

Lone Working Arrangement

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1.0 **Statement of purpose/objectives**

This arrangement will assist in meeting Shropshire Council's core value to achieve more by working and learning together also meet the legislative requirements. The main requirements are to create a safe working environment by ensuring effective control measures are provided for lone workers.

2.0 **Scope**

The scope of this arrangement is to promote an active safety culture whilst lone working and applies to all Shropshire Council employees, agency workers and volunteers at work.

3.0 **Definition**

For the purpose of this arrangement, lone working can be defined as: "Employees who work by themselves, where there are no other workers and without close or direct supervision" (source HSE).

4.0 **Duty of Care**

Shropshire Council has a general duty of care to protect the health, safety and welfare of its employees so far as is reasonably practicable by ensuring safe working arrangements for lone workers.

5.0 **Assessment of Risk at the Workplace**

Managers and employees must work together to identify potential hazards and the subsequent risk from the working environment, methods of communication or the way a service is provided. A suitable and sufficient lone working risk assessment must be carried out prior to the work activity taking place to ensure a safe system of work is provided.

6.0 **Information, instruction and training**

Appropriate information and training is an essential component in enabling employees to carry out lone working activities. Managers must ensure training needs for lone workers are identified. For example, during induction, appraisal or

risk assessment. Training must be available to employees who are required to communicate with the public or service users in lone working situations.

7.0 Implementation

Management guidance in the form of Frequently Asked Questions will be provided and updated to support the implementation of the arrangement.

8.0 Compliance

This arrangement will enable Shropshire Council to conform to statutory requirements and best current practice. Further references are provided in appendix 2

9.0 Review of arrangement

This arrangement will be reviewed by the Health & Safety Team every three years.

10.0 Useful information

Further information and references:

- The Health and Safety at Work etc Act 1974
- The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013.
- The Management of Health and Safety at Work Regulations 1999
- The Safety Representatives and Safety Committees Regulations 1977
- The Health & Safety (Consultation with employees) Regulations 1996
- [Working alone - Health and safety guidance on the risks of lone working- HSE-2020](#)
- Crime Prevention & Personal Alarms link: <http://www.securedbydesign.com/>

Approving Body

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Lone Working Arrangements, frequently asked questions:

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Lone Worker Hazard Checklist.

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Lone Working Risk Assessment Template

1 Roles and responsibilities/who does what?

- 1.1 Shropshire Council as a local authority employer, through its elected members, has ultimate responsibility for compliance with Health and Safety legislation.
- 1.2 The Chief Executive and Corporate Management Team are responsible for ensuring:
 - The implementation of the Lone Working Arrangement across the organisation to ensure consistency of approach.
 - The allocation of suitable and sufficient resources.
- 1.3 Directors are responsible for ensuring:
 - The implementation of the Lone Working arrangement and that all employees are familiar with the contents of the arrangement insofar as it is relevant to their role and responsibilities.
 - Lone working health and safety standards and performance are monitored.

- Suitable levels of competency for managers, supervisors and employees, enabling them to undertake work activities safely.
- The allocation of sufficient resources to effectively manage lone working arrangements.

1.4 Line Managers/Supervisors are responsible for:

- Identifying employees where lone working is part of the employees working practice.
- Ensuring risk assessments are undertaken for lone working activities and that control measures are communicated to the appropriate people.
- Ensuring that all employees receive appropriate information, instruction and training relating to their lone working activities.
- Reporting any lone working issues to the Health & Safety Team.
- Ensuring, in conjunction with line managers, that risk assessments are reviewed annually or more frequently where there has been any significant change or incidents, and if new legislation requires change to best working practice.
- Considering in the risk assessment process the use of the Council's lone working monitoring options.

1.5 The Health & Safety Team is responsible for:

- Providing advice and guidance to enable managers to carry out their duties and responsibilities effectively.
- Ensuring, in conjunction with managers, that lone working activities are monitored on a regular basis via self-auditing and auditing processes.
- Monitoring to ensure risk assessments are undertaken for solitary and lone working activities and the results are communicated to the appropriate persons.
- Monitoring and promoting use of the Council's lone working options.

1.6 All Shropshire Council employees including volunteers are responsible for:

- Complying with the requirements of the lone working arrangement.
- Assisting with the risk assessment process, as required.
- Co-operating with the safe systems of work as identified to enable Shropshire Council to comply with its health & safety responsibilities.
- Ensuring that their solitary or lone working activities do not put themselves or others at risk.
- Reporting immediately to their line manager, any adverse incidents that have arisen as a result of lone working.

2 Which employees may be classified as lone workers?

The following employees may at times be considered to be lone workers;

Cleaners	Premise key holders	Horticultural workers
Social Care Workers	Librarians	Vehicle drivers
Caretakers	Surveyors	School Crossing Patrols
Car Park Attendants	Highway Technicians	Cooks
Ground Workers	Countryside wardens	Security
Environmental Health Officers		Social Workers
Office staff (out of hours or in small offices)		
Mobile workers working away from their fixed base		
Home workers		

This list is not exhaustive or not in any particular order, other employees may also perform regular or occasional lone working operations.

3 Can employees legally work alone?

There is no general prohibition on lone working, but sometimes the law stipulates that at least two people must be involved in the work activity. For example the Confined Spaces Regulations 1997 & Electricity at Work Regulations 1989 specify the need for a safe system of work to be followed. Other instances where lone working will not be acceptable practice would include young people undergoing training. It is important to identify the hazards and assess the risks involved, this can be achieved by carrying out a risk assessment. See generic risk assessment template available via the H&S intranet site.

4 Do I have to provide safe working arrangements for lone workers?

Establishing safe working for lone workers is no different from organising the safety of other employees. Line managers need to know the guidance and good practice which apply to their work activities and assess whether the requirements can be met by employees working alone. Guidance within this document will provide support. See also appendix 2 for further references.

Lone workers have a duty to take care of their own health and safety and that of others who may be affected by their actions at work. They must co-operate with their employer and co-workers to help everyone meet their legal requirements. If workers have specific queries or concerns relating to health and safety in their workplace, they should talk to their manager/supervisor or a health and safety representative.

5 What are the common hazards of lone working?

Lone workers may face some hazards which require special attention when planning safe working arrangements, these could include foreseeable hazards such as;

- Accidents or emergencies arising out of the work activity
- Slips, trips & falls
- Fire safety
- Violence and aggression from service users or members of the public
- Manual handling
- Medical suitability of the individual
- Lack of experience, training or monitoring by employer
- Lack of systems to keep in touch or respond to incidents
- Stress and Mental Health
- Environment and equipment (failure)
- Responding to intruder alarm activations

6 What resources are available to support lone workers?

Safe practice is part of good practice, be prepared, if you think there is a risk as a lone worker, discuss your concerns with your line manager.

- Shropshire Council provides two separate lone working monitoring control options depending on the risk level. More information is provided in Appendix 3.
- Have a detailed knowledge of your team's specific lone working arrangements and adhere to it at all times, i.e. signing in & out, known whereabouts and expected time of return.
- See Appendix 4 for template risk assessment for completion by individual managers.

- Training is available to support lone workers. See Q 20. CPI training is also available depending on job role. This may include physical restraint, de-escalation & break-away techniques.
- Appreciation of your own responsibility for your safety.
- Shropshire Council currently provides 2 separate Lone Worker monitoring systems depending on level of perceived risk – see Appendix 3. For schools please contact the Health and Safety team for further details.

7 What are lone working risk assessments?

Managers must take responsibility at all times for their employees and ensure adequate safe systems of work are provided. Risk assessments will help identify potential issues to be addressed and confirm that the work can be carried out safely by one unaccompanied person. The risk assessment would include;

- Means of access and egress.
- The use of equipment, machinery or plant.
- Substances or materials used at work.
- Working at height or depth.
- The environment, with regard to the remoteness or isolation from other work colleagues.
- Communications - If contact is poor, employees may feel disconnected, isolated or abandoned, which can affect their performance and potentially their stress levels or mental health. Clear procedures should be in place because effective means of communication are essential. These may include:
 - supervisors periodically visiting and observing people working alone;
 - pre-agreed intervals of regular contact between the lone worker and employer, using phones, radios, email etc,
 - other devices designed to raise the alarm in an emergency which can be operated manually or automatically;
 - implementing a robust system to ensure a lone worker has returned to their base or home once their work is completed. Indent?
- Control measures to protect the employee from violence.
- Are women or young workers especially at risk if they work alone?
- Prevention of fatigue during night work.
- Is the employee medically fit and suitable to work alone?
- Are there any training needs, is the employee sufficiently experienced and do they fully understand the risks and precautions?
- See Appendix 4 for template risk assessment for completion by individual managers.

8 Who should carry out lone working risk assessments?

The risk assessment should be carried out by line managers with the full co-operation from the lone worker. The risk assessment should be reviewed annually or more frequently where there has been any significant change or incident. The outcome of the risk assessment will show if it is safe for lone working/solitary working to take place.

See Appendix 1 for template lone worker hazard check list risk assessment for completion by individual managers. A lone working template risk assessment is also provided in Appendix 4.

9 What is a safe system of work (SSoW)?

The SSoW will provide a method for lone or solitary workers to carry out their day to day work activities safely. Ensure that a thorough SSoW risk assessment has been undertaken by a competent person and that adequate control measures have been provided and are routinely tested as necessary.

10 What are the requirements for agile workers?

All agile workers are required to adhere to the Shropshire Council Agile Working arrangement. Agile workers are also required to complete their own initial risk assessment. See the intranet based Agile Working arrangement.

11 Are there any activities where lone working is prohibited under legislation?

Yes, there are some high-risk activities where lone working is prohibited, these include confined space working, diving and working on live electrical equipment, and some fumigation activities.

12 I have a medical condition; will this prevent me from lone working?

If you have a medical condition that may make you unsuitable for lone working, seek medical advice and discuss with your manager and the Occupational Health Service in the first instance. Occupational Health can be contacted on 01743 252831.

13 What training is required for lone workers?

Training is particularly important where there is limited supervision to control, guide and help in situations of uncertainty. Training may be critical to prevent inappropriate reactions in unusual situations. Lone workers need to be sufficiently experienced and trained to understand the risks and precautions associated with the role and know when to ask for support or advice. See Q20.

14 What actions should be considered by lone workers who open/close up buildings?

Line managers must undertake robust risk assessments that clearly identify a safe system of work to control known hazards (e.g. poor levels of illumination on access/egress route at the workplace).

Local hazards should be identified and control measures implemented to reduce the risk level so far as is reasonably practicable. This may include using buddy systems or one of the Council's lone working monitoring control options. The latter would be the preferred mechanism.

15 Are there any restrictions for Premise Key Holders attending alarm activations or call outs?

Employees and/or spouses/partners should not attend to intruder alarm activations or call outs without a Police or security guard presence. On arrival at a site or premises, employees and/or spouses/partners must not enter a site or premises **before** the Police or security guarding company.

It is preferable that Premise managers employ a security guarding company to be a key-holder for their premises in the event of an intruder alarm activation or call-out. An approved service is available through Shropshire Council and further advice is available from the Council Crime Prevention Officer- Tel 01743 252819.

16 Do I need a personal alarm?

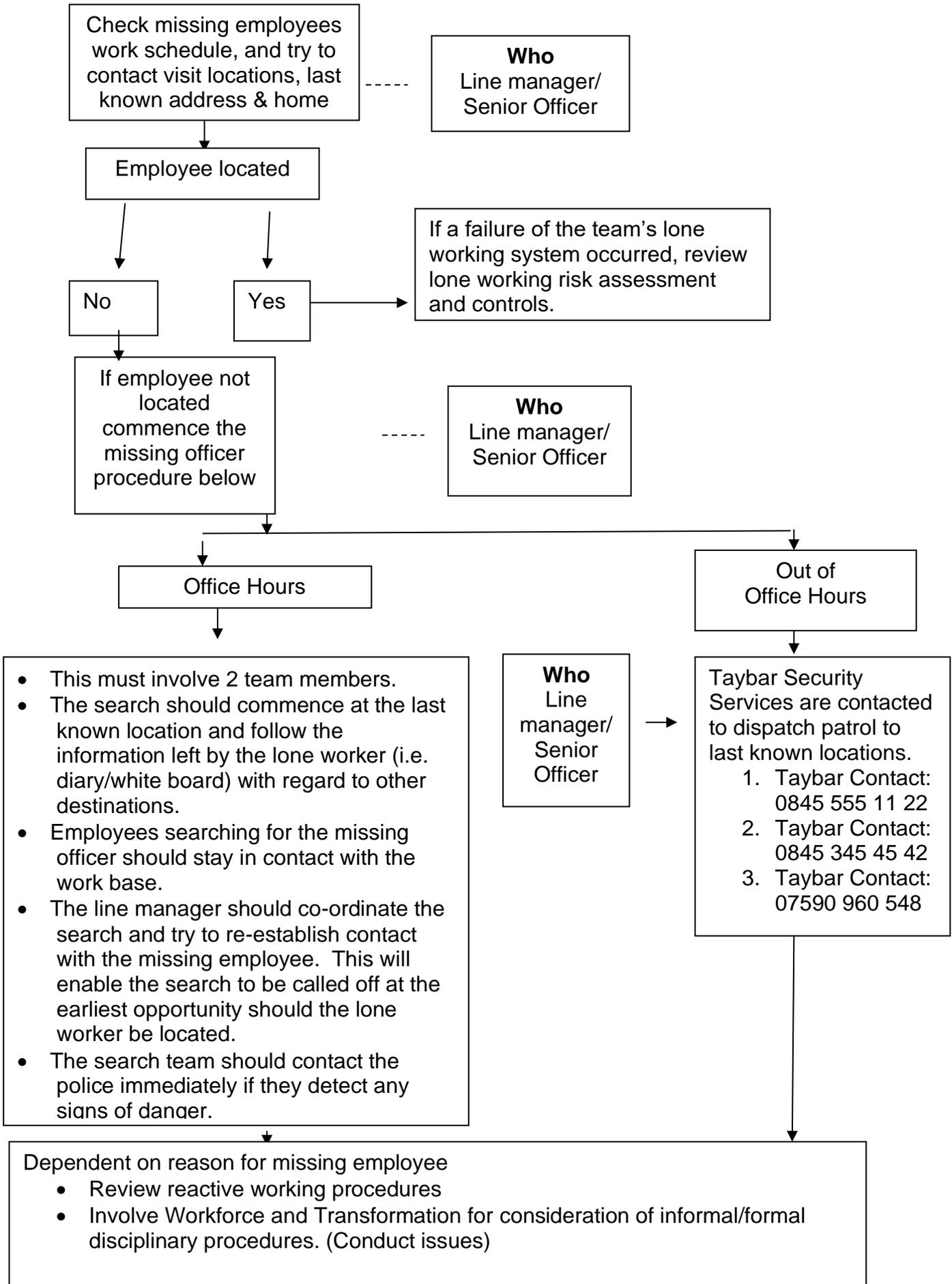
A personal alarm may be used as part of your personal safety plan, the outcome of your risk assessment will show if a personal alarm is required.

It is a common misconception that a personal alarm is used to attract the attention of passers by. The purpose of a personal alarm is to shock and disorientate an attacker, giving you vital seconds to get away from your attacker and move towards a busy area if possible. Further references provided in appendix 2.

17

Do I need a mobile phone?

A mobile phone may be appropriate for communicating with your work base and colleagues; generally a mobile phone is preferable whilst using the Council's lone worker monitoring system but a land-line may be suitable in some locations. The employee lone working risk assessment should identify if a mobile phone is a requirement of the safe systems of work.



19 What if a lone worker is expected to return after office hours?

See Appendix 3 for the Council’s suggested monitoring options. Higher risk users are advised to utilise the third party App based 24/7 monitoring option. A buddy system may be deemed appropriate by the manager if it is sufficiently robust. It is the responsibility of the lone worker to ensure all of their contact details are up to date. Managers are advised to periodically check such information. The line manager must have access to these details. The person who is the ‘buddy’ must be provided with details of whom to contact if they need to raise the alarm/concern in the first instance. See Appendix 3 – Q20

20 Where can I get further training?

Training is available from the Health and Safety Training Team. Individual services may also provide specific job-related training.

Training Course	Explanation	Types of Job	Duration
<p>Crisis Prevention Institute CPI Verbal Intervention™ training</p> <p>To discuss this training further please contact JointTraining@shropshire.gov.uk or visit https://shropshire.gov.uk/joint-training/ for more information.</p>	<p>This training will support staff to:</p> <ul style="list-style-type: none"> -Respond to crisis situations with a focus on prevention, using verbal de-escalation skills and strategies where restraint is inappropriate -Recognise signs of distress and gain a broad range of tools to help them intervene early to prevent conflict. 	<p>Recommended for staff who work in environments that require safe responses to escalating behaviours, but not restrictive or physical intervention techniques.</p>	<p>1)Self-led online learning (2-3 hours)</p> <p>2)Instructor led Zoom session (2.5 hours)</p>
<p>CPI Safety Intervention™ training</p> <p>To discuss this training further please contact JointTraining@shropshire.gov.uk or visit https://shropshire.gov.uk/joint-training/ for more information.</p>	<p>This programme includes all of the elements included in the Verbal Intervention™ programme.</p> <ul style="list-style-type: none"> -Staff will learn simple behaviour assessment and decision-making skills to ensure escalation is avoided -When faced with a behavioural crisis that places staff or others at risk of injury, staff 	<p>Recommended for staff working in health and social care who need to prevent and/or intervene in crisis situations.</p>	<p>1)Self-led online learning (2-3 hours)</p> <p>2) Instructor led classroom based session for either ½ day or a full day (This is dependent on the level of physical intervention skills required)</p>

	will learn how to focus on the least-restrictive physical intervention		
Conflict Resolution-H&S Team To discuss this training further please speak to the H&S Team – health.safety@shropshire.gov.uk / 01743 252819	Employees who work alone or may carry out site/home visits in lower risk environments. The training raises awareness of personal risk and safety and provides techniques to de-escalate conflict & aggression.	Lone workers and employees who deal directly with the public who may be at risk from aggressive behaviour. e.g. Library staff, leisure staff, Home visitors,	2-3 hours - Half day (lower risk occupations)

21 What are the requirements for first aid provision?

Lone workers should have access to adequate first aid facilities and mobile workers should carry a first aid kit suitable for treating minor injuries. The outcome of the lone worker risk assessment will provide further details if required.

22 Where can I get further advice?

Further advice can be provided by the Health & Safety Team 01743 252819

23 Where can I get further information?

The Corporate Health & Safety policy available on the intranet
Health & Safety Executive – hse.gov.uk
HSE Books
Further references are given in appendix 2 below.

Appendix 1

Lone Worker Hazard Checklist

The generic checklist below may be used to help managers define the hazards when lone working takes place and to undertake a lone working risk assessment.

Name of employee or work team:	
Managers name:	
Date checklist completed:	

General	Yes/No	N/A
Do employees work alone?		
Do employees work outside normal office hours?		
Do employees meet with clients or service users in isolated locations/on the street?		
Have mobile phones been issued to employees?		
Have employees been issued with personal attack alarms?		
Do employees have any other personal alarm or protection devices?		

The Employee	Yes/No	N/A
Are there any factors why an individual employee may be more at risk when working alone such as: gender, age, disability, race, new or expectant mother, inexperience etc		
Is the person medically fit and suitable to work alone (some medical conditions may make lone working more hazardous for the employee)?		
Has the worker got sufficient information about the job, equipment or substances?		
Are employees trained in safe working practices?		
Has the employee demonstrated their ability to do the task satisfactorily?		
Are employees aware of the emergency procedures in place?		
The general workplace	Yes/No	N/A
Is the employee a key-holder to the premises?		
Is the access to, or exit from, the workplace safe?		
Is the lighting around the premises adequate?		
Do you use entrance security systems (i.e. digital locks or swipe cards)?		
Does the workplace allow access to members of the public/service users?		
Is there a risk of violence from members of the public?		
Knowledge of job/location or service user	Yes/No	N/A
Has the employee got sufficient background information on the client/service user?		
Do you include potential or known risk factors in referral documents and care plans?		
Do you share risk information with other Shropshire Council teams, professional(s) bodies and agencies?		
Have you a method in place to define whether additional employees (or other agencies such as the Police) need to be present?		
When employees travel to a new location or meeting place are they provided with sufficient information about the location and site access e.g. parking?		
Meetings and Home Visits	Yes/No	N/A
Can meetings take place in the main office / interview rooms rather than at a person's home?		
Are interview rooms designed and set up appropriately?		
If interviews take place in a service users home has a plan been made of who must be present and why?		
Have employees been fully trained in strategies for the prevention of violence?		
Do employees carry out visits in high-risk locations (i.e. areas with high crime rates)?		
Do employees carry out visits in isolated rural areas?		
Do employees visit unfamiliar clients or service users?		
Do employees visit a high-risk or unstable or unpredictable client group?		
Do employees carry out visits during unsocial hours?		
The type of work	Yes/No	N/A
Will any part of the work present a physical risk?		
Is equipment safe and regularly maintained?		
Do employee activities involve working in confined spaces?		
Do employee activities involve handling dangerous substances?		
What risks will the worker be exposed to in the event of equipment failure?		
Can substances and goods be handled safely/can they be handled by one person?		

Where lifting/manual handling takes place – can the lone worker carry this out in a safe manner?		
Is the worker required to work at height (use ladders, step ladders etc)		
Do the workers have the appropriate Personal Protective Equipment (PPE) and are they trained in its use?		
Are cash/valuables or medical drugs being carried?		
Is first aid provision required?		
Intruders	Yes/No	N/A
Are procedures in place for dealing with intruders in Shropshire Council premises?		
Are all employees aware of these procedures?		
Emergency Call-Outs	Yes/No	N/A
When a call out system is in place are there guidelines to follow in terms of who can attend?		
Have arrangements been made for different times of day/night on who can attend?		
Are employees aware of these guidelines?		
Travel and Transport	Yes/No	N/A
Have you considered how employees will travel to and from appointments?		
Are travel arrangements considered as part of the work plan?		
Do employees provide an itinerary when they are working away from the office base?		
Do employees have a defined means of contacting managers & colleagues if necessary?		
Do you use reporting checking-in systems?		
Do you use mobile phones or other communication systems?		
When valuables are carried in a vehicle are employees aware of the procedures to follow in the storage of these items?		
Supervision	Yes/No	N/A
Do you carry out regular supervisor or colleague checks during work activities?		
Are less experienced and new team members subject to greater supervision as necessary?		
Information and Training	Yes/No	N/A
Do employees have information and training on basic personal safety?		
Are employees trained in strategies for preventing and managing violence?		
Are employees aware of the lone working procedures for their team and/or workplace?		
Reporting systems	Yes/No	N/A
Are employees aware of the reporting procedures and systems in place (e.g. Violence and Accident Reporting)?		
Do employees have access to Business World for reporting incidents or near misses?		
Other Hazards – Please list as necessary	Yes/No	N/A

Appendix 2

Further information and references

- The Health and Safety at Work etc Act 1974
- The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013
- The Management of Health and Safety at Work Regulations 1999
- The Safety Representatives and Safety Committees Regulations 1977
- The Health & Safety (Consultation with employees) Regulations 1996
- Protecting lone workers - How to manage the risks of working alone INDG73 - 03/20 (rev4)
- HSE INDG69 Violence at Work – a guide for employers.
- HSE INDG163 'Risk assessment-A brief guide to controlling risks in the workplace'
- Crime Prevention & Personal Alarms link <http://www.securedbydesign.com/>

Appendix 3 FAQs

1. **Members of my team lone work in the community or in buildings, what must I do as a line manager?**

Managers must document a risk assessment to reflect the team's lone working activities. Click on Policies and Guidance / Health and Safety / Lone working arrangement for an example risk assessment that can easily be adapted to suit individual situations.

In addition, a Lone Worker Hazard Check list is provided to assist with identifying potential hazards/control measures and to help with assessing the level of risk to which lone workers are exposed.

It is important to assess the actual level of risk, as the Council currently provides two separate lone working monitoring control options:

- **Council's Monitoring Centre – Lower risk users – 24/7 cover**
- **Staysafe – third party monitoring provider – Higher risk users - 24/7 cover**

The two options deliver monitoring solutions reflective of the identified level of risk. See below FAQ. Both are available to School and Non School staff.

Teams are also able to operate their own internal buddy type systems where these are considered to be robust and suitable. Physical response support is available for those monitoring staff through the Council's Security Guarding contractor. See Q 17.

2. **What is the Councils' Monitoring System, how does it work?**

Lone workers, who have registered to use the service, simply call in to log their lone working job with a member of the monitoring team and give a time by which they will call back in order to confirm that they are safe or that they need to extend their job. Monitoring staff receiving the call log the details of the lone worker onto an electronic system that alerts monitoring staff when lone workers do not call back within their stated times. In this case, monitoring staff attempt to track down the lone worker based on previously supplied information by making numerous calls to given numbers. Where no contact is made, or it is apparent the lone worker is in danger, the Police will be alerted.

3. **Is the Councils' Monitoring System operational 24 hours a day?**

Yes. CONTACT - 01743 271606

4. **How do I enrol to use the Council's Monitoring System?**

All users must register with the Monitoring Centre. Please email cctv.monitoring@shropshire.gov.uk or telephone 01743 271606.

5. **Once I have submitted my registration form, how long will it be before I can use the Councils' Monitoring System? How will I know when I can use it?**

Within 2 days, a confirmation email will be sent to the lone worker once their details have been registered on the system.

6. Is there a cost involved?

No. Currently there is no charge for using this service. However, with the changing nature of the Council, this is always subject to review.

7. What happens if lone workers' personal information changes, who is responsible for updating the Monitoring Centre?

Updating of the personal information held on lone workers is the responsibility of the individual lone worker. Any changes to details should be communicated via email using the cctv.monitoring@shropshire.gov.uk address.. A confirmation email will be sent once the system has been updated with your new details.

8. A member of the team that was using the Council Monitoring System has now left the Council, do I have to inform the Monitoring Centre?

Yes. Managers are required to inform the Monitoring Centre via email cctv.monitoring@shropshire.gov.uk when there is no longer a requirement for staff to access the system detailing name and job title of the person to be removed from the register.

9. My staff work out of hours or in a higher risk environment.

See Q10.

10. What is Staysafe?

[The app-based technology](#) monitors the location of lone workers in real-time 24/7 using an Android smartphone. It allows them to check-in safely once they have finished a lone working or travel session. It also allows the monitoring station to listen in when the panic alert is activated. The app has been designed for a simple user experience. Lone workers can only be tracked when they self-initiate a session in the app.

Even if the worker is not being monitored by the app, they can set off a panic alert by pressing the power button on their smartphone four times. Wrist based Bluetooth devices can be paired with the phone to enable discreet activation.

The Staysafe App can be easily downloaded onto the handset once the application process is underway. Speak to H&S team.

11. What is the charge for using the Staysafe App and what is the process for signing up to use the app?

Users are required to sign up for a minimum of 12 months and the monthly fee for the monitored service is £6.50 per user per month.

Contact the H&S team on 01743 252819 or email health.safety@shropshire.gov.uk

12. What happens if a member of the team leaves part way into the contract?

In this case, Staysafe may be able to reallocate the app where appropriate, to another member of your team. Where this is not practical, it may be possible to suspend/cancel. Contact the H&S Team.

13. I am a Team Manager. How will I know if my team are actually using the app? It's not up to me to make them use it, is it?

Regular usage reports will be provided to teams. This will enable managers to monitor uptake.

As with any other equipment provided to employees for their own health and safety, managers are required to supervise and enforce use.

14. What happens if lone workers' personal information changes, who is responsible for updating Staysafe?

Team managers are advised to remind staff on a regular basis of the requirement to keep details up to date. As a minimum, an individual formal check at a performance reviews is a suggested means of monitoring this critical part of your lone working risk assessment.

Any changes to information relating to a Staysafe user must be emailed into the health.safety@shropshire.gov.uk

15. Will the app work when there is no mobile phone signal at the location I am visiting.

The system offers 'low signal mode' so when the app is in an area of poor signal the device will automatically register this and send the necessary information into the monitoring station as a text message instead of a data packet. It allows a device to operate on a basic EDGE or GPRS connection instead of relying upon a 3G connection.

There is also an option for teams to switch to a Multisim from Shropshire Council's IT Team. Discuss with IT if considered necessary.

Where it is anticipated that that there may be no signal, alternative means of monitoring should be considered.

16. I don't have a work smart phone, can I put the app on my own personal smartphone for use at work?

Yes. This is possible. Users will need to be aware though that any data charges incurred by the use of the app will not be reimbursed by the Council. However, it is noted that the app uses minimal data. The typical data usage is 35MB for everyday use (Mon-Fri 8 hrs a day) for a month. Where staff opt to use their personal devices, managers are requested to confirm formally that SC will not be liable for any associated usage charges.

17. In an emergency and outside of work, could I use the app to request help on my personal smartphone?

Yes. You do not have to be signed in to activate the discreet alert button.

18. Will the app track me, even when I'm not signed in, at weekends for example?

No. Tracking is only possible when the app is active and you are 'using' the app. StaySafe is designed for lone worker safety. It is not intended to be used to check up on workers. It is not expected or necessary for those monitoring the StaySafe Hub to track location all day; alerts are sent automatically to those monitoring via telephone, email and SMS message.

SC are routinely sent usage reports that summarise who has used the app and how often.

19. What is the process for getting staff signed up to use the Staysafe Smartphone App?

Managers are required to provide information relating to their lone workers and agree the emergency escalation protocol that they would like the 24 hour Alarm Receiving Centre (ARC) to follow. This will include who they would like contacting and at what stage of an identified emergency situation. In addition a consent form is required from individual users. All forms are available on the lone working intranet page.

Application Process

1. Email IT helpdesk to request download of Staysafe app onto identified work based smart phones.
2. Forms to Complete:
 - a. Staysafe team User Details form. (Form 1)
 - b. Consent form – all users. (Form 2)

Forward to health.safety@shropshire.gov.uk

3. The Health & Safety Team will assess and then forward the above to Staysafe.
 4. Staysafe will then liaise with the team manager directly and issue individual log on details for staff, arrange training via the app and agree a live date for operation.
 5. Make sure that the team test there is a response to the alarm by setting off an alert and informing the responder that this is a test only.
- Contact the H & S Team on 01743 252819 for further information.

20. We use our own internal Buddy System to monitor our lone workers. A lone worker has not made their check call following a visit. I know the location of the visit and the lone worker's address. I have also tried to call them on the numbers that I have for them. Should I go and look for them or call the police?

Any manager/buddy responsible for monitoring lone workers can contact the Council's Security Guarding contractor and request that they visit a specific premise or premises where there is concern over the welfare of a lone worker. There is a charge to the manager for using this service but this is preferential to the manager/buddy searching for the lone worker. Contact numbers given below.

Calling the Police (999) directly is an option, although the call may not be ranked as a high priority depending on the circumstances.

Contact Nos for Taybar Security Services:

1. Taybar Contact: 0845 555 11 22
2. Taybar Contact: 0845 345 45 42
3. Taybar Contact: 07590 960 548
4. Taybar Contact: 07590 960 550

Appendix 4 – Generic Lone Working Risk Assessment – See related documents – intranet