Pineview
Housing Association Ltd

Putting People 1st

Personal Safety Policy

S19

Reviewed: 29 September 2022

Date next due for review: September 2025

This policy document can be produced in various formats, for instance, in larger print or audio-format; and it can also be translated into other languages, as appropriate.

Our equality and diversity policy statement describes our key equality commitments that we use to develop all organisational services; this includes employment services and services to tenants and other customers.

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The Scottish Housing Regulator Reg. No: HAC231; Registered Scottish Charity No: SC038237; FCA Reg. No: 2375R(S); Property Factor Reg. No: PF000151

Linkage to Business Plan/Regulatory Standards Compliance

Business Plan:
    Section 3 – Vision, Mission, Values and Objectives
    Section 9 – Risk Management

Regulatory Standards:
    Standard 4 - The governing body bases its decisions on good quality information and advice and identifies and mitigates risks to the organisation's purpose.
    Standard 5 - The RSL conducts its affairs with honesty and integrity.

Risk and Financial Implications

- Non-compliance with the H & S at Work Act which sets out the general duties which employers have towards employees and employees have to themselves and to each other.
- Increased risk of accident/injuries
- Insurance premium costs

Terms Of Reference

- Equalitiy Act 2010
- Health & Safety at Work, etc Act 1974
- Management of Health & Safety at Work Regulations 1999, as amended
- Reporting of Incidents, Diseases and Dangerous Occurrences Regulations 2013
- The Corporate Homicide Act 2007
- Protection from Harassment 1997
- Suzy Lamplugh Trust
- EVH Health & Safety Manual
- EVH Model Lone Working Policy – May 2019

Contents

Introduction

This policy has been introduced to supplement Section 3 of the EVH Health and Safety Manual (S.12) and incorporates the EVH Lone Working Model Policy (HSCM Appendix 10 Jan 2022)).

The risk of becoming a victim of actual or threatened violence at work is low; the 2019/2020 British Crime Survey indicates that 1.4% of working adults were the victims of one or more violent incidents at work.

The Management Committee of Pineview acknowledges the risk of being a victim of actual or threatened violence at work and affirms that such violence, threat of violence and aggression or verbal abuse is wholly unacceptable from either customers, contractors or other members of staff.

Equality & Diversity

The Association's Equal Opportunity and Diversity policy outlines our commitment to promote a zero tolerance approach to unfair treatment or discrimination to any person or group of persons, particularly on the basis of any of the protected characteristics. This includes ensuring that everyone has equal access to information and services and, to this end, the Association will make available a copy of this document in a range of alternative formats.

Lone Working

Introduction

Pineview aims to limit lone working where reasonably practicable. Where lone working is necessary, we will take all reasonable steps, in accordance with our duty of care towards you to make sure you are safe while you work for us.

Within Health and 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 lone working risks 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 relevant information and abide with the measures that have been put in place.

Scope of Policy

This policy and the procedures it contains applies to all employees, managers, governing body members, contractors, volunteers and workers. Lone working includes working from home.

Legislation

Although there is no single piece of legislation that explicitly applies to lone workers, there are a number of legislation that apply indirectly, these are:

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

Definition of Lone Workers

There are many definitions of a lone worker; for our own purposes, we will use the HSE definition, describing a lone worker as someone who:

"works by themselves without close or direct supervision".

Within the organisation, a lone worker is likely to include the following:

- Working outside normal office hours, even on a one-off basis.
- Working with customers on your own or away from colleagues (out of sight or earshot).
- Working on your own, in an office, at home or some other location.
- Working in other's homes or premises.
- If you travel alone as part of your job (this does not include commuting).
- Working in the reception area alone, or in another area isolated from the rest of the organisation.
- Working in the office but, away from colleagues.
- Any other situation identified through the risk assessment process.

Employer Responsibilities

As your employer, we have a responsibility to make sure you are safe while working for us and this includes any time you are lone working.

To do this, we will:

- Make sure risk assessments are carried out and reviewed regularly or as and when required.
- Provide procedures for working safely based on the risks identified in the risk assessment.
- Monitor lone workers and implement a robust system to ensure a lone worker has returned to their base or home once their work is completed.
- Make sure you are provided with appropriate and relevant training to understand our procedures.
- Have reporting systems in place to record, investigate and review any positive interventions and incidents.

- Report positive interventions/incidents on behalf of you if you are unable to do this.
- Review positive interventions/incidents, this will include a review of the risk assessment and working procedures.
- Inform HSE using RIDDOR procedures (if required).
- Make sure you have appropriate supervision.
- Provide you with appropriate aftercare and support (in the event of any incident).
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- Make sure you are issued with a copy of this policy.
- Review this policy and update it as is appropriate
- Involve you when considering potential risks and control measures

Employee Responsibilities

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

- Act responsibly in your work with us at all times.
- Not intentionally provoke or inflame a potentially aggressive situation. Not knowingly put yourself at risk.
- Remove yourself from any situation you do not feel comfortable and/or safe in.
- Report all lone working incidents and positive interventions, by following our reporting procedures.
- Complete the positive intervention/incident report form, (if you are able to do so).
- Attend training when this is provided.
- Take part in the formal risk assessment process.
- Carry 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 our contact details in line with our 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:
1)   Where possible, eliminate risks and/or hazards or the likelihood of them occurring.
2)   Reduce the effects of the risks as far as is reasonably practicable and appropriate.
3)   Isolate the risk or hazard.
4)   Control the working practice, through appropriate measures.

We conduct the formal risk assessment process for the different operations we perform as a business. Where necessary, further specific risk assessments will be carried out depending on the job function.
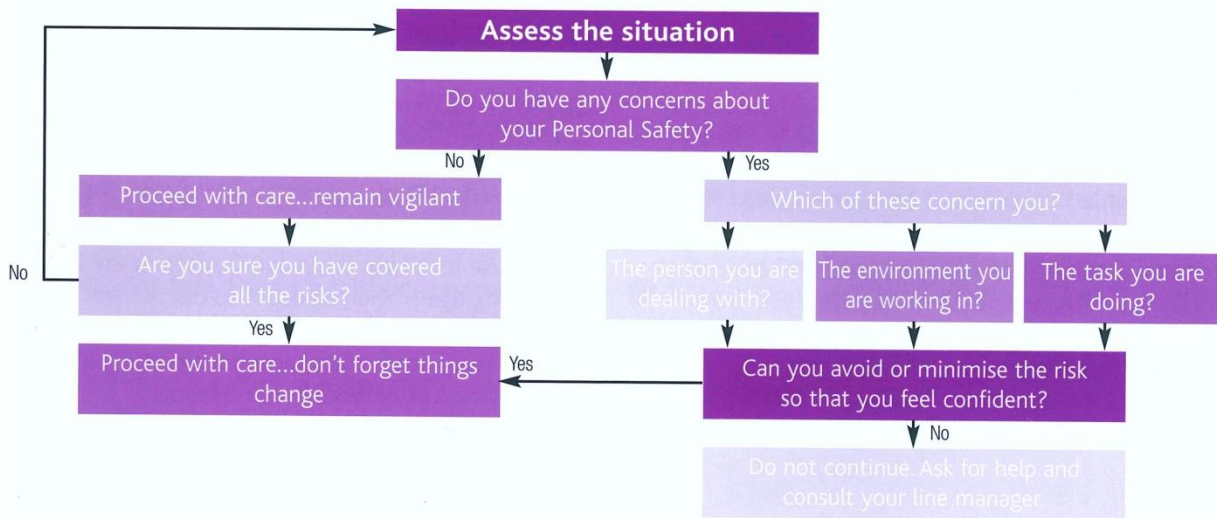
The risk assessment will:
- Adequately assess the H&S risk to staff.
- Identify what tasks/roles results in a lone worker.
- Identify what hazards lone workers could face.
- Assess/discuss the level of severity against and likelihood of each risk.
- Assist in implementing appropriate and proportional 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 for an opportunity for information to be shared to assist in continuing to control and reduce risks.

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

In conjunction with the policy review, all staff participate in a personal safety risk assessment of the tasks they carry out during their working day and actions required to minimise danger are reviewed and recorded as a result of this. Appendix S.19f contains the latest risk assessment.

All staff are made aware of the procedure for carrying out Dynamic Risk Assessments as part of the review process and should use the following method to complement the formal risk assessment during the course of their work

Dynamic Risk Assessment

Assess the situation

Do you have any concerns about your Personal Safety?

No → Proceed with care...remain vigilant → Are you sure you have covered all the risks? → Yes → Proceed with care...don't forget things change

No (loop back to Assess the situation)

Yes → Which of these concern you?
- The person you are dealing with?
- The environment you are working in?
- The task you are doing?

Can you avoid or minimise the risk so that you feel confident?

Yes → Proceed with care...don't forget things change

No → Do not continue. Ask for help and consult your line manager.

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Positive Intervention and Incident Reporting

It is vital that you report any lone working positive intervention or incident as soon as possible to your line manager. If it is not possible to report immediately, the incident must be reported within 12 hours of occurring.

Your line manager will make sure the appropriate steps are taken to share this information with the organisation and governing body, if required, and that the risk assessment is updated if appropriate.

All positive intervention and incident information must be reported to the Health and Safety Administrator along with a positive intervention or incident form completed. These forms are available from the First Aid Station, located in the lower hallway.

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 from 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 Procedure

Where lone working is necessary Appendix S.19a provides guidance information for staff on the procedures to be followed for:
- Monitoring Staff
- Raising an Alarm
- Responding to Incidents
- Incident Reporting

This guidance should be read in conjunction with Section 3 and related appendices of the Health and Safety Manual (S.12).

UK General Data Protection Regulations

The organisation will treat your personal data in line with our obligations under the current data protection regulations and our own Data Protection Policy. Information regarding how your data will be used and the basis for processing your data is provided in our Transparency Statement – Employees.

Monitoring & Review

The Association will monitor and review this policy to make sure that the aims are being achieved. This will be done with Trade Unions / Professional Organisations and safety representatives, where applicable. The review processes will include:

- collecting and monitoring all reported incidents by the Health and Safety Administrator;
- detailed reporting, to the Management Committee six monthly, incident statistics and safety improvement measures which have been introduced, the outcomes of risk assessment, details of training provided; and making recommendations for the forthcoming year.