

Lone Worker Policy

Current Lone Worker Policy documents indicate that Cycling Instructors are considered to be 'at risk' during their working day. The situations assessed to be most vulnerable are identified as:-

- those that could lead to confrontation/assault
- working alone with machinery/chemicals/hazardous substances
- driving alone

Think Travel – Cycling Instructors

Cycling Instructors perform their work related tasks generally on the highway on roads around particular schools around the county.

Whatever the place or type of work undertaken, the potential for lone working is present. Lone workers can minimise and avoid risky situations by building upon normal day to day precautions that would be taken outside of work. By considering in advance potential situations and sensible precautions it should be possible to significantly minimise risks.

Good communications are an essential ingredient of any precautionary system so that any unplanned event will quickly become evident. Communications extend not only to oral communication but also to working records ie diaries and maintenance of personal information details of staff home addresses/contact numbers etc.

For Cycling Instructors there are two primary working areas both involve working away from the office environment either:

- at home
- at or near a school

Lone Working at home

Team Members who on occasions work alone at their own homes are required to carry out a risk assessment on their intended work areas and any equipment to be used. The individual team member will be expected to minimise the possible risks when working at home.

Working at school or on the highway

All Cycling Instructors should ensure that their Team Leader knows when and where they will be working. They should tell the Team Leaders about any changes to their planned visits.

All team members are required to be aware of and implement advice recorded in the various team generic risk assessments.

Where available, cycling Instructors must carry their mobile phone at all times during their working hours, ensuring it is fully charged, switched on and in good working order. It is recognised that some areas of the county have limited mobile phone reception and in these circumstances the Instructor is to ensure that they pay particular regard to lone working procedures.

Instructors will also have access to a phone at the school where the training is taking place.

The Lone Workers 'Buddy System'

It is recommended that each Instructor operates the "Buddy System" which is a simple way of tracking an Instructor's whereabouts and expected return time.

The "buddy system" is usually operated on a pairing basis where the "buddy" is generally a partner at home but could also be a work colleague.

To participate in the 'buddy' system you must observe the following procedures, namely:

- a. Ensure that your appointed 'buddy' knows where you are going and any relevant concerns or reservations you might have.
- b. Let them know when you are expected to return.
- c. Make sure that your 'buddy' knows what to do if you do not return on time and if you do not call to say why you are delayed.
- d. Advise your 'buddy' of the non return procedures (as below) and provide them with any relevant telephone numbers.

Non-Return Procedures

If the lone worker does not return at the appointed time, or make any contact to advise of delay, the 'buddy' should:-

- call the Instructor's mobile or if known the telephone number of the person/school the Instructor was visiting
- if no response, continue attempting to make contact at hourly intervals
- after first hour, contact any member of staff within the Integrated Transport Unit Office (01452 425926), and request assistance
- the 'buddy' and a staff member should go to the last known destination of the Instructor, and as far as is practicable, check the site.
- should the above actions not result in contact within 2 hours of the expected return time, the circumstances should then be reported to the local police (non-emergency No.101) who will implement their procedures.
- the Police will require information as to what the missing person was wearing and what type, colour and make/model and registration number of vehicle he/she was travelling in, along with any known planned visits/work locations.

Accidents/Near miss incidents

In the event of a team member suffering a personal injury or being involved in a road traffic collision or other accident (which also includes a near miss), then the team member involved should report the accident/incident/near miss to the Road Safety Partnership Office at the earliest opportunity.

Team members are reminded that where an injury is sustained by them or another team member during the working day which results in over 3 days absence, then the county council is required by current "Riddor" legislation to report the circumstances of the incident to the Health & Safety Executive. The relevant reporting form is available on Staffnet.

Lone Working – Travel

Within Gloucestershire and most other places, the chances that you will be a victim of violent crime whilst at work is low, however as in your private time, it is essential that individuals are aware of the possibilities and how to best act if a situation arises.

The best way to minimise such a risk is to take sensible precautions.

Most of us already do this without realising.

Suggested actions might be :

- arrange meetings in public places
- consider taking a colleague when meetings are out of hours
- park in a safe place, preferably under or close to a street light as it may be dark when you return to your car
- always keep to well lit areas and avoid dark, lonely short cuts or narrow alleyways
- If on the motorway's hard-shoulder, wait outside the vehicle behind the barrier. If you feel at risk from another motorist, get back in & lock the doors. Return behind the barrier or verge once you feel safe again.
- do not travel with your handbag, wallet or brief case on view, on the vehicles' passenger seat, where others outside of the vehicle may attempt to steal it when you are stationary ie at traffic lights/in traffic queues
- ensure your vehicle is regularly maintained and is in a serviceable condition
- take account of potential seasonal weather conditions, ie severe winter weather, summer heat wave and carry appropriate items to meet eventuality .
- consider belonging to a motoring assistance organisation
- when on foot also keep to well lit locations, avoiding dark, poorly lit areas or alleyways
- if confronted and someone grabs your briefcase/laptop/bag – let it go – your safety is more important than your possessions
- if you think that you are being followed and have checked by crossing the road or changing direction, then go to the nearest public place where there are other people and plenty of light
- do not walk carrying expensive mobile phones or musical entertainment devices etc on open show. Be aware that whilst listening to such devices on earphones you might not be as aware of what is going on around you.

Incidents that have caused concern

It is important for the on-going safety and well being of yourself and colleagues that you report every incident, eg assaults/accidents/near misses to scheme managers, especially where you foresee a possible situation that could affect the safety or well being of either yourself or a colleague.

Lone Workers health - fitness to work

Where team members are suffering degrees of ill health, they should bring relevant information to the notice of the scheme manager in order that lone working arrangements can be reviewed/agreed.

Lone workers are to ensure that whilst working if any medications are taken as prescribed by their doctor and where driving is contemplated, any effects of such medication on the ability to drive safely is brought to the attention of the scheme manager.