PERSONAL SAFETY AT WORK

Reducing the risks to Lone Working

DAVID CASTLE
Personal Safety Training & Consultancy
Defining Personal Safety

Personal safety is concerned with the potential for us to suffer emotional or physical harm because of the behaviour of others.
Putting the risks into perspective

The average risk of ‘assault at work’ in any given year is 1.2% - there are significant factors that can make this more than 10 x higher
Lone Working, working with members of the public, frontline working, handling cash or valuables, enforcing roles and working early or late are ALL factors that have been shown to increase the risk – but there may be others!
Among both men and women those aged 25-44 are most at risk from physical attack at work
Men are more at risk than women
IN THE WORKPLACE, THERE IS A LEGAL IMPERATIVE TO

ELIMINATE OR REDUCE

THE OPPORTUNITY FOR
A RISK TO OCCUR AND TO PROVIDE
TRAINING WHERE APPROPRIATE
By law employers are required to provide safe places and systems of work, and employees are required to look after their own and others’ safety. This include assessing, managing and reducing risks.
Neglect in terms of reducing or eliminating Personal Safety Risk in the Workplace could ultimately lead to:

- A lowering of staff Morale
- Reduction in workplace productivity
- Poor relations between staff and management
- Poor staff retention
- Reduced prospects of staff recruitment
- Likely potential for adverse publicity
- Chance of possible legal action arising from an incident.
Effective Risk Reduction Measures

• Risk Assessments
• Training and Information
• Communication
• Equipment
• Job Design

HSE Managing and Preventing Violence to Lone Workers – WPS/03/05
REDUCING RISK

LONE WORKING

Code Word
Before Setting Off Checklist

- Do I need to go?
- Have I checked the file for relevant information?
- Have I told someone of my intended movements?
- Have I got means of communication?
- Have I thought through my own ‘what if plan’?
- Do I feel confident to go?

If the answer to any of the above is ‘NO’ then the lone worker should be expected to speak to a line manager before continuing.
Tracing System Questions - Lone Workers

1. Do I have a clear way to raise the alarm if I am in trouble?

2. Are my emergency contact details easily accessible after hours?

3. Would my family/friends know who to contact if I don’t return home from work?

4. Is it possible that no-one will answer the phone at the office in an emergency? If so, what is my managers mobile number?

5. Is there a clear emergency response procedure in our team
Home Visits
4 POINT PLAN FOR HOME VISITS

- BEFORE YOU GO

- UPON ARRIVAL

- ENTERING A PROPERTY

- EXIT STRATEGY
7 Steps to prevent breakdown

✓ F
✓ L
✓ O
✓ W
✓ E
✓ R
✓ S
Exit Strategy

• When anger is directed at you personally

• When you make no progress with defusing the aggression

• When you feel your confidence levels drop

• Trust your instincts and leave the scene
Conclusions

• Employees must have an expectation of a safe place and system of work

• Employers must have undertaken systematic assessments of ‘significant risks’

• If violence and aggression is reasonably foreseeable, appropriate controls must be in place and these in turn must be workable and communicated clearly to staff
Thank you for your time.

I hope that you have taken something useful away with you today.

David Castle
david@plan4safety.co.uk
Tel; 07973 816 380