ASSESSMENT:	
DATE FOR RE-ASSESSMENT:	
TARGET DATE FOR REMEDIAL ACTION IF REQUIRED:	

This questionnaire is designed to assist Service managers to assess the risks of injury or assault to Lone Workers who work in their own home environment.

If the answer to any of the following questions is "NO" then the subject should be examined further, and control measure / precautions should be put in place to ensure the safety of the Lone Worker(s) in line with the Guidance given in Section 4 above.

LONE WORKERS IN OWN HOME	Y	N	COMMENT
Has the workplace area been self assessed to identify and overcome any special risks? E.G. <ul style="list-style-type: none"> Are all floor coverings sound and without trip hazards? Has the Council supplied electrical equipment been PAT tested? (should be tested every 4 years – but home worker should make regular visual inspections for any obvious damage) There are no trailing wires from equipment supplied by Council. 			
Are any interviews that are arranged conducted at a neutral venue or council office?			
Is the person medically fit, and competent to carry out the task alone (i.e., has a medical questionnaire been completed see Appendix 'F')?			
Is there adequate means of communication?			
Is there a system in place to monitor status of the lone worker?			
Has backup been considered and arranged for the lone worker?			
Is regular contact made to check on their safety?			
Is there some means of raising the alarm?			
Is there some means of summoning assistance?			
Is there a log out and in procedure in place to ensure that the whereabouts of the lone worker is known?			
Is there an Escape Plan in place in the event of fire? (minimum requirement: smoke detector fitted and an easy method of escape)			

APPENDIX 'D'

SECURITY RISK ASSESSMENT FORM (For premises other than schools)

The person nominated to deal with security issues must complete this form and send it to the Chief Officer for approval and signature.

SERVICE:	SECTION:
LONE WORKER TITLE / JOB DESCRIPTION:	
MANAGER ASSESSING (print)	
ASSESSOR'S SIGNATURE:	
DATE OF ASSESSMENT:	
DATE FOR RE-ASSESSMENT:	
TARGET DATE FOR REMEDIAL ACTION IF REQUIRED:	
APPROVED BY CHIEF OFFICER (Signature):	

This questionnaire is designed to assist site contacts & managers to assess the risk of damage, loss, injury or assault at their establishment.

If the answer to any of the following questions is "NO" then the subject should be examined further and section 'N' - Recommended Remedial Action must be completed for each item marked 'NO'. Remedial action may not be necessary for all questions marked "NO", however, this should be documented with the reason for this judgement.

In premises occupied solely by one Service, Chief Officers may delegate responsibility for security matters to the site contacts & managers who will then have overall responsibility for premises and personnel within their area of control.

Offices with multiple occupation should have someone designated as responsible for Security and Health & Safety issues.

The following are some issues that should be considered when carrying out a security risk assessment:

THE RISK TO PERSONNEL

- The nature of the activity (Lone workers, social issues, cash handling, dealing with public, drug handling issues, benefits etc.
- The role of the person in the organisation (receptionist, teacher, social worker, security guard, porter, chief exec, warden etc.
- The environment in which they work, for instance is it an area known for criminal activity, do they work nights or irregular hours, is there increased risk during building refurbishment or strike etc., are there any other high-risk areas.

TYPES OF HAZARD

- Criminal activity (forced entry, trespass, shoplifting / theft, visitor theft, staff theft, criminal damage, arson, assault on staff.
- Fire (general risks, waste build up, housekeeping, doors etc.
- Natural hazards (near river, canal, severe weather
- Hazardous goods (hazardous chemicals theft, drugs etc.
- Extortion etc (is there a risk of kidnap, bomb threat etc.

VULNERABILITY

- Arising from the organisation's environment.
- Arising from the external environment.
- Vulnerability in the external environment.

THE KNOCK-ON EFFECTS

- Business interruption & potential loss
- Adverse publicity

METHODS OF INCREASING SECURITY AND FOR PREVENTING UNAUTHORISED ENTRY AND CRIMINAL DAMAGE

- Surveillance (both by personal awareness and using CCTV)
- Perimeter Security, for instance hedges, walls, fences, and gates.
- Thick or strong external doors.
- Windows & skylights fitted with grills etc.
- Other external building features to prevent ram raiding such as extra strong roller doors, strong posts, or large stone blocks.
- Sufficient external lighting either on permanently or activated by movement detection.

Section A - Risk Minimisation

A1	Is there an agreed plan to check that all internal fire doors are closed at the end of each working day?	YES/NO
A2	Is there an established and monitored procedure for checking that premises are secured at the end of each working day?	YES/NO
A3	Is all flammable waste stored in secure, fire resistant containers and kept in a safe place waiting for collection?	YES/NO
A4	Are the isolation points for electricity, gas, water, and fuel oil known and clearly marked in conspicuous locations?	YES/NO
A5	Are LPG bottles (etc) stored securely and safely?	YES/NO
A6	Are letterboxes protected internally using a fireproof container?	YES/NO

Section B - Security Outside Normal Hours

B1	Have management agreed a policy on the use of the premises outside normal operating hours?	YES/NO
B2	Is the site secured in a way commensurate with management policy on out of hours use?	YES/NO
B3	Does the management policy on 'out of hours' use contain instructions about what action should be taken on their behalf by named persons to deal with breaches of their policy?	YES/NO
B4	Are the security implications of allowing lettings in Council premises adequately covered by arrangements for supervision and control of premises users?	YES/NO
B5	Are all premises, and parts of those premises, not in use, secured outside normal hours?	YES/NO
B6	Are the premises patrolled or checked at evenings and weekends and is the checker clear about their authority and are they adequately protected?	YES/NO

Section C - Security During Normal Working Hours

C1	Do you have a reception area?	YES/NO
C2	Is reception at the main entrance?	YES/NO
C3	Are visitors to the premises clearly directed to a reception area?	YES/NO

C4	Is entry to the premises restricted to a single point or is entry through other points controlled?	YES/NO
C5	Is the car park clearly visible from reception?	YES/NO
C6	Is the car park monitored?	YES/NO
C7	Are all visitors asked for identification before they are admitted?	YES/NO
C8	Are all visitors required to sign in and out?	YES/NO
C9	Are all visitors required to wear an identification badge?	YES/NO
C10	Are visitors restricted from freedom to roam the premises once they are admitted?	YES/NO
C11	Is there an appointment system for visitors?	YES/NO

Section D - Key Control and Locking Up

D1	Is the issue of keys for external doors closely controlled and limited?	YES/NO
D2	Is the number of key holders reviewed regularly?	YES/NO
D3	Is there a procedure for systematically checking the premises are fully vacated before being locked?	YES/NO

Section E - Theft

The term "valuable" does not refer only to monetary value but could include such things as computer discs, confidential information etc.

E1	Are valuable items of equipment locked in secure storerooms outside normal operating hours?	YES/NO
E2	Are valuable items of equipment physically secured to workstations, desks, walls etc?	YES/NO
E3	Is all valuable equipment visibly security marked to deter theft and aid recovery?	YES/NO
E4	If there is an intruder alarm at the premises, does it protect the areas most at risk?	YES/NO
E5	Are staff advised about the need to protect their personal possessions?	YES/NO
E6	Is there a policy allowing staff to take valuable equipment home during holiday periods etc?	YES/NO

E7	Does the policy refer to insurance of equipment when not on Council premises?	YES/NO
E8	Does the storage of cash on site always conform with the Council's Financial Regulations?	YES/NO
E9	Is cash always counted in a secure room and out of general view?	YES/NO
E10	Is there adequate security of money being carried to and from and around the premises?	YES/NO
E11	Are staff informed of what the procedure is if they are attacked or challenged for Council monies?	YES/NO

Section F - Contractors on Site

F1	Do all contractors report to reception and sign in before commencing work on the premises?	YES/NO
F2	Is a member of staff nominated to act as contractor liaison officer?	YES/NO
F3	Is a meeting always held between representatives of the Service and the contractor before any work commences to establish working rules, limits of the contractors working area, segregation of staff and contractor's personnel etc?	YES/NO
F4	Is the contractor given directions about the secure storage of plant and materials (e.g., flammable materials, ladders etc)?	YES/NO
F5	Are regular meetings held with the architect/CAFM/project manager/contractor to ensure security of the premises, etc, during contract works?	YES/NO
F6	Do contractors wear identification at all times?	YES/NO

Section G - Personal Safety

G1	Do safety procedures exist for ensuring all interviews and meetings are adequately managed.	YES/NO
G2	Are panic alarms fitted in interview rooms?	YES/NO
G3	Have precautions been taken to protect staff working in isolated areas?	YES/NO
G4	Do staff in isolated areas have adequate communication facilities in the event of an emergency?	YES/NO

G5	Are staff aware of the need to protect themselves when working alone, e.g., during and after normal hours?	YES/NO
G6	Is the car park well lit and in a relatively safe position?	YES/NO
G7	Do staff take precautions to maximise their personal security when coming to or leaving the premises?	YES/NO
G8	Are personal attack alarms or similar devices available for use by staff?	YES/NO
G9	Have staff received training on dealing with aggressive behaviour etc?	YES/NO

Section H - Information and Systems

H1	Are your existing monitoring and recording systems capable of identifying and separating the cost of criminal damage (including associated costs) and the cost of accidental damage/wear and tear?	YES/NO
H2	Are specified funds identified for crime prevention?	YES/NO
H3	Is expenditure on crime prevention measures, e.g., intruder alarms, regularly reviewed in the light of changed needs and experience?	YES/NO
H4	Are all cases of security breaches, or potential breaches, recorded at a central point to enable the collation of information?	YES/NO
H5	Is there a method of recording security concerns or potential problems including small fires?	YES/NO
H6	Are you aware of the Council's Security Policy and do you follow it?	YES/NO
H7	Is all criminal damage reported to, or discussed with, the Police?	YES/NO
H8	Is there a regular review of recorded security incidents and is appropriate action taken?	YES/NO
H9	If security cameras are fitted, are they recording activities in the key areas of the premises?	YES/NO
H10	Is someone nominated as responsible for ensuring that the CCTV equipment, that it is recording the appropriate view and is working properly.	YES/NO

Section I – Liaison

- | | | |
|----|---|--------|
| I1 | Does the Service/premises management work with the community on a "neighbourhood watch" type scheme? | YES/NO |
| I2 | Does the Service/premises management encourage community (including local business) use of the facilities outside normal hours? | YES/NO |
| I3 | Are there regular meetings between appropriate staff to discuss security matters? | YES/NO |
| I4 | Have you sought external advice on security and damage control during the last 12 months? | YES/NO |
| I5 | Has a security risk assessment been undertaken at your premises in the last 12 months? | YES/NO |
| I6 | Do you liaise and exchange information about security, safety, etc, regularly with other sections in your area? | YES/NO |
| I7 | Are all staff consulted about security matters or asked for their views about security at your premises? | YES/NO |

Section J – Training

- | | | |
|----|--|--------|
| J1 | Are your staff offered training on security awareness/personal protection etc? | YES/NO |
| J2 | Is there a procedure for staff to report the presence of strangers on the premises? | YES/NO |
| J3 | Are any such procedures known by all? | YES/NO |
| J4 | Are all staff aware of the procedure to follow when an incident occurs, or damage/loss is discovered? | YES/NO |
| J5 | Are all staff aware of premises evacuation procedures and what action they should take to protect themselves and others and are these practised regularly? | YES/NO |

Section K - Disaster Management

- | | | |
|----|--|--------|
| K1 | Is there a comprehensive list of staff contact telephone numbers held by the Service to allow rapid response to major incidents? | YES/NO |
| K2 | Are the emergency services aware of whom to contact (Caretaker/Porter/ Site Contact/Key-holder etc.) in an emergency? | YES/NO |
| K3 | Is there a business recovery plan to minimise disruption to normal activities after a serious incident? | YES/NO |

K4	Are duplicate records (including computer records) kept and regularly updated and are they stored safely in a separate location.	YES/NO
K5	Is computer data containing personal information adequately protected (as required by the Data Protection Act)?	YES/NO
K6	Is there a plan for reconstructing essential records and information if the originals were destroyed (e.g., in a fire)?	YES/NO
K7	Do staff know the procedure for summoning outside help, e.g., Emergency Services, Council Emergency Planning Team, Safety Section.	YES/NO

Section L – Physical assets

L1	Are the physical assets listed? E.g., computers, mobile phones, electrical equipment, and tools	YES/NO
L2	Is there a system by which the physical assets are checked and accounted for on a regular basis?	YES/NO
L3	Is there a policy so that all valuables are put out of site as far as is possible at the end of each working shift?	YES/NO
L4	Is all stock stored securely and stock issue controlled?	YES/NO

Section M – Lone working

M1	Do those working away from the office tell someone where they are going and who they are meeting.	YES/NO
M2	Is there a system by which the person working alone lets colleagues know that they are safe?	YES/NO
M3	Do those working alone have a means of communication e.g. mobile phone or radio?	YES/NO

N RECOMMENDED REMEDIAL ACTION

In the opinion of the assessor the overall security at the premises is: -

Poor ☐ Average ☐ Good ☐ Excellent ☐

In order or priority, the following matters require attention:

ITEM	TARGET DATE
1	
2	
3	
4	
5	
6	
7	
8	

Other Comments

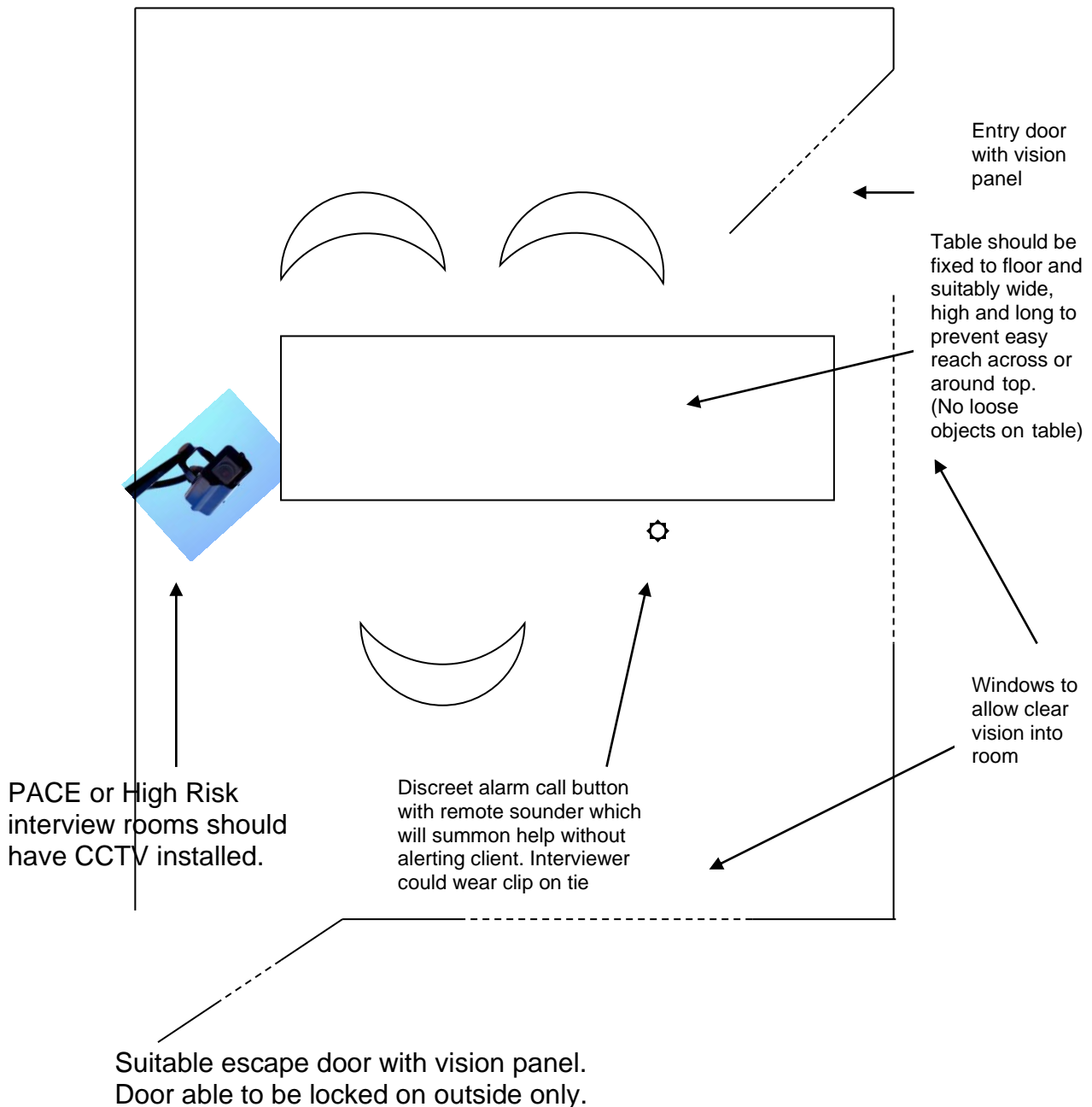
For further advice or assistance contact the Central Health and Safety Section - Halifax 393067

Reference Documentation

Calderdale Metropolitan Borough Council Security Policy

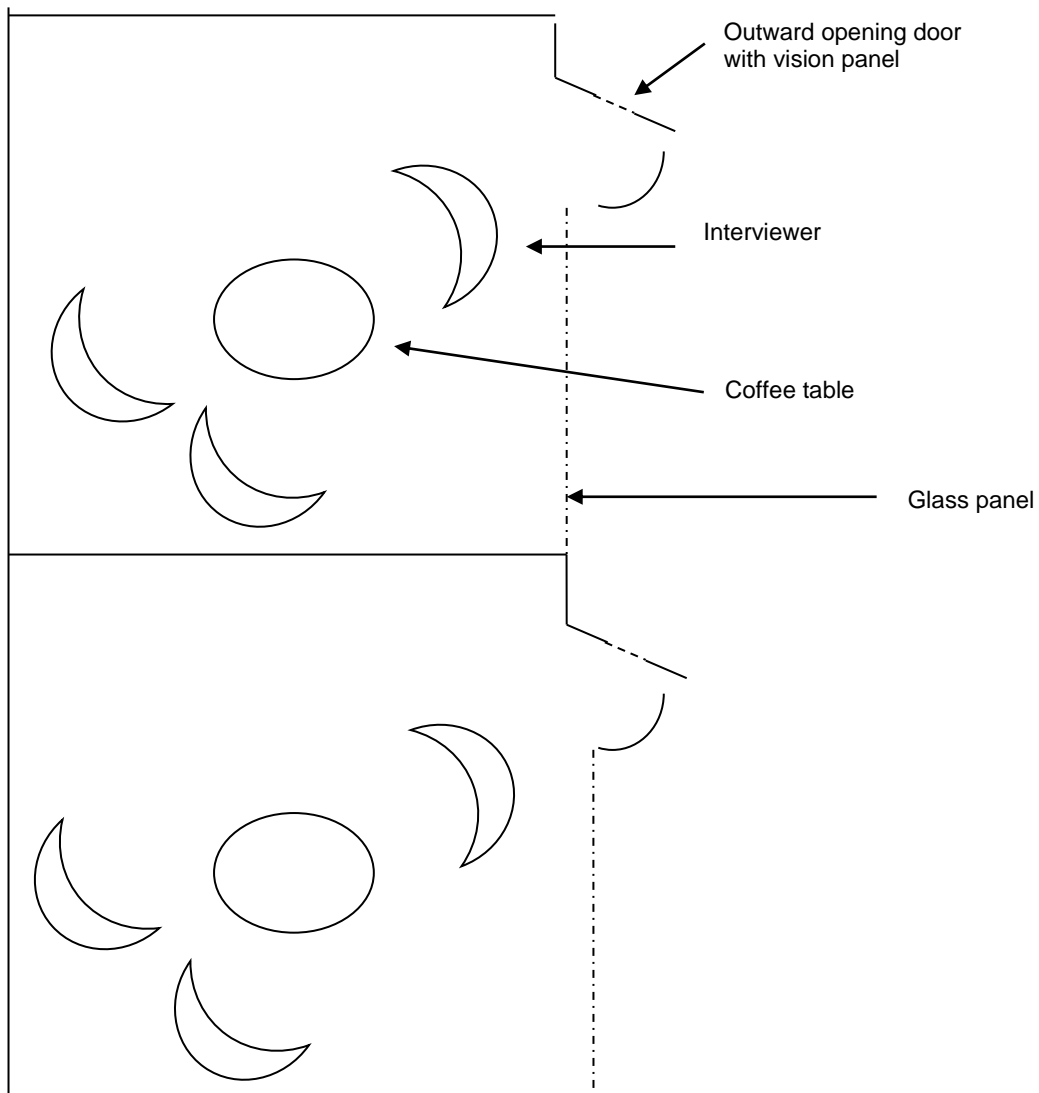
APPENDIX 'E'

Guidance on minimum Interview Room security requirements:
(For single room arrangements with escape door)



NB: All windows and vision panels to be toughened glass.

Guidance on minimum Interview Room security requirements:
(For multiple room arrangements for low-risk interviews - with single doors)



NB: All windows and vision panels to be toughened glass.

APPENDIX 'F'

NAME	HEIGHT	SEX
DEPARTMENT		HAIR COLOUR
DOB		
2.1.1.1 PHONE DETAILS		
WORK MOBILE	OWN MOBILE	

2.1.1.2 MAIN VEHICLE	
MAKE	MODEL
COLOUR	REG. NO.

2.1.1.3 ALTERNATIVE VEHICLE	
MAKE	MODEL
COLOUR	REG. NO.

2.1.1.4 HOME DETAILS
NOMINATED PERSON
TELEPHONE NUMBER

2.1.1.5 LAST RESORT
HOME ADDRESS
NAME OF NEXT OF KIN
RELATIONSHIP
HOME TELEPHONE NUMBER

I CONSENT TO THE ABOVE INFORMATION BEING HELD PROVIDING THAT IT WILL ONLY BE USED IN AN EMERGENCY.

SIGNED: DATE:

DATE FORM COMPLETED: FORM REVIEWED

THIS INFORMATION WILL BE TREATED IN THE STRICTEST CONFIDENCE AND WILL ONLY BE DIVULGED IN THE EVENT OF AN EMERGENCY

LONE WORKING RISK ASSESSMENT INFORMATION DISCLOSURE FORM

In order that a suitable risk assessment may be carried out for those who may be involved in lone working you are requested to inform your manager if you are on any course of prescription drugs, have any physical, psychological, or medical condition which may affect your safety when working alone.

Because of medical confidentiality, we rely on you and your doctor to judge your fitness for work and to inform us accordingly. You are advised, however, that should there be an accident as a result of a pre-existing medical condition that you do not inform your employer about, you could be putting yourself and colleagues at greater risk.

If you are unable to declare yourself fit to work alone, you will be precluded from that particular activity. You are not required to disclose what condition you have unless medical advice (subject to the 'Medical Reports Act 1988' for confidentiality) is needed to assist in determining the most appropriate measures for your welfare.

You may be required to attend the Councils' Occupational Health Practitioner to assist in determining the most appropriate measures for your welfare.

All information received in these circumstances will be treated with the utmost confidentiality. It may be possible to make special arrangements that will allow you to work alone.

Some of the medical conditions which could make it inadvisable or even dangerous for you to work alone are listed below.

Uncontrolled/poorly controlled diabetes

Uncontrolled/poorly controlled epilepsy

Severe heart conditions

Blackouts/fainting/dizziness

Severe asthma

Impaired eyesight (which cannot be corrected by spectacles/contact lenses)

Impaired hearing (which cannot be corrected by electronic aids)

Drug related problems

Alcohol related problems

If you are barred from driving because of a medical condition, it may not be suitable for you to work alone.

Please be aware that in addition to your general health, your day-to-day health may have an affect on your safety when working alone and you are requested to inform your manager accordingly. Some day-to-day conditions include influenza, migraine, etc.

If you are in any doubt about your fitness to work alone consult your line manager before undertaking any lone work.

Signed forms should be returned to the Health and Safety Co-ordinator or his/her nominee.

DECLARATION

I have read the advice given above and confirm that as far as I am aware, I am medically fit to work alone. I will notify my line manager should there be a significant change in my health which could affect my ability to work alone before the next review.

Name (please print)

Date

☐

or

☐

Signature

(Valid for 3 years)

Office	
--------	--

Site	
------	--

Group

Lone driving	
--------------	--

The only reason this information is needed is to enable a suitable risk assessment to be carried out for a person or group of persons who may be involved in lone working or it is proposed will be involved. In the event that a form indicates a condition, the manager must carry out an individual risk assessment for the person and consider whether any arrangements to ensure health and safety will have an unfair affect on the person or raise discrimination issues. Managers should take care when dealing with these issues before any final decision is made HR should be involved/consulted and they might seek the advice of the Occupational Health Practitioner.

APPENDIX 'G'

Violence and aggression towards staff

ZERO TOLERANCE

**Calderdale Council pledges to treat everyone
with dignity and respect.**

**Our staff have the right to be treated with
dignity and respect in return.**

**We will not tolerate violence or aggression in
any form, including the use of racial, verbal, or
physical harassment of, or by, our employees.**

**Any form of abuse could result in the service
or advice being withdrawn.**

Thank you for your co-operation.

