Snowdonia National Park Authority

Lone Working Guidelines

1   Introduction

1.1   The SNPA employs a number of staff who will on occasion be required to work alone at a variety of tasks and at a variety of locations.

1.2   Definition of Lone Working

A lone worker could be:
- Someone working away from their base alone
- Someone at their workbase but out and around the site
- Someone at their workbase alone

Lone working occurs in the following specific areas:
- employees working alone outside
- employees working alone indoors eg at National Park centres
- employees working alone out of hours
- employees travelling alone by car
- employees who may find themselves in volatile public situations
- employees who enter private houses/buildings/property alone.

'Employees' includes staff, volunteers, people on work experience placements or anyone representing the National Park Authority

Note: Individuals under 18 should not be placed in lone working situations.

1.3   The purpose of these guidelines is twofold:

- To prevent injury, ill health and distress to members of staff working alone
- To ensure that in the event of an incident, systems are in place which will ensure an effective and timely response.

1.4   Line Managers and lone working individuals share responsibility for the implementation of these guidelines. Heads of Service are responsible for ensuring that the associated recording and reporting systems, training and risk assessments are implemented and kept up to date.

Employer Responsibilities
To ensure well being of staff and that health and safety procedures are followed

Employee Responsibilities
Undertake appropriate risk assessments

BOTH to have due regard for relevant health and safety procedures and guidelines

## 2	Minimising Risk

2.1	These guidelines state the procedures that must be followed in order to minimise risk to individuals who work alone.

2.2	Staff should detail all site visits on their Outlook system and ensure that this is set up with the appropriate rights to enable other members of staff to view appointments. There should be sufficient detail in the diary entry to enable enquiries to be made if necessary eg locations, person/s being visited, any relevant phone numbers.

2.3	Risk Assessments

All tasks must be risk assessed by the member of staff involved and his/her line manager: in consultation, if necessary, with an appropriately trained person, so that mitigating action can be taken to identify and reduce risk. The risk assessment should identify persons who may be at particular risk from isolation, such as those with an existing heart condition, diabetes etc. In these cases identification of the issue can allow the Authority to develop additional controls if necessary such as an improved buddy system (e.g. increased frequency of contact between people) or provision of an automatic lone worker alarm.

It is important to note that in some instances, some generic risk assessment conclude that lone working is not allowed for the task in question at any time – e.g. chainsaw work.

Risk assessments should include reference to weather, terrain and other known hazards, and must describe the actions taken to minimise risk in terms of using relevant equipment, working practices, training, means of communication and reporting back when the task is completed.

The lone worker is responsible for adhering to the measures specified including making sure that batteries in any communication / alarm devices are fully charged.

Risk assessments should be reviewed annually or more frequently if there is a change in the task, circumstances or personnel e.g. a new inexperienced member of staff.

2.4	Emergency Contact Details
'ICE' details should be recorded on work mobile phones and staff are encouraged to have these on their personal mobile phones too. (If a lock screen is used with a password, print out ICE details, photograph them and use this picture as your lock screen.)

The Personnel Service are responsible for maintaining a master list of emergency contact details and should be advised if any changes are made please.

2.5   Contacts Card
Reference cards will be prepared for members of staff giving the contact details and telephone numbers of his/her co-workers and line managers. Members of staff are responsible for advising on the preparation of their own contact card and for distributing it to appropriate family members, friends or neighbours, for use in the event of any concern about the whereabouts or well being of the individual in question.

2.6   Other phone numbers
It's also recommended that staff keep a paper list of phone numbers and mobile numbers for reference in case of problems with mobile phones – this information is readily available in the format of the listing circulated by Reception.

3   RESPONDING TO AN INCIDENT

3.1   <u>During the working day</u>
When a period of lone working finishes within the working day, it is simply a matter of having robust staff movement records along with phone in procedures.

3.2   <u>Staff who are out and about</u>

When staff travel from home to a site or visit, or go home immediately after one, it is necessary to make additional arrangements. As well as a record of where they are going and when, there must be a way of triggering a response if they do not return as planned.

3.3   <u>Raising the alarm</u>

It is perfectly reasonable to rely on home contacts to raise the alarm if someone does not return as expected. It follows that the home contact must know who to ring so arrange for everyone to keep a list of work contacts at home (the Contacts Card).

Where a member of staff lives alone, informal 'buddy' systems may be the answer where 2 people support each other or you may need to set up some sort of duty person within the team who can take phone calls or messages after normal work hours.

Fleet vehicles are fitted with GPS trackers which may be used to check on the last know location of the member of staff.

3.4   <u>Once the alarm has been raised</u>

A member of the team may have received a call from a home contact or have been expecting a call from a member of staff and not heard from them. The first action is to try to establish their likely location. If you do not have direct access to this information you may need to contact others or even arrange for someone to go back to the workplace to check a wall board or electronic record.

By this time they will hopefully have turned up or someone will know where they are but, if not, and you have run out of other options you should contact the police.

If you are a lone worker it is your responsibility to ensure that others know where you are. If you are a line manager you must put these principles into practice in your team and check that they are working. This will include ensuring that there are up to date lists of contacts and that you have set up buddy systems or other alternatives as appropriate.

References: HSE INDG 73(rev 3) Working Alone

CONTACTS CARD (to be given to family, friends, neighbours)

Contact 1	Contact 2	Contact 3
Name:	Name:	Name:
Home: ……………………	Home: ……………………	Home: ……………………
Office: ……………………	Office: ……………………	Office: ……………………
Mobile/s: ………….………	Mobile/s: ………….………	Mobile/s: ………….………

To be used in the event of an emergency, or when the member of staff fails to return home at the end of the expected time.

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CERDYN CYSYLLTU (I'w rhoi i teulu, ffrindiau, cymdogion)

Cyswllt 1	Cyswllt 2	Cyswllt 3
Enw:	Enw:	Enw:
Cartref: …………….....………	Cartref: …………….....………	Cartref: …….……….....………
Swyddfa: ……………..………	Swyddfa: ……………..………	Swyddfa: ……………..………
Symudol: …………….....……	Symudol: …………….....……	Symudol: …………….....……

I gael ei ddefnyddio mewn argyfwng, neu pan fydd aelod o staff heb gyrraedd gartref o fewn yr amser disgwyliedig.

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