

Risk Assessment for: Draft Lone Working - Generic				Responsible Officer:			
Ref No.	Hazard	Risk Assessment			Risk Control Measures	Initials of person responsible	Date
		Likelihood	Impact	Rating			
1	Working in office alone / in isolated location / in the community	4	3	12	<p>Only agreed tasks to be undertaken. Avoid high risk activities (e.g. working at height).</p> <p>Notify staff of location and estimated duration of task if working remote from others.</p> <p>Ensure a colleague, partner, friend etc. is aware you are working alone and who to contact in the event of overdue contact. Managers should be particularly aware of the importance of such arrangements for staff who live alone.</p> <p>Lone worker to have access to a telephone, mobile phone or hand held radio to summon assistance.</p> <p>Panic alarms will be offered to any member of staff which can be used to summon assistance in the event of attack and will disorientate potential attackers.</p> <p>Reduce time spent working alone so far as is reasonably practicable.</p> <p>Personal Protective Equipment (PPE) must be maintained in good condition and only used for the purpose for which it is intended.</p> <p>Consideration must be given to staff at increased risk e.g. new or expectant mothers, inexperienced staff etc. and lone working activities avoided where practicable.</p>		
2	Physical assault / verbal abuse / threats	2	4	8	<p>Adequate building security in place.</p> <p>Ensure all external doors / windows secured to prevent unauthorised access.</p> <p>Do not allow access to unknown callers.</p> <p>Use of signing in book to ensure all visitors have departed from the building.</p> <p>External lighting of buildings adequate. Any faults reported to Line Manager for remedial action.</p> <p>Plan how you will get to your car/public transport/home after leaving your workplace, taking account of potential personal safety issues e.g. using well lit routes.</p> <p>Key holders should be strictly controlled and numbers kept to a minimum.</p> <p>Do not visit a resident alone if there is a history of violence, verbal abuse or threats towards staff. Consider a joint visit or an office based meeting as an alternative. Beware of the context of the meeting, are they already angry or upset before you meet and for what reason.</p>		

					If working on site / visiting residents do not enter into any discussion that may become heated. Withdraw politely from situations which may become inflamed. Do not enter into a property alone.		
3	Manual handling loads	3	3	9	Do not attempt to lift or move a load single handed which is likely to put you at risk of injury. Re-schedule work to a time when assistance is available. Alternatively, use lifting/moving aids where this can safely facilitate single person operation. Ensure that all staff receive appropriate manual handling training.		
4	Slip, trips and falls	3	3	9	Ensure during self inspections of office / building that any such hazards, e.g. torn carpets, trailing cables etc. receive prompt remedial attention. Do not work alone outside of normal hours if your mobility is temporarily impaired (e.g. leg injury).		
5	Fire or other emergency	2	4	8	Ensure that staff receive appropriate fire safety training and that they are familiar with emergency procedures and are aware of the location of first aid equipment. Any incident or accident which occurs is reported and is investigated thoroughly by the Line Manager.		
6	Electrical accident	2	4	8	Ensure that PAT tested items (kettles, desk lamps etc.) have been labelled "Pass" and that electrical cables etc. are regularly visually inspected for damage. Do not interfere with plugs, cables etc. when any item is connected to the power supply.		
7	Handling cash within the Information Centre	3	3	9	A minimum of two members of staff will be available during Information Centre opening hours to ensure no lone working.		
8	Personal medical conditions etc.	2	3	6	Ensure that any medical conditions which might be relevant to the staff member working alone are fully discussed with their Line Manager and if necessary, their own GP. The staff member must not work alone if any such condition is assessed by their GP as putting them at increased risk.		
9	Work with any potentially hazardous items or equipment	2	4	8	Ensure that any work which involves such items, materials or equipment is done during normal working hours.		
Reviewed by: Date:					Review Date:		
Town Clerk Approval: Date:							