CONTROLLED POLICY

C06 – LONE WORKING AND WORKER SAFETY POLICY

Policy Reference	C06	**Version**	1.0
Policy Owner	PHSSL Staffing Limited	**Approved By**	Lade Awosika, Director
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Applies To	All PHSSL Staffing Limited staff, agency workers and relevant contractors	**Supersedes**	New policy

1. Purpose

PHSSL Staffing Limited is committed to protecting the health, safety and welfare of its staff and agency workers, including those who work alone, travel between locations, work at night or undertake assignments away from direct PHSSL supervision. This policy sets out the controls for identifying, communicating and responding to worker-safety risks.

2. Scope

This policy applies to PHSSL employees, agency workers, temporary workers and relevant contractors. It covers PHSSL office or remote work and assignments at client premises, community locations, private homes and other settings where a worker may be alone or exposed to increased safety risks.

3. Meaning of Lone Working

A lone worker is a person who works by themselves without close or direct supervision for some or all of their work. Lone working is not automatically unsafe, but the risks must be assessed and suitable controls put in place.

4. Responsibilities Between PHSSL and the Hirer

PHSSL and the hirer each have responsibilities relevant to worker safety. PHSSL will seek sufficient assignment information to assess suitability and communicate known risks. The hirer normally controls the workplace and must provide appropriate local risk information, safe systems of work, emergency arrangements, supervision and equipment for matters within its control.

5. Assignment Risk Information

Before supply, PHSSL will seek information about the assignment including location, duties, hours, known health and safety risks, experience or training required and measures taken by the hirer to control identified risks. Material changes should be communicated promptly.

6. Lone-Working Risk Factors

- Working in a private home, isolated area or unfamiliar location.
- Night work, early starts or late finishes.
- Working with people whose behaviour may be unpredictable or challenging.
- Handling money, medicines, valuable items or confidential information.
- Travelling alone or between multiple locations.
- Limited mobile signal or communication access.
- Manual handling or tasks where immediate assistance may be required.
- Working with hazardous substances, equipment or environmental risks.
- Personal safety risks linked to previous incidents or known threats.
- Fatigue, excessive hours or inadequate rest.

7. Suitability for Lone Working

PHSSL will consider whether a worker's experience, training and competence are appropriate for a lone-working assignment. Workers should not be allocated to duties that require a level of independence or risk management beyond their verified capability.

8. Client Risk Assessment

Where the hirer has identified lone-working risks, the worker should receive relevant information and controls before undertaking the activity. Workers must follow the client's local lone-working, emergency, incident and personal-safety procedures.

9. Check-In and Communication Arrangements

Where risk indicates a need, suitable check-in arrangements should be established by PHSSL, the client or both. The arrangement should make clear who expects contact, when contact is due, how missed contact will be escalated and what action should be taken if the worker cannot be reached.

10. Mobile Phones and Communication

Workers should have access to an appropriate means of communication where reasonably required for the assignment. Phones must be sufficiently charged and used in accordance with client confidentiality and safety rules. A mobile phone is not, by itself, a complete lone-working control.

11. Emergency Situations

Workers should know the local emergency procedure and how to summon assistance. Where there is immediate danger, serious injury or a serious crime, emergency services should be contacted as appropriate. PHSSL should be informed as soon as practicable after urgent safety needs have been addressed.

12. Violence, Aggression and Threats

Workers must not be expected to tolerate violence, threats, intimidation or serious abuse as a normal part of work. Where behaviour creates immediate danger, the worker should prioritise personal safety, withdraw where safe to do so, summon assistance and report the incident promptly.

13. Dynamic Risk Assessment

Workers should remain alert to changing circumstances during an assignment. If a situation becomes unsafe, they should stop, withdraw or seek assistance where reasonably necessary rather than continue solely because a task was originally planned.

14. Home and Community Assignments

For assignments in private homes or community settings, workers should receive available information about access, known hazards, household risks, pets, smoking, behaviour, infection risks and other relevant factors. Workers must respect privacy while maintaining appropriate personal-safety awareness.

15. Travel and Personal Security

- Plan routes where reasonably practicable.
- Use safe and lawful travel arrangements.
- Do not drive when excessively fatigued or otherwise unfit.
- Keep valuables and confidential information secure.
- Take reasonable precautions when entering or leaving unfamiliar locations.
- Report significant travel or parking risks associated with an assignment.

16. Night and Out-of-Hours Work

Night and out-of-hours assignments may increase risks associated with fatigue, transport, reduced staffing and personal security. PHSSL and clients should consider these factors when allocating work and establishing local safety arrangements.

17. Fatigue and Working Time

Workers must manage working hours responsibly and provide accurate information about relevant work patterns. PHSSL will apply its Working Time, Rest Breaks and Fatigue Management Policy and may decline or withdraw an assignment where fatigue presents an unacceptable safety risk.

18. Manual Handling and Physical Tasks

Workers must not undertake manual-handling or physical tasks for which they are not trained, competent or appropriately supported. Lone working must not be used to justify unsafe single-person handling where the task requires additional people or equipment.

19. Medicines and Clinical Tasks

Where a lone worker is expected to undertake medicines-related, clinical or delegated tasks, the worker must have the required competence and authorisation and must follow the client's procedures. Access to advice and escalation must be clear.

20. Infection and Environmental Risks

Workers should follow client infection-control and health-and-safety arrangements and use required personal protective equipment. Unsafe environmental conditions should be reported and, where necessary, the task should not proceed until suitable controls are available.

21. Worker-Specific Considerations

Where PHSSL is aware of a worker-specific factor relevant to safety, it will consider appropriate support and reasonable adjustments while respecting confidentiality. Decisions will be based on risk and functional requirements rather than discriminatory assumptions.

22. Safeguarding and Lone Working

Lone working may increase both worker and safeguarding vulnerability. Workers must maintain professional boundaries, follow safeguarding procedures, keep appropriate records and report allegations or concerns promptly. A safeguarding concern must not be investigated alone by the worker.

23. Incident and Near-Miss Reporting

All significant safety incidents, threats, injuries and near misses should be reported promptly to the client and PHSSL as appropriate. Reports will be reviewed to identify whether the assignment, risk assessment, worker allocation, training or controls need to change.

24. Missed Check-In

Where an agreed check-in is missed, the designated person should attempt contact and follow the agreed escalation process. If there is reasonable concern for the worker's safety, escalation may include the client, emergency contact, emergency services or another appropriate response according to the circumstances.

25. Refusal or Withdrawal From Unsafe Work

A worker who reasonably believes there is serious or immediate danger should raise the concern and follow applicable safety procedures. PHSSL will assess the circumstances and must not pressure a worker to continue an assignment where known risks cannot be adequately controlled.

26. Client Changes to Duties

If a client asks a worker to undertake materially different duties from those originally notified, particularly duties involving greater risk, lone working or specialist competence, the worker should seek clarification and notify PHSSL where necessary before proceeding.

27. Training and Information

Workers will receive safety information appropriate to their roles. Training may include lone-working awareness, personal safety, incident reporting, conflict management, safeguarding, moving and handling or other assignment-specific topics where relevant.

28. Records

PHSSL will maintain appropriate records of safety information, reported incidents, significant risk concerns, agreed controls and relevant communications. Records will be handled in accordance with PHSSL's data-protection and records-management requirements.

29. Worker Responsibilities

- Follow PHSSL and client safety procedures.
- Attend required training and work within competence.
- Use agreed check-in and communication arrangements.
- Report hazards, incidents, threats and near misses.
- Keep PHSSL informed of material changes affecting assignment safety.
- Do not knowingly place themselves or others at avoidable risk.
- Escalate where safety concerns are not adequately addressed.

30. PHSSL Management Responsibilities

- Obtain and communicate relevant assignment risk information.
- Match workers appropriately to assignments.
- Respond promptly to significant safety concerns.
- Support appropriate escalation and incident review.
- Do not bypass safety or competency controls to fill urgent bookings.
- Monitor recurring risks and implement learning.
- Cooperate with hirers on worker-safety matters.

31. Related PHSSL Staffing Policies

- A01 Governance and Quality Assurance Policy.
- A02 Business Continuity and Emergency Planning Policy.
- A03 Records Management, Confidentiality and Data Protection Policy.
- B01 Safeguarding Adults Policy.
- B02 Safeguarding Children and Young People Policy.
- C03 Induction, Training, Supervision and Competency Policy.
- C04 Staff Conduct, Capability and Disciplinary Arrangements Policy.
- C05 Professional Boundaries, Gifts and Conflicts of Interest Policy.
- D03 Placement, Booking, Allocation and Cancellation Policy.
- D04 Working Time, Rest Breaks and Fatigue Management Policy.

32. Monitoring and Review

PHSSL will monitor worker safety through incidents, near misses, complaints, worker and client feedback, assignment information and governance review. This policy will be reviewed at least annually, or sooner following significant legal or regulatory change, a serious incident, audit findings or identified learning.

Approved by	Lade Awosika
Position	Director
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Approval date / next review	September 2026 / September 2027