

Lone Working

A balanced approach



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Bristol City Council

- BCC employs 18,000 staff
- Largest employer in the South West
- One of the eight core cities

Background

- Corporate Lone working training started in June 2003.
- Initial target audience was all BCC lone workers, their Managers and Supervisors.
- Joint training approach for staff & managers.
- Partners invited to attend training in 2005.
- Combined number of people trained: 6,500

Who do we train?

Bristol City Council



- BCC staff –
Trades persons, Social Workers, Homecare Assistants, Housing staff, Parks staff, Environmental Health Officers, Pest Control & Dog Wardens, Teaching staff, Cleaners, Security staff, Rent Collectors, School Crossing Patrols, Youth Workers, Library staff, Receptionists, Office based workers.

Partnership Organisations

- BCC offer training to organisations that:
 - ❖ Are commissioned by us
 - ❖ Undertake work on our behalf
 - ❖ Share premises with us
 - ❖ Are in partnership with us
- To book on the training organisations contact the BCC Corporate Safety Team.
- People trained include Homecare Providers, staff from Private Nursing homes, PCT staff, Health staff, Interpreters, Charitable Organisations, Canvassers for Electoral Services, Volunteers, School Governors

Sharing information

- Joint meetings
- Flagging information
- Strategies



Training content

- Follows the content of the BCC Corporate Lone working policy
- Background to community issues within the city
- Legislation, TU Consultation & Responsibilities
- Hazards and control strategies
- Risk assessment
- Accident / incident reporting
- Stress
- Dealing with conflict
- Personal safety tips

Additional training

The lone working training is backed up by other specific training delivered to individual teams or groups, examples include:

- Dealing with conflict, violence & aggression
- Working safely in other peoples homes
- Risk assessment

Employee competence

Safe Person :

information

instruction

training

supervision



Risk assessment

- Generic – Management responsibility

A “shopping basket” of hazards and control measures for lone working

- Specific – Management responsibility

To be undertaken for specific situations/tasks/activities as deemed necessary

"Dynamic" Risk Assessment

Employee responsibility

People - who are you likely to meet?

Environment - where / when are you working?

Task - what are you doing?

Accident reporting

- **It is the responsibility of Employees at all levels to report all accidents, incidents and near misses**
- **Managers should instruct employees to inform them of all of the above at the earliest possible opportunity after the event**

Staff to be constantly aware of their personal health, safety and welfare and to act accordingly!

Failure to report incidents directly endangers colleagues and others affected by work activities



Corporate Safety Information System (flagging)

- Four categories to be flagged:
 - **Credible threat**
 - **Physical violence**
 - **Dangerous pet**
 - **Police notification**

**Corporate Safety****Help**Street: **Address**

Test House, 999 Test Street
Testponcs, Bristol,
Bristol
Ls99999
[Multimap...](#)

Incidents**1: Actual Harm**

Val dated: 19 Jul 2004
Created: 19 Jul 2004
Updated: 19 Jul 2004
Contact: Simon Hayward
Email: brpesdh@bristol-city.gov.uk
Phone: 0117 5222699

2: Police Notification

Val dated: 2 Feb 2004
Created: 2 Feb 2004
Updated: 2 Feb 2004
Contact: Simon Hayward
Email: brpesdh@bristol-city.gov.uk
Phone: 0117 5222699

Monitoring systems

Consider:

What you need it to do

The number of staff who will be using it

What hours you need it to cover

Are existing systems robust and reliable?

Do staff have appropriate communication devices: two way radios, mobile phones

- White boards
- Buddy systems
- Automated monitoring systems

Conclusion

- Lone Working training has been extremely effective
 - Service delivery has improved, incidents & violence/aggression against staff have been halved.
- A more confident workforce – staff empowered to make decisions on site.
- Joint approach to Lone working has improved service delivery, strengthened relationships with partners and helped to ensure compliance with H&S legislation.