**Lone Working**

**At-A-Glance Guidance**

The table below sets out the responsibilities of staff and line managers with regards to lone working. This should be read in conjunction with the lone working policy.

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|  | **Staff member’s responsibilities** | **Line manager’s responsibilities** |
| **Staff working alone in the community** | * Support the line manager to complete a [lone working risk assessment](https://humberandnorthyorkshire.icb.nhs.uk/documents-and-publications/operational/) * Familiarise yourself with the [lone working policy](https://humberandnorthyorkshire.icb.nhs.uk/documents-and-publications/operational/), in particular the guidance for lone working in the community * Plan your visits appropriately, complying with the guidance provided where possible * Keep your calendar up to date and accessible in line with the ICB’s open calendar policy * Share your contact details, including emergency contacts, with your manager and respond promptly to welfare checks * Undertake continual dynamic risk assessments while in the community and do not put yourself at unnecessary risk * Withdraw immediately if a situation arises in which you feel unsafe * Report any incidents via the [incident reporting tool](https://incidents.app.humberandnorthyorkshire.org.uk/) | * Complete a [lone working risk assessment](https://humberandnorthyorkshire.icb.nhs.uk/documents-and-publications/operational/) for the staff member * Ensure the staff member is familiar with the [lone working policy](https://humberandnorthyorkshire.icb.nhs.uk/documents-and-publications/operational/), in particular the guidance for lone working in the community * Ensure the lone working risk assessment is kept under regular review and updated as necessary * Establish a system for monitoring the employee’s contact arrangements, particularly in out of hours situations * Raise the alarm in line with the lone working policy should the staff member fail to report in * Ensure incident reporting processes are followed and conduct investigations as needed * Seek to minimise risk by considering working practices which do not require staff to work alone |
| **Staff working alone in an ICB office environment** | * Support the line manager to complete a [lone working risk assessment](https://humberandnorthyorkshire.icb.nhs.uk/documents-and-publications/operational/) * Familiarise yourself with the [lone working policy](https://humberandnorthyorkshire.icb.nhs.uk/documents-and-publications/operational/), in particular the guidance for lone working in an office environment * Seek to minimise lone working in the office where possible * Keep your calendar up to date and accessible in line with the ICB’s open calendar policy * Share your contact details, including emergency contacts, with your manager and respond promptly to welfare checks * Undertake continual dynamic risk assessments while in the office environment and do not put yourself at unnecessary risk * Withdraw immediately if a situation arises in which you feel unsafe * Report any incidents via the [incident reporting tool](https://incidents.app.humberandnorthyorkshire.org.uk/) | * Complete a [lone working risk assessment](https://humberandnorthyorkshire.icb.nhs.uk/documents-and-publications/operational/) for the staff member * Ensure the staff member is familiar with the [lone working policy](https://humberandnorthyorkshire.icb.nhs.uk/documents-and-publications/operational/), in particular the guidance for lone working in the office environment * Ensure the lone working risk assessment is kept under regular review and updated as necessary * Establish a system for monitoring the employee’s contact arrangements, particularly in out of hours situations * Raise the alarm in line with the [lone working policy](https://humberandnorthyorkshire.icb.nhs.uk/documents-and-publications/operational/) should the staff member fail to report in * Ensure incident reporting processes are followed and conduct investigations as needed * Seek to minimise risk by considering working practices which do not require staff to work alone in an office environment |
| **Staff working at home and living alone, or working alone from another agile location** | * Support the line manager to complete a [lone working risk assessment](https://humberandnorthyorkshire.icb.nhs.uk/documents-and-publications/operational/) * Familiarise yourself with the [lone working policy](https://humberandnorthyorkshire.icb.nhs.uk/documents-and-publications/operational/), in particular the guidance for lone working from home or other agile location * Keep your calendar up to date and accessible in line with the ICB’s open calendar policy * Share your contact details, including emergency contacts, with your manager and respond promptly to welfare checks * Undertake continual dynamic risk assessments while at home / in an agile location and do not put yourself at unnecessary risk * Withdraw / seek help immediately if a situation arises in which you feel unsafe * Report any incidents via the [incident reporting tool](https://incidents.app.humberandnorthyorkshire.org.uk/) | * Complete a [lone working risk assessment](https://humberandnorthyorkshire.icb.nhs.uk/documents-and-publications/operational/) for the staff member * Ensure the staff member is familiar with the [lone working policy](https://humberandnorthyorkshire.icb.nhs.uk/documents-and-publications/operational/), in particular the guidance for lone working from home or other agile location * Ensure the lone working risk assessment is kept under regular review and updated as necessary * Establish a system for monitoring the employee’s contact arrangements, particularly if they are working out of hours * Raise the alarm in line with the [lone working policy](https://humberandnorthyorkshire.icb.nhs.uk/documents-and-publications/operational/) should the staff member fail to report in * Ensure incident reporting processes are followed and conduct investigations as needed |
| **Staff working at home and living with others** | * Complete a [agile working personal plan](https://humberandnorthyorkshire.icb.nhs.uk/documents-and-publications/employment/) * Familiarise yourself with the [agile working policy](https://humberandnorthyorkshire.icb.nhs.uk/documents-and-publications/employment/) * Keep your calendar up to date and accessible in line with the ICB’s open calendar policy * Share your contact details, including emergency contacts, with your manager and respond promptly to welfare checks * Undertake continual dynamic risk assessments and do not put yourself at unnecessary risk * Withdraw / seek help immediately if a situation arises in which you feel unsafe * Report any incidents via the [incident reporting tool](https://incidents.app.humberandnorthyorkshire.org.uk/) | * Support the staff member to complete an [agile working personal plan](https://humberandnorthyorkshire.icb.nhs.uk/documents-and-publications/employment/) * Ensure the staff member is familiar with the [agile working policy](https://humberandnorthyorkshire.icb.nhs.uk/documents-and-publications/employment/) * Establish a system for monitoring the employee’s contact arrangements, particularly if they are working out of hours * Raise the alarm in line with the lone working policy should the staff member fail to report in * Ensure incident reporting processes are followed and conduct investigations as needed |