

AMA Scaffolding Lone Working Policy 2025/26

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1.0 PURPOSE

This procedure is designed to deliver compliance with Legislation and other requirements.

Health and Safety legislation requires all employers to provide a safe and secure environment for their staff. This document provides guidance and support to managers and staff to promote the safety of those who are lone or remote workers.

2.0 SUMMARY

This policy gives comprehensive guidance to ensure staff and management recognise the procedures to follow for employees whose work is intended to be carried out unaccompanied or without immediate access to another person for assistance.

The policy outlines roles and responsibilities for all staff and describes the arrangements to be followed to identify and assess risks to the health and safety of employees and how to identify foreseeable potential hazards. It is recognised that staff provide services in challenging environments and outside of normal working hours and that this has the potential to put some staff at risk if they are working alone.

Where the specific work tasks or activities introduce a potential risk, the policy outlines the process that should be followed to clearly establish the action that may need to be taken to ensure our staff remain safe by eliminating or reducing the risk to the lowest level so far as is reasonably practicable.

3.0 INTRODUCTION AND PURPOSE

- 3.1 Due to the nature of the work within AMA Scaffolding , some employees are required to work alone. AMA Scaffolding recognises the various risks that staff may face and has considered the actions that should be taken.
- 3.2 If staff work alone, it is important to have a system in place to ensure that an alarm can be raised if assistance is required.
- 3.3 Health and Safety legislations does not prohibit lone working, but an employee should not be put at more risk than other people working. An employer has a general duty under Section 2(1) of the Health & Safety at Work Act 1974, to ensure, so far as is reasonably practicable, the health, safety and welfare of employee's whilst at work.
- 3.4 Health and Safety Legislation requires employers and managers to assess risks to staff whilst lone working and make arrangements for effective planning, organisation, control, monitoring and review. This policy deals with generic aspects of management of lone working risks and provides advice on the efficacy of various actions that may be utilised to reduce these risks.
- 3.5 Where appropriate, employers must assess the risks of violence to their staff and, if necessary, put in place actions to protect them.

4.0 SCOPE AND DEFINITIONS

This policy is specifically aimed at those staff whose work is intended to be carried out unaccompanied or without immediate access to another person for assistance and applies to * bank, locum, permanent and fixed term contract employees (including apprentices) who hold a contract of employment or engagement with AMA Scaffolding . Diversity and Human Rights Policy. It also applies to external contractors, Agency workers, and other workers who are assigned to AMA Scaffolding .

5.0 PROCESS/REQUIREMENTS

Lone Working Role risk assessments and procedural evaluation

General

- 5.1 Lone Workers can be classified as those who work in any situation or area without other persons nearby. As a guide if a person called for help and it could not be heard by another member of staff, then that person would be classed as a lone worker.
- 5.2 The setting up of safe working arrangements for lone workers is no different to organising the safety of other staff. The risk which lone workers face should be reduced to the lowest level that is reasonably practicable.

Risk Assessment

- 5.3 Managers are required to identify and assess risks to the health and safety of employees, who are lone working. They need to complete a lone working risk assessment in all areas of work where working alone poses an actual or potential risk to staff.
- 5.4 The risk assessment will involve identifying all potential hazards and the risks associated with work tasks or activities. It will identify who may be affected and how, and the actions which are needed to eliminate or reduce the risk to the lowest level possible.
- 5.5 It is important to recognise that a lone worker risk assessment can be used to cover a whole Service or for an individual member of staff. The assessment can be completed with support from the safety manager if required.

Lone working Staff Dynamic Risk Assessment (DRA)

- 5.7 The importance of the lone working risk assessment form is that it enables managers to anticipate and recognise any known hazards and identify actions to be taken. However, it is recognised that situations change rapidly, and the associated risks will also change, therefore dynamic risk assessment should be an on-going process. In this case a new risk assessment including actions should be completed.
- 5.8 A Dynamic Risk Assessment (DRA) should be conducted by staff as necessary for the circumstances in place at the time. What sets DRA apart from the lone working risk assessment is that it is applied in situations that present unpredictable/unforeseen risks or where the risk environment rapidly changes. A DRA enables staff to make a risk judgement and provides staff with a consistent approach to assessing risk. This type of risk assessment is undertaken when the situation faced by staff has increased the risk previously assessed to enable them to start working alone.

6.0 ROLES AND RESPONSIBILITIES

- 6.1 **The Managing Director** has overall responsibility for all matters of risk management; this includes Lone working activities within AMA Scaffolding . The Chief Executive Officer will also have overall responsibility for ensuring that sufficient resources are provided to enable the policy to be implemented and to remain effective.
- 6.2 **Line Managers and Operational Directors** are responsible for gaining assurance from service lines that the effectiveness of risk reporting, assessments, and management processes to protect lone workers are implemented and that service line lone working risk assessments have been completed and monitored
- 6.3 **Nicholas James Safety** will ensure that AMA Scaffolding has up-to-date policies and procedures for the safety of lone workers and (in liaison with line managers) ensure that they are disseminated to all relevant lone working staff. They will:
- advise the organisation on systems, processes, and procedures to improve personal safety of lone workers and make sure that proper preventative measures are in place
 - advise the organisation on appropriate and proportionate physical security, technology and support systems that improves personal safety of lone workers. Ensure that this is appropriate, proportionate and meets the needs of the organisation and lone worker
 - play an active part in assisting managers with identifying hazards, completion of the lone working risk assessments and management of risks. They will also advise on the proper security provisions needed to mitigate the risks and protect lone workers.
 - be involved in the post incident root cause analysis, working with managers to identify any shortcomings and learn from them, ensuring that appropriate measures are taken to negate or mitigate future failings
- 6.4 **Line Managers** must establish and supervise safe systems of work, provide access to appropriate training for their job and ensure, where reasonably possible, all policies and procedures are observed. The line manager will:
- ensure that this policy and all other relevant policies and procedures are disseminated to staff
 - identify all staff who are lone workers, based on recognised definitions, (see section 2)
 - ensure that a proper lone working risk assessment is conducted (in consultation with the relevant staff) to ensure that all risks from lone working are identified and that proper control measures have been introduced to minimise, or mitigate the risks before staff enter a lone working situation
 - forward copies of all local lone working risk assessment to the health and safety manager for quality assurance and audit purpose
 - ensure that staff have received appropriate training identified within the lone working risk assessment *and* device training provided by the service supplier in the event of being issued with lone worker devices
 - ensure that lone workers are provided with sufficient information training, instruction and supervision before entering a lone worker situation
 - ensure physical measures are put in place and appropriate technology is made available to ensure the safety of lone workers
 - ensure that all the relevant staff undertake regular reviews of hazards and associated risks to make sure that all measures are effective and continue to meet the requirements of the lone worker
 - where a security incident has occurred, make sure that the employee completes an incident reporting form as soon as possible
 - where someone has been assaulted, ensure that the individual is properly de- briefed, undergoes a physical assessment, any injuries are documented, and they receive access to appropriate post incident support
- 6.5 **ALL staff who are working alone** - must ensure they adhere to the AMA Scaffolding policy. It is everyone's responsibility to do all they can to ensure their own safety and that of their colleagues whilst lone working and must ensure the following:
- they should seek advice from their line manager, action guidance, procedures and instruction to avoid putting themselves or their colleagues at risk

- will conduct proper planning prior to a visit and utilise continual dynamic risk assessment during a visit.
Please note staff should never put themselves or their colleagues at risk, if they feel at risk they should withdraw immediately and seek further advice or assistance
- Notify local administrators of any faults or change in personal details
- will undertake all relevant training identified within the lone working risk assessment and device specific training as applicable
- **must** report all incidents where safety was compromised including 'near misses' to enable appropriate follow up action to be taken

7.0 TRAINING

- 7.1 Training is crucial for all groups of staff who undertake lone working and, it is the line manager's responsibility to ensure staff are booked on relevant courses that would enhance staff safety.
- 7.3 It is the employee's responsibility to attend any training specific to them, requested by their manager.

8.0 EQUALITY IMPACT ASSESSMENT AND MENTAL CAPACITY

- 8.1 A thorough and systematic assessment of this policy has been undertaken in accordance with the AMA Scaffolding's Policy on Equality and Human Rights.
- 8.2 The assessment found that the implementation of and compliance with this policy has no impact on any AMA Scaffolding employee on the grounds of age, disability, gender, race, faith, or sexual orientation.

9.0 SUCCESS CRITERIA / MONITORING EFFECTIVENESS

- 9.1 The effectiveness of this policy will be determined by the analysis of adverse incident reports raised in response to lone worker safety issues.
- 9.2 All Service Managers are to provide assurance that local procedures are in place within their services and to provide copies to the health and safety manager for audit purposes.
- 9.3 The health and safety manager will audit all lone worker procedures received from individual services and teams and report any shortcomings identified to the Service Manager.

AMA Scaffolding approved Lone worker device/app usage to be monitored appropriately by managers via the online portal to ensure that non usage of the devices by individual members of their team are picked up in sufficient time to ensure their safety isn't compromised and that the lone working risk assessment remains compliant. Non usage of devices to be addressed directly with the individual user (s).

10.0 REVIEW

- 10.1 This document may be reviewed at any time at the request of either staff side or management but will automatically be reviewed 3 years from initial approval and thereafter on a triennial basis unless organisational changes, legislation, guidance, or non-compliance prompt an earlier review.

11.0 REFERENCES AND LINKS TO OTHER DOCUMENTS

11.1 AMA Scaffolding acknowledges the following sources of advice and reference:

- The Corporate Manslaughter and Corporate Homicide Act 2007
- Safety Representatives and Safety Committees Regulations
- The Health and Safety (Consultation with Employees) Regulations
- The Management of Health and Safety at Work Regulations

- Health and Safety at Work Act 1974
- Human Rights Act 1998
- Secretary of State Directions ((2003) (2004) both amended in 2006)
- Working alone - Health and safety guidance on the risks of lone working, HSE
- NHS Security Manual – Chapters 22b & 23
- Risk Management Framework
- Emergency Planning Policy
- Reporting of Adverse Events Policy
- Health & Safety Policy
- Emergency Lockdown Policy
- Management of Security and Violence and Aggression Policy
- Anti-Fraud, Corruption & Bribery Policy
- Freedom to Speak Up Policy

13.0 GLOSSARY

- Counter Fraud and Security Management Service (CSFMS)
- Department of Health (DoH)
- Lone Worker: those who work by themselves without close or direct supervision.
- Physical Attack: whether visible injury occurs or not, and includes sexual or racial attack
- Verbal Abuse or Intimidation: where a member of staff or client feels that a threat has been made.
- Animal Attack: Where an animal is threatening, is used as means to threaten/intimidate staff conducting AMA Scaffolding duties.
- Criminal damage: the intentional and malicious damage to the home, other property or vehicles and includes graffiti.
- Arson: the act of deliberately setting fire to property, including buildings and vehicles
- Dynamic Risk Assessment: “the continuous assessment of risk in the rapidly changing circumstances of an operational incident, in order to implement the control measures necessary to ensure an acceptable level of safety”

The company recognises the important role it has to play for the wellbeing of employees working alone and will implement this policy as an element within our overall strategy.

For and on behalf of AMA Scaffolding:

Manning Director:
Martin Unstead

Dated: February 2025