



Lone Working Policy

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This document has been assessed for:	
Compliance with Legislation	<input checked="" type="checkbox"/>
Equality Impact Assessment	<input checked="" type="checkbox"/>
Freedom of Information issues	<input checked="" type="checkbox"/>
Human Rights compliance	<input checked="" type="checkbox"/>
Health and Safety	<input checked="" type="checkbox"/>
Risk Management	<input checked="" type="checkbox"/>

Lone Working Policy

1. Policy statement

Cleveland Police and the Office of the Police and Crime Commissioner (OPCC) are committed to ensuring, as far as is reasonably practicable, that the risks from the effects of lone working are managed in compliance with relevant Health and Safety Law (Health and Safety At Work Act 1974 and the Management of Health and Safety at Work Regulations 1999 and other applicable legislation e.g. [HSE Lone Working Policy](#)).

This policy must be applied fairly, equally, and consistently to all individuals irrespective of age, disability, gender reassignment, marriage or civil partnership, pregnancy and maternity, race, religion or belief, sex, sexual orientation, or any other unjustifiable reason.

Please note: Cleveland Police and the OPCC will be referred to as the “**Organisation**”, and police officers, police staff, special constables and volunteers will be referred to as “**Individuals**” for the purposes of this policy.

2. Purpose

The purpose of this policy and procedure document is to ensure that all Individuals are aware of the obligations placed on themselves and the Organisation, to ensure, as far as is reasonably practicable, their safety.

This document will assist in the identification of risks, and the control of the same, which all relate to the wellbeing and health and safety of our employees and volunteers.

Scope

This policy applies to police officers, police staff, including those police staff employed by the Office of the Police and Crime Commissioner (OPCC) for Cleveland, members of the Special Constabulary and volunteers.

3. Underpinning procedures

3.1 Definition

The Organisation defines a lone worker as:

An individual who works on their own without close or direct supervision for some or all of their working day.

3.2 Risk

Any references to risk, mean the risk to the safety of Individuals from the effects of lone working and is defined as any incident in which an Individual is abused, threatened, or assaulted by either a client, colleague, or a member of the public in circumstances relating to their work.

This would include:

- **Physical attack** - whether visible injury occurs or not and includes sexual or racial attack.
- **Verbal abuse or intimidation** - where an Individual or client feels that a threat has been made.
- **Animal attack** - i.e. where an animal is threatening, is used as a threat or as a tool for violence.
- **Attack against property** - as a means of intimidating an Individual.

3.3 Organisational Responsibilities

The Organisation is responsible for the provision of a safe working environment for Individuals and acknowledges that it has an obligation to strive to eliminate the danger posed by threats of violence.

The Organisation will ensure that:

- We have effective recording and monitoring processes devised and put in place to ensure safe operating procedures for all Individuals who may be put at risk whilst carrying out duties when working alone.
- Those who are considered to be lone workers, will be advised, and briefed on all aspects of this policy and the procedures devised to ensure their safety. These briefings will be recorded on the HR record system (which is presently Oracle). Under training, this will include how to seek assistance when operationally working. This information should be submitted to the Training Administration team.
- Lone workers will be made fully aware of health and safety policies and procedures and emergency actions they can or must take if placed in a position of imminent danger or high risk. This is to include those who due to on- call requirements or working overtime enter or remain in locations, without a 24/7 staffing, presence beyond the normal operating hours. A lone worker will also include staff who on occasions need to complete tasks on their own when using chemicals or in sterile environments e.g. CSIs.
- Individuals who are in an operational environment will be able to use their airwaves sets to attract the attention of supervision or the Force Control Room as to their concerns for safety.

- The Organisation will record and investigate all incidents of violence directed towards staff or volunteers and take any action that may be required.

3.4 Individuals Responsibilities

All Individuals are responsible for making provision to protect themselves and other lone working employees, and must:

- Take every reasonable step to ensure they are safe and be aware of the effects their behaviour can have on others.
- Take reasonable care of their own health and safety, and that of others.
- Comply with this policy and its associated procedures in addition to general Health and Safety policies and procedures.
- Use all equipment provided to them to undertake their duties as a lone worker in accordance with the instructions and training that they have received, and any misuse or lack of use may be considered a disciplinary matter.
- Ensure that any mobile phones and airwave sets are fully charged and in good working order.
- Advise their manager or other nominated person, which may include Force Control Room, when undertaking lone worker duties and log details of their away from base appointments, such as where they are going, who they are seeing, the time of the appointment, and how long it is expected to last. This is in addition to using any local procedures such as a buddy, an in and out board or a message board - this is to allow the individual, their co-workers or supervision to raise an alarm when help is needed.
- Notify their manager or other nominated person, (which may include Force Control Room) upon returning from such appointments, that they are safe especially if making visits on their way home, so that it is possible to account for them at the end of their tour of duty. These steps are particularly important when going to areas in the Force, which have poorer network coverage.
- Ensure that Oracle contains their updated emergency contact details.
- Immediately report incidents of violence, harassment, or intimidation to the appropriate line manager or other nominated person, which may include Force Control Room.
- Report all incidents, difficulties or risks raised from lone working, however minor, to their line manager, even if they do not wish further action to be taken. Failure to report an incident may put others at risk.

- Record details of all incidents by completing the injury on duty form available on the Health and Safety SharePoint page [here](#).

3.5 Line Manager Responsibilities

Line managers must ensure that:

- Lone worker risk assessments have been carried out and logged with the Health and Safety team. The approved risk assessments for police staff investigators and for general police duties are available on the Health and Safety Hub [here](#).
- Schedule regular reviews of risk assessments and ensure they are at the level of detail required - the Health & Safety team will support line managers to create/amend these documents.
- Individuals are briefed on the lone worker assessments and working practices that have been devised for their area of service, so that all concerned are aware of these, and ensure that they follow these highlighting their responsibilities.
- New employees and those who join the team from other areas of the Force or other volunteering roles are made aware of the contents of the risk assessments and briefed as to their responsibilities.
- Record briefings in PNB or day books. For new employees, this could also be recorded on the induction check sheet (police staff) or first month review document for police staff, which are both submitted to HR Admin, or with tutor constables for new officers. Lone working will also be included in new officer and PCSO training at a suitable point in the person's initial training period. For police officers joining teams once a person is briefed then the information should be submitted to Training Administration for recording.
- Brief Individuals as to the lone working protocol for the team in which they are working, when colleagues return from adoption, maternity leave, long term sickness, or restricted duties.
- Ensure that they stay connected with Individuals who work from home during the working time, and that any appropriate health and safety protocols are followed.
- Review any incidents that occur including updating the risk assessment, briefing staff, reiterating standards and compliance required.

3.6 Escalation Procedure

In cases where the airwaves emergency button is activated the Force Control Room will automatically be alerted both by audio and visual means and the agreed processes will then be put into place.

There are occasions when technology (GPS) is not flawless, and for this reason of personal safety all Airwave users deployed in the field should maintain regular, at least hourly, contact with the Control Room.

If the Airwaves set is a 'pool radio' rather than a personal issue radio, then before going into the field, they must log on with a dispatcher who will affiliate the user to the radio and associated systems.

3.7 Lone Working at Home

The Organisation recognises that some Individuals may work from home for part of their working time.

Everyone is reminded of the importance of keeping in touch with their colleagues, so that health and wellbeing are monitored during this time.

Everyone who works at home must undertake the relevant e-learning packages, in regard to health and safety and lone working. This will include undertaking a DSE assessment of the space at home that you have been working from.

When working at home Individuals should ensure that confidentiality is provided and is aligned with the Information Security and Data Protection Policy.

Please refer to the Health and Safety SharePoint page [here](#) for information on the risk assessments for lone working at home.

4. Appendices

There are no appendices associated with this policy. All supporting documents and forms are available on the Health and Safety SharePoint page [here](#).

5. Compliance and monitoring

The Head of HR is responsible for the accuracy and integrity of this document. This policy will be continuously monitored, and updated when appropriate, to ensure full compliance with legislation.

The Head of HR will review this process to ensure that all aspects are being adhered to in accordance with the framework of this policy.

6. Version control

This policy will be reviewed and updated at least every three years by the owner, and more frequently if necessary.

The Corporate Services Department will ensure this document is available on the Force intranet, including any interim updates.

The following identifies all version changes.

Version	Date	Reason for update	Author
1.0	17/12/19	Policy approved and published	██████████
1.1	Feb 2020	HSE hyperlink added and change to owner dept. name	██████████
1.2	Apr 2020	Addition of COVID 19 message	██████████
1.3	June 2020	Addition of section 4 re WFH during the COVID Pandemic	██████████
1.4	August 2021	Review date extended	██████████
1.5	Jan 2023	Extension of review date as agreed on Nov 22 P & W and Dec 22 EMB	██████████
1.6	Nov 23	Interim update to remove appendices and add link to H & S SP page.	██████████ ██████████
1.7	May 2024	Normal policy review completed, minor amendments to formatting responsibilities. Removal of reference to COVID 19 in home working section	██████████