



POLICY STATEMENT

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Policy:	Lone Working Policy
Legal Requirements:	Health & Safety at Work Act 1974; The Corporate Homicide Act 2007; The Management of Health at Work Regulations 1999, Regulation 3 and 13; and Protection from Harassment 1997
Regulatory Standards:	The Scottish Housing Regulator has set out Regulatory Standards for all Registered Social Landlords (RSLs) to ensure that RSLs deliver good outcomes and services for its tenants and service users through good governance and financial management. This policy evidences that the following Regulatory Standards are being met: Standard 1. The governing body leads and directs the RSL to achieve good outcomes for its tenants and other service users. Standard 2. The RSL is open about and accountable for what it does. It understands and takes account of the needs and priorities of its tenants, service users and stakeholders. And its primary focus is the sustainable achievement of these priorities. Standard 5. The RSL conducts its affairs with honesty and integrity.
Notifiable Events Guidance:	In compiling this policy, consideration has been given to the Notifiable Events Guidance issued by the Scottish Housing Regulator and the impact of that guidance on the policy.
Equality and Diversity:	The Association is committed to Equal Opportunities and will endeavour to ensure that all services are carried out in an undiscriminating manner in line with the Association's Equality and Diversity Policy. In particular, the Association will not discriminate on the grounds of age, disability, marriage and civil partnership, pregnancy and maternity, race, religion or belief, gender, gender reassignment or sexual orientation.
Human Rights:	In compiling this policy, consideration has been given to "The Right to Adequate Housing" (Fact Sheet No. 21/Rev.1) published by the Office of the United Nations High Commissioner for Human Rights and the impact of that guidance on the policy. In particular, the Association is satisfied that this policy promotes the key aspects of the right to adequate housing – that it contains freedoms; entitlements; provides more than four walls and a roof; and protects against forced evictions.
Complaints:	Although the Association is committed to providing high levels of service, we accept that there may be occasions where customers may not be satisfied with the service they have received. The Association values all complaints and uses this information to improve the services that it provides. The Association's Complaints Policy describes our complaints handling procedure and how to make a complaint.
General Data Protection Regulation (GDPR):	The Association will treat all customers' personal data in line with its obligations under the current data protection regulations and our Privacy Policy. Information regarding how data will be used and the basis for processing data is provided in the Association's Fair Processing Notice.
Policy Author:	Kevin Freeman
Policy Review:	In order to ensure that any change in circumstances is accommodated this policy will be subject to review every three years in the month of August.
Policy Approval:	This policy was last reviewed / approved by the Management Committee of Yoker Housing Association Limited at its meeting held on Thursday the 28th of August 2025.



Introduction

Yoker Housing Association Limited aims to limit lone working where reasonably practicable. Where lone working is necessary, the Association will take all reasonable steps to make sure you are safe while you work for us.

Within Health & Safety law you should not be put at any greater risk if you are lone working compared to someone who is not. We have a duty to assess the risks of lone working and take any reasonable, practical measures to reduce and where possible eliminate these. You have a duty of care to co-operate, provide us with all relevant information and abide with the measures that have been put in place.

Scope of Policy

This policy and the procedures contained within it apply to all employees, managers, governing body members, contractors, volunteers and workers. For the purpose of this policy, lone working includes working from home.

Legislation

Although there is no single piece of legislation that explicitly applies to lone workers, the following apply indirectly:

- Health & Safety at Work Act 1974
- The Corporate Homicide Act 2007
- The Management of Health at Work Regulations 1999, Regulation 3 and 13
- Protection from Harassment 1997

Definition of Lone Workers

There are many definitions of a lone worker. However, the Association has adopted the HSE definition which describes a lone worker as someone who *“works by themselves without close or direct supervision”*.

Within the Association, a lone worker is likely to include, but is not limited to:

- Working outside normal office hours, even on a one-off basis.
- Working with the public on your own or away from colleagues.
- Working on your own, in an office, at home or some other location.
- Working in other's homes or premises.
- Travelling alone as part of your job (this does not include commuting).
- Working in the reception area alone or being isolated from the rest of the organisation.
- Working in the office but away from colleagues.

Employer Responsibilities

As your employer, the Association has a responsibility to make sure you are safe while you work for us, and this includes any time that you are lone working. We will do this by:

- Making sure risk assessments are carried out and reviewed regularly, or as and when required.
- Providing procedures for working safely based on the risks identified in the risk assessment.
- Monitoring lone workers and implement a robust system to ensure a lone worker has returned to their base or home once their work is completed.
- Making sure you are provided with appropriate and relevant training.
- Having reporting systems in place to record, investigate and review any near misses and incidents.
- Reporting near misses and incidents on behalf of you if you are unable to do this.
- Reviewing near misses and incidents. This will include a review of the risk assessment and working procedures.
- Informing the Health & Safety Executive (HSE) using RIDDOR procedures (if required).
- Making sure you have appropriate supervision.
- Providing you with appropriate aftercare and support (in the event of any incident).
- Making sure you are issued with a copy of this policy.
- Involving you when considering potential risks and control measures.



Employee Responsibilities

You also have responsibilities, which we expect you to fulfil. These are:

- Acting responsibly at all times when completing your work.
- Not intentionally provoking or inflaming a potentially aggressive situation.
- Not knowingly putting yourself at risk.
- Removing yourself from any situation you do not feel comfortable and / or safe in.
- Reporting all incidents and near misses by following our reporting procedures.
- Completing the near miss / incident report form, (if you are able to do so).
- Attending training when this is provided.
- Taking part in the formal risk assessment process.
- Carrying out an informal / dynamic risk assessment as and when necessary.
- Know, understand and follow this policy and the procedures.
- Speak to your line manager if you are unsure of anything.
- Ensure your emergency contact person is provided with your line managers' contact details in line with organisation procedure.

Training

All staff will be trained in lone working to increase awareness of the potential risks and to control and reduce these as far as is reasonably practical.

Managing Risks

The purpose of risk management is to identify, eliminate, reduce and control risks. This means:

- Where possible, eliminating risks and / or hazards or the likelihood of them occurring.
- Reducing the effects of the risks as far as is reasonably practicable and appropriate.
- Isolating the risk or hazard.
- Controlling the working practice through appropriate measures.

We conduct the formal risk assessment process for the different operations we perform as a business. Where necessary, more specific risk assessments will be carried out depending on the job function.

The risk assessment will:

- Adequately assess the Health & Safety risk to staff.
- Identify what tasks / roles result in a lone worker.
- Identify what hazards lone workers could face.
- Assess / discuss the level of severity against, and likelihood, of each risk.
- Assist in implementing appropriate and proportional risk control measures.
- Establish appropriate procedures for serious and imminent danger, including emergency response procedures.
- Provide information to you on risks and control procedures.
- Highlight any particular groups at risk.
- Provide an opportunity for information to be shared in order to assist in continuing to control and reduce risks.

Risk assessments are contained within the Health & Safety Control Manual.

A formal risk assessment will take place prior to all known lone working situations however, it is important that you are aware and are comfortable to undertake a dynamic risk assessment in any lone worker situation you may find yourself in. If you feel you require guidance on this, please speak to your line manager.



Near Miss and Incident Reporting

It is vital that you report any near miss situations or actual incidents as soon as it has occurred to your line manager and complete a near miss or incident form as soon as reasonably possible. The Near Miss Reports Form (Appendix 1) and Accident / Incident Report Form (Appendix 2) are attached to this policy. If it is not possible to report the incident or near miss immediately, it must be reported within twelve hours of it occurring. Your line manager will make sure the appropriate steps are taken to share this information with the organisation and any governing bodies, if required. Your line manager will also ensure that the risk assessment is updated if appropriate.

Once you have reported the incident to your line manager the following will happen:

- Your line manager will have an informal, private discussion with you and discuss any support where appropriate.
- Your submitted near miss / incident form will be reviewed by your line manager. If it is not possible for you to complete this, your line manager will complete this with input from you.
- Your line manager will share any appropriate information with the organisation and any governing bodies, if required, and inform you if the risk assessment should be reviewed.
- A review of the control measures will take place.
- Any updated information will be issued to you.

Lone Working Procedures

Where lone working is necessary you will:

- Follow our safe working arrangements which are as follows:
 - Make reasonable steps to ensure your own safety.
 - Remove yourself from any situation you feel is unsafe or uncomfortable and move to a place you feel safe to report to your line manager.
 - Inform your line manager of any near misses, incidents or safety concerns.
 - Follow the procedures below when lone working:
 - If working alone in office at night, staff members will telephone their line manager when they are leaving the office.
 - Staff Members caught on the street by a tenant and asked to inspect a repair will contact office to inform colleagues that they are visiting an additional tenant.
 - If working alone in the office, ensure that the door is locked to prevent access by the general public.
 - Staff Members will contact their line manager if an evening appointment has been cancelled.
 - Sign in / out sheets to be completed for all house visits including names, addresses, reason for visit and estimated return time.
 - If a member of staff is carrying out a house visit and feels in danger, they should phone the office and use the code phrase **'COULD YOU CHECK THE PROPERTY LEDGER'**.
- Make sure you know, have read and understood the lone working risk assessments and all the control measures in place.
- Make sure arrangements are in place so that someone else is always aware of your whereabouts.
- Where it is considered appropriate visits should be carried out by two members of staff. These may include waiting list, allocation, rent, anti-social behaviour and complaints visits.

**Appendix 1 – Near Miss Report Form**

Location of Near Miss		
Description of Near Miss		
	Yes	No
In your view, could a re-occurrence result in an injury?		
Are there any actions you believe would prevent a re-occurrence? (list below)		
NAME:	DATE:	
SIGNATURE:	TIME:	

**Appendix 2 – Accident / Incident Report Form**

Date of Incident		Time of Incident	
Particulars of person reporting Incident			
Full Name		Age	
Occupation		Department	
Home Address			
Nature of Incident (including place/cause/circumstances)			
What did you do immediately after the incident?			
Signature of person reporting incident			
Witness Name		Department	
Witness Name		Department	
Witness Name		Department	
Actions Taken (to be completed by Director)			
Signature		Date	