



University of Cumbria

LONE WORKING POLICY

HEALTH & SAFETY SERVICE

NB. This policy is available on the University of Cumbria website, and it should be noted that any printed copies are uncontrolled and cannot be guaranteed to constitute the current version of the policy.

Document Title	Lone Working Policy
Owner	Head of Estates and Property
Document Location	
Lead Contact	Health and Safety Manager
Approving Body	Health and Safety Committee
Version Number and Key Amendment	
Date of Last Review	June 2024
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Related Policies, Procedures, CoPs, Legislation and Regulation.	<ul style="list-style-type: none">• Health and Safety at Work, etc Act 1974• Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR)• Control of Asbestos Regulations 2012• Work at Height Regulations 2005• Control of Substances Hazardous to Health Regulations 2002• Management of Health and Safety at Work Regulations 1999• Provision and Use of Work Equipment Regulations 1998

	<ul style="list-style-type: none"> • Lifting Operations and Lifting Equipment Regulations 1998 • Confined Spaces Regulations 1997 • Manual Handling Operations Regulations 1992 • Workplace (Health, Safety and Welfare) Regulations 1992 • Personal Protective Equipment at Work Regulations 1992 • Electricity at Work Regulations 1989 • Health and Safety (First aid) Regulations 1981 • The Corporate Manslaughter and Corporate Homicide Act 2007 • University Health and Safety policy • Emergency procedures policy • Fieldwork safety policy • IT security policy
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Introduction

The University of Cumbria is committed to ensuring the safety, health, and well-being of its employees (partners inclusive), students, contractors and visitors. This policy addresses the specific challenges and risks associated with lone working, recognising that certain activities undertaken by individuals are carried out alone which could or will present increased risks.

The University acknowledges its duty to assess these risks systematically and implement appropriate control measures to protect those engaged in lone working.

Policy Statement

Adopting the People, Environment and Task (PET) approach, the University of Cumbria is dedicated to providing a risk managed, safe working environment, particularly for those who may be required to work alone.

This policy outlines the University's commitment to identifying, assessing, and mitigating the risks associated with lone working, ensuring that robust procedures are in place to protect individuals from harm.

The University will continuously monitor and review lone working practices to maintain a high standard of health and safety.

Purpose

- To define and clarify the concept of lone working within the university context
- To identify the potential risks associated with lone working and outline the processes for assessing these risks.
- To establish comprehensive control measures and procedures to mitigate the identified risks (e.g., lone working register).
- To assign clear roles and responsibilities to ensure the effective implementation and management of lone working arrangements.
- To ensure compliance with relevant UK health and safety legislation and best practices.

Scope

This policy applies to all individuals associated with the university including but not limited to:

- Employees – Full-time, part-time, temporary, and casual employees.
- Students – Undergraduate, postgraduate, and doctoral candidates involved in research or other activities.

- Consultants, Contractors and Subcontractors – Individuals and companies contracted by the University.
- Visitors and volunteers – Individuals engaged in university-related activities or present on university premises.

The policy covers all instances of lone working, both on university premises and during university-sanctioned activities conducted off-site, including fieldwork, remote working, and any other context where individuals might find themselves working alone.

Definitions

1. Lone Working – The act of working without close or direct supervision of others as defined by the Health and Safety Executive (HSE). The following situations are indicative of lone working (although the list is not exhaustive):
 - Employees who work as the sole occupant of a building
 - Employees located in a remote part of an otherwise occupied building, e.g. someone whose office is located away from other colleagues
 - Employees working outside office hours, e.g. people working late or arriving early such as cleaners, catering staff, security staff
 - A research student conducting a door-to-door survey
 - Employees whose work involves travel, e.g. outreach workers
 - Employees who work outdoors, e.g. groundskeepers – estates etc.
2. Dynamic Risk Assessment – A continuous process of identifying and assessing risks as situations change, often used in real-time scenarios.
3. Control Measures – Actions, procedures, or equipment used to eliminate or reduce risks associated with lone working.
4. Safe Systems of Work (SSoW) – A formal procedure outlining how specific tasks should be carried out to minimise risks.

Policy Principle

1. Risk Identification and Assessment:
 - All lone working activities must undergo a thorough risk assessment before commencement. This includes identifying potential hazards such as hazardous materials, etc.
 - Dynamic risk assessments should be conducted where the working environment or conditions may change unexpectedly.
2. Control Measures:
 - Communication protocols such as regular check-ins, scheduled calls, or the use of lone worker alarms to ensure lone workers can summon help if needed.
 - Technological support like mobile phones or GPS tracking system as appropriate.

- Safe Systems of Work should be developed for tasks that involve lone working ensuring that workers are trained in these procedures and that they are adhered to at all times.
 - Physical Security in the form of key cards secure access to buildings and rooms, CCTV monitoring, and security patrols particularly when working outside of normal hours.
 - First Aid and Emergency Procedures. Access to first aid kits and training in basic first aid. Emergency procedures should be clearly communicated, including how to contact emergency services or University security.
3. Training and Competence:
- Lone workers must receive training on specific risks associated with their work and the measures in place to mitigate these risks.
 - Managers and supervisors responsible for overseeing lone workers must also be trained in risk assessment and emergency response.
4. Monitoring and Supervision:
- Supervisors should establish regular monitoring of lone workers through periodic visits, telephone or video calls, or electronic monitoring systems.
 - For high-risk activities, more frequent checks or additional supervision may be required.
5. Health and Wellbeing Considerations:
- Regular support and check-ins should be provided to address any concerns or stress related to working alone.
 - Occupational health services should be available to offer support and advice to lone workers experiencing health related issues.
6. Reporting and Incident Management:
- All incidents, near misses or concerns related to lone working must be reported immediately through the university's reporting system.
 - An investigation should follow any reported incident to review and improve existing control measures.

Roles and Responsibilities

University Management

- Ensure that adequate resources are allocated for effective implementation of this policy.
- Oversee the development and periodic review of the lone working policy and procedures.

Deans/Heads of Institutes/Directors

- Ensure risk assessments are completed for all lone working activities within their Institute.
- Monitor compliance with the policy and address any issues related to lone working.

Line Managers and supervisors

- Conduct risk assessments, establish control measures, and ensure that lone workers are aware of and adhere to safety protocols.
- Maintain regular communication with lone workers and ensure that they have the necessary resources and training.
- Ensure workplace health, safety and welfare.
- Reduce risks of lone working time arrangements.

Health and Safety Service

- Provide guidance and support on the development of risk assessments and control measures.
- Offer training and resources to employees and students on lone working practices.

Lone Workers

- Follow the procedures and protocols established for lone working, including the use of safety equipment and communication devices.
- Report any incidents, hazards, or concerns related to lone working to their supervisor or the Health and Safety Service.

University Security:

- Provide support and response in case of emergencies involving lone workers.
- Monitor lone working areas through CCTV or patrols as required.
- Ensure the lone working register is with them after normal hours.

Related Policies and Procedures

- Health and Safety at Work, etc Act 1974
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR)
- Control of Asbestos Regulations 2012
- Work at Height Regulations 2005
- Control of Substances Hazardous to Health Regulations 2002
- Management of Health and Safety at Work Regulations 1999
- Provision and Use of Work Equipment Regulations 1998
- Lifting Operations and Lifting Equipment Regulations 1998
- Confined Spaces Regulations 1997
- Manual Handling Operations Regulations 1992

- Workplace (Health, Safety and Welfare) Regulations 1992
- Personal Protective Equipment at Work Regulations 1992
- Electricity at Work Regulations 1989
- Health and Safety (First aid) Regulations 1981
- The Corporate Manslaughter and Corporate Homicide Act 2007
- University Health and Safety policy
- Emergency procedures policy
- Fieldwork safety policy
- IT security policy

Approval, Implementation and Review

This policy shall be approved by the Health and Safety Committee and implementation of this policy requires the total cooperation of all members of management and staff. The person responsible for implementing this policy is the Vice Chancellor who will delegate functions.

This policy will be reviewed every three years or following any significant incidents or changes in legislation to ensure it remains effective and up to date.

Signed:

Date:

Policy review date:

Contact Details

For further information regarding any of the issues covered by this policy please contact:

Health & Safety Manager

Health & Safety Service

University of Cumbria

E-mail: healthandsafety@cumbria.ac.uk

Appendix

Lone Worker Procedure for Researchers

[Lone Worker Procedures for Researchers 2024.docx](#)

UNIVERSITY OF CUMBRIA POLICY DOCUMENT CONTROL SCHEDULE

All University of Cumbria Policies must include a completed Policy Document Control Schedule consisting of the Policy Schedule (see front cover), Review Schedule and Drafting Schedule (see below) which should be completed as appropriate.

REVIEW SCHEDULE

Review no.	Due date	Reviewed by	Approved by	Completion date

DRAFTING SCHEDULE

Draft no.	Date