

Freedom of Information request reference number: 6238.1

Date of response: 20 January 2022

Request:

- 1. Can you confirm how many reports of third-party sexual harassment your fire service has received from staff members between 31 October 2013 and 31 October 2021.*
- 2. Does your fire service have a policy to manage third-party sexual harassment?*
- 3. If your force has a policy on third-party sexual harassment, what were the outcomes of any complaints made to you by staff members? If it does not push the request over the cost limit please provide a summary of the allegation (such as inappropriate touching, inappropriate messages or rape) and the outcome, including what disciplinary action, if any, was taken. Additionally, if it does not push the request over the cost limit, please provide the race and gender of both the person making the allegation and who the allegation was against.*

Response:

1. No, we do not currently record this specific information.
2. I have attached three policies which detail information around the management of attacks on LFB staff:

Policy number 0597 - health and safety policy
Policy number 0524 - lone workers policy
Policy number 0783 - work related violence
3. N/A – please see response to Q1.

We have dealt with your request under the Freedom of Information Act 2000. For more information about this process please see the guidance we publish about making a request [on our website](#).

Health and safety policy

New policy number: **597**
Old instruction number:
Issue date: **18 June 2008**
Reviewed as current: **27 April 2020**
Owner: **Assistant Director, Health and Safety**
Responsible work team: **Health and Safety Team**

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Health and safety policy - statement of intent

As London Fire Commissioner, I am the duty holder and ultimately responsible for ensuring that we comply with the Health and Safety at Work Act and other associated legislation. It is important to me that all my staff are given the best chance of returning home after work without suffering an injury or illness that could have been prevented.

I recognise that, together with my Corporate Management Team and senior managers, we have an important responsibility in promoting and ensuring the health, safety and welfare at work of all staff and any other persons who may be affected by our operations.

In confirming this commitment the aims of this Health and Safety Policy are to:

- Provide visible leadership by senior management through demonstration of the behaviour and culture that is required of all employees and those who work with us;
- Ensure compliance with relevant legislation, Brigade Policy, Procedures and Mayoral Strategies;
- Clearly define the responsibilities and duties of all employees;
- Ensure that appropriate resources are allocated for the management of health and safety;
- Engage the cooperation of employees at all levels through open communication and consultation and the promotion of health and safety awareness;
- Ensure safe systems of work are in place to minimise risk of injury and ill health, so far as is reasonably practicable;
- Provide and maintain safe working conditions, plant and equipment;
- Ensure safe handling, use, transportation and storage of substances;
- Provide training and resources to ensure that all employees have and demonstrate the required skills, knowledge and understanding to carry out their work safely, and
- Ensure continuous improvement of the health and safety management system.

Implementation of this policy is a shared management responsibility and all managers must recognise their role within the policy and achieving the objective of operating in a safe and efficient manner.

Every employee has a duty to ensure that these aims are achieved by cooperating with managers to discharge their health and safety duties, acting responsibly and with due regard for their own health and safety and that of others who might be affected by their activities. Managers will work collaboratively with contractors and partners to ensure that their undertakings are/will be compatible with the aims of this policy.

This policy will be reviewed periodically following significant changes in working practices, re-organisation, risk or legislation.



Andy Roe

Date: 27 April 2020

Commissioner for Fire and Emergency Planning

1 Introduction

- 1.1 Health and Safety is an integral part of London Fire Brigade's operations and management, which will be pursued in the same way and with the same vigour as other management objectives. This policy provides the overarching policy statement for managing health, safety and welfare in the Brigade and describes the primary health and safety responsibilities of staff in relation to health and safety management.

2 References

- 2.1 The Health and Safety at Work etc. Act 1974.
- 2.2 The Management of Health and Safety at Work Regulations 1999.
- 2.3 Managing for health and safety (HSG65).
- 2.4 All other associated regulations, approved codes of practice, policies, procedures and work instructions.
- 2.5 Fire and Rescue Authorities Health, safety and welfare framework for the operational environment (DCLG).

3 Terms and definitions

- H&S: Health and Safety (including all Health and Safety Advisers).
- CB: Commissioner's Board.
- Hazard: A potential source of harm.
- Risk: The likelihood that the harm from a particular hazard is realised.
- Risk assessment: The qualitative or quantitative evaluation of the chance that a hazard will cause harm, who may be harmed and identification of control measures to reduce the likelihood and/or severity of the harm.
- PPE: Personal Protective Equipment.
- SAI: Senior Accident Investigation.
- Policies: Includes all Management Policies, Procedures and Work Instructions.

4 Organisation and responsibilities

This section sets out individual responsibilities for the management and integration of health, safety and welfare within designated roles.

The Commissioner's Board (CB)

- 4.1 The London Fire Commissioner has overall responsibility for health, safety and welfare and signs the Health and safety policy statement. Members of the CB take decisions relating to Health and safety policy. CB are informed by regular Health and safety reports, including specific reports relating to health and safety concerns as is necessary.
- 4.2 The Deputy Commissioner/Director of Safety and Assurance takes the lead for health and safety for CB. The Commissioner, Deputy Commissioner's and Directors will delegate duties to Assistant Commissioners and Assistant Directors as necessary, who become individually responsible for the day to day management of health, safety and welfare in their own areas of operation and activities.

The Commissioner, Deputy Commissioners and Directors are responsible for:

- 4.3 Providing senior leadership and strategic direction to the management of health and safety in LFB. They must decide the organisation and arrangements appropriate to the needs of the business, authorise policies and procedures and allocate resources and arrangements for monitoring and reviewing health and safety performance. They are responsible for health and safety within their respective areas of operation and activities.
- 4.4 Ensuring that the LFC complies with health and safety law.
- 4.5 Allocating sufficient resources to meet the requirements of the Health and safety policy in their areas of operation and activities.
- 4.6 Approving suitable and sufficient policies and ensuring the provision of safe working conditions, procedures, codes of practice, rules and systems of work, which have regard for the health, safety and welfare of employees and others who might be affected by the Brigade's activities.
- 4.7 Ensuring all policies, procedures and decisions for ensuring and promoting health and safety are fully implemented and recorded as planned.
- 4.8 Ensuring arrangements exist to enable employees to understand both the LFC's and their responsibilities for health and safety and that these responsibilities are met.
- 4.9 Ensuring that employees at all levels are properly trained in respect to relevant regulations, policies, procedures, codes of practice, rules and systems of work that ensure their, and their staff's health and safety at work.
- 4.10 Monitoring the effectiveness of performance with respect to the Health and Safety Policy and to report to CB through the usual management reporting arrangements.
- 4.11 Periodically reviewing safety performance by means of management audit.

Assistant Commissioners and Assistant Directors (reporting to the Commissioner, Deputy Commissioners and Directors) in areas under their control are responsible for:

- 4.12 The day to day management of health and safety in their own areas of operation and activities including the identification and management of risks to health and safety.
- 4.13 Allocating and supervising sufficient resources to meet the requirements of the Health and safety policy.
- 4.14 Ensuring that arrangements exist to enable employees to understand both the LFC's and their responsibilities for health and safety and demonstrate that these responsibilities are met.
- 4.15 Ensuring that there are effective arrangements for the identification and assessment of risks to the health and safety of employees and any other persons affected by the Brigade's work activities and, where possible, the elimination or reduction of those risks.
- 4.16 Providing safe plant, equipment, working conditions and safe systems of work.
- 4.17 Ensuring that Brigade's policies and procedures are drafted and issued in consultation with other departments likely to be affected by the policy or procedure and with Trade Union Safety Representatives.

- 4.18 Ensuring that employees at all levels are competently trained in respect to relevant regulations, policies, rules, codes of practice, procedures, and systems of work arising from risk assessments and that compliance is achieved.
- 4.19 Ensuring that competent supervision is available where required.
- 4.20 Ensuring the provision and maintenance of appropriate Personal Protective Equipment (PPE) and training in its correct use.
- 4.21 Ensuring the provision and maintenance of appropriate Respiratory Protective Equipment (RPE) and training in its correct use.
- 4.22 Selecting and working with competent contractors and partners, controlling contractors/partners and visitors and acquainting them with the hazards associated with the Brigade's premises/work activities and the relevant health and safety rules.
- 4.23 Ensuring Brigade premises are managed effectively so that they provide a healthy and safe place of work. This includes security, the adequacy of fire precautionary measures, emergency procedures and contingency arrangements in the event of an emergency, e.g. fire risk assessment, evacuation procedures and provision of first aid.
- 4.24 Maintaining the monitoring system to provide information on safety performance, including health, safety and environmental audits as necessary.
- 4.25 Periodically reviewing health and safety performance to ensure that the health and safety policy is properly implemented, e.g. quarterly update and monitoring reporting.
- 4.26 Ensuring and demonstrating that remedial action is taken promptly following a health and safety inspection/audit or safety report.
- 4.27 Ensuring that legally compliant accident/incident records are maintained.
- 4.28 Ensuring self-monitoring of performance on health and safety matters both to achieve compliance following inspections, audits and with health and safety action plans, in order to promote a culture of continuous improvement.

All managers other than first line supervisors directly responsible for health and safety within their location/operational activity or area of responsibility are responsible for:

- 4.29 Ensuring that persons within the manager's area of defined responsibility are aware of the Health and Safety policy and organisation and understand their responsibilities for health, safety and welfare matters.
- 4.30 Assessing the risks to the health and safety of their employees and any other person(s) affected by the Brigade's work activities in accordance with its policies and procedures and, where possible, the elimination or reduction of those risks.
- 4.31 Providing safe conditions, procedures, safe systems of work and all necessary equipment (including RPE and PPE) identified by these procedures.
- 4.32 Procuring safe plant and equipment that complies with relevant health and safety standards and ensuring plant and equipment is maintained for safe use.
- 4.33 To ensure hazardous substances in their location(s) are assessed and suitable risk control measures are implemented.

- 4.34 Ensuring that all persons for whom they are responsible are competently trained to achieve and maintain competency, with records kept, in their work including the use of any equipment, health and safety provisions, rules, procedures and systems of work.
- 4.35 Ensuring competent supervision is provided and maintained where required.
- 4.36 Ensuring that the necessary information is obtained, assessed and provided to persons to ensure safe use/handling/transportation of any equipment, substance or material and that all persons are aware of any hazards or risks to health associated with their work before exposure to risk in accordance with the Brigade's policies and procedures.
- 4.37 Implementing policies, systems of work and statutory requirements.
- 4.38 Controlling contractors/partners/visitors and acquainting them with the hazards associated with the Brigade's premises/work activities and the relevant health and safety rules within their area of responsibility.
- 4.39 Consulting Safety Representatives on health, safety and welfare aspects of work where Trade Union Safety Representatives are appointed.
- 4.40 Monitoring health and safety performance in their area of control and keeping records in accordance with Brigade policy.
- 4.41 Taking immediate action to remedy significant risks to health and safety including unsafe practices, procedures or situations.
- 4.42 Maintaining and completing all appropriate statutory registers, notification forms and accident report forms – including electronic records.
- 4.43 Investigating safety events and determining any remedial and preventative actions, other than those that fall within the Senior Accident Investigation (SAI) process.
- 4.44 Ensuring the preventive actions identified by accident investigations (and/or other health and safety action plans) are discharged promptly in the agreed time frames.
- 4.45 Ensuring that an adequate First Aid provision is maintained in areas under their control.
- 4.46 Providing and maintaining adequate fire prevention and fire fighting facilities and arranging the necessary fire drills and ensuring suitable and sufficient records are made.
- 4.47 Taking prompt remedial action following any report either from Enforcing Authorities, Health and Safety or Operational Review Team and reporting progress to them within prescribed timescales.

First line supervisors are responsible for:

- 4.48 Ensuring and recording that persons within their area of responsibility are aware of the Health and Safety Policy together with management arrangements and that they understand their responsibilities for health, safety and welfare matters.
- 4.49 Ensuring that policies are implemented and followed.
- 4.50 Ensuring that the appropriate equipment to safeguard health and safety is available and properly used, that PPE and equipment is issued as necessary, and to ensure employees are properly instructed in its proper use and storage.
- 4.51 Reporting to their line manager/supervisor any safety event, unsafe practice, procedure or situation.
- 4.52 Ensuring employees receive suitable information, instruction and supervision for storage, handling and disposal of hazardous substances.

All employees are required to:

- 4.53 Act responsibly and to do everything they can to safely prevent injury to themselves and other persons, without putting themselves at unnecessary risk.
- 4.54 At all times comply with all rules, appropriate policies and instructions regarding health and safety.
- 4.55 Correctly use safety equipment, protective devices and PPE in accordance with policy, procedure and manufacturers recommendations.
- 4.56 To store, handle and dispose of hazardous substances in accordance with the Control of Substances Hazardous to Health (CoSHH) risk assessments.
- 4.57 Take any immediate action and inform their immediate manager/supervisor of all safety events, damage or potentially dangerous situations, whether persons are injured or not.
- 4.58 Assist in the investigation of any safety events as required.
- 4.59 Do not use and report to their immediate manager any unsafe or defective plant, tools, equipment, PPE, practices, methods or other hazards.
- 4.60 Participate in improving health and safety by making suggestions on these matters to the manager, supervisor, the Health and Safety team or a Trade Union Safety Representative.
- 4.61 Every employee has a duty to ensure that policy aims are achieved by co-operating with managers, acting responsibly and with due regard for their own health and safety and that of others, who might be effected by their activities.
- 4.62 All staff have a responsibility to identify opportunities for improvement in health, safety and welfare as well as the hazards/risks in performing their day to day role. Employees should take appropriate action to take advantage of the opportunities or limit the likelihood and impact of risks; this includes making their managers aware of the opportunities or hazards/risks identified.

General responsibilities of contractors working in LFB premises

- 4.63 Contractors are required to meet their statutory obligations under health and safety law, in order to minimise the risks to the health and safety of Brigade employees, contractors and third parties.

Officers with specific responsibilities

- 4.64 In addition to the responsibilities described above, the following also applies to the particular specialism or function.

The Assistant Director, Health and Safety is responsible for:

- 4.65 Reviewing and recommending strategic changes where necessary to the Health and safety policy, organisation, responsibilities, control, monitoring and review arrangements for the Brigade.
- 4.66 In liaison with the Information Management Team prepare regular Health and Safety performance management reports.
- 4.67 Keeping managers informed at all levels on the interpretation of health and safety legislation, Codes of Practice, Mayoral Strategies with an impact on health and safety, Regulations and procedures and assisting with their implementation and compliance.
- 4.68 Assisting management in establishing safety standards and achieving them through the preparation, implementation and issue of written strategies/procedures and by reviewing action plans.

- 4.69 Working with operational managers in developing guidance and provision of support to encourage self-monitoring of performance on health and safety matters both to achieve compliance and to promote a sustainable culture of continuous improvement.
- 4.70 In conjunction with managers identify the health and safety training needs of staff by role and assist in the development of training programmes to ensure all personnel possess the necessary skills and knowledge to competently carry out their tasks with proper regard for health and safety.
- 4.71 Ensuring, in cooperation with Property and Operations, that all Brigade locations are regularly inspected and audited for health and safety by operational staff and/or competent auditors.
- 4.72 Ensure health and safety standards, and the effectiveness of the Health and safety policy, are monitored and management is advised accordingly to achieve continuous improvements.
- 4.73 Reviewing, monitoring and publishing accident and safety event statistics to assist in management decision making.
- 4.74 Liaising with the Occupational Health (OH) facility; the OH function can advise on and monitor the Brigade's Occupational Health Policy, maintain health records and provide occupational health advice to management.
- 4.75 Providing the necessary functional support and development to the Health and Safety team to allow it to discharge its responsibilities.
- 4.76 Monitoring the health and safety competence and staff development of Health and Safety staff and the SAI team and where necessary provide training and information to both achieve and maintain competency.
- 4.77 Obtain specialist advice and/or engage specialist advisers where Brigade staff do not possess this knowledge.

Health and safety advisers are responsible for:

- 4.78 Providing managers with professional competent advice to help them meet their responsibilities.
- 4.79 Conducting periodic inspections of workplaces, plant and equipment to monitor compliance with the Health and safety policy and reporting their findings to line management and the Assistant Director, Health and Safety.
- 4.80 Identifying unsafe plant and working practices, systems and procedures and make recommendations for remedying any defects found.
- 4.81 Investigating the circumstances of safety events, making recommendations for remedying and preventing further accidents and reporting to line management and the Assistant Director, Health and Safety.
- 4.82 Contributing to the preparation and implementation of written policies and procedures.
- 4.83 Advising management on the health and safety aspects of any new plant, equipment or substance in conjunction with the Brigade's Procurement department.
- 4.84 Promoting the active monitoring of health and safety performance and reporting on its effectiveness to line management and the Assistant Director, Health and Safety.
- 4.85 Assisting in the identification of health and safety training needs and making recommendations to management and the Assistant Director, Health and Safety.

5 Staff consultation

- 5.1 Staff consultation for health, safety and welfare at work is principally achieved through the Brigade Joint Committee for Health, Safety and Welfare (BJCHSW) and its subcommittees.

Health and safety management system

- 5.2 This document forms part of the Brigade's Health and Safety Management System that is intended to ensure the health, safety and welfare of its employees and any other person affected by its work activities.
- 5.3 The Health and Safety Policy addresses the requirements of the Health and Safety at Work etc. Act 1974 and associated regulations, defines the LFC's policy and details the management structure and responsibilities.
- 5.4 The LFC fulfils its statutory duties to manage health and safety risk by complying with the Health and Safety at Work etc. Act 1974, the Management of Health and Safety at Work Regulations 1999 and all other regulatory requirements.

Training and development

- 5.5 The Brigade requires all personnel to be trained to the required level of competence for their duties with regard to health and safety.
- 5.6 Competence shall be demonstrated by such methods as:
- Examination
 - Testing
 - Maintenance of skills
 - Externally accredited and recognised qualifications
 - Independent quality assurance assessments of the training provision
- 5.7 Training assessments are performed periodically by line management in order to clearly identify the training needs of staff under their area of responsibility.
- 5.8 Records of training/competence are maintained corporately.
- 5.9 The training of the LFC's firefighters relies upon maintaining the Safe Person Concept, which requires them to possess the necessary knowledge, skills and understanding of potential hazards to facilitate professional judgement in order to control risks inherent in the unique circumstances of any emergency situation. This process does not require exhaustive prescriptive procedures. However, LFC employees must acknowledge any limitations in their abilities and where those limitations have a direct impact on their personal safety or that of others report it to their manager.

6 Measuring and reviewing performance

- 6.1 This section outlines the measuring and reviewing process the Brigade will use to monitor health and safety performance. This will ensure that improvement can be evaluated and resources allocated so they provide the optimum impact.
- 6.2 Proactive monitoring will be achieved primarily through regular and planned formal inspections and audit. Thematic inspections focussing on particular issues raised from meetings or accident/incident monitoring will also be undertaken.
- 6.3 The LFC will ensure that equipment will be the subject of a planned maintenance and inspection regime in accordance with legislation and manufacturer's recommendations.

- 6.4 The LFC will ensure that there is a robust accident, incident and near miss reporting system in place to ensure accurate records are generated in accordance with legal requirements. The LFC will ensure that all accident and incidents are properly investigated. The purpose of the investigation is to achieve continuous improvement through the identification of the root and contributory causes, making recommendations for improvements and ensuring remedial actions are taken.
- 6.5 The LFC will monitor work related sickness in order to identify significant contributory factors which warrants further investigation and action as necessary. As part of its occupational health provision, the LFC will refer staff to the Occupational Health Service to assess and offer appropriate support. In addition statutory health surveillance will be undertaken.

7 Reporting performance key performance indicators(KPIs)

- 7.1 The LFC generates key point indicators (KPIs) in order to specifically measure health and safety performance. The current KPIs for Health and Safety are as follows:
- Injuries (including fatalities) reported under RIDDOR
 - Injuries from operational incidents
 - Vehicle events (including road traffic collisions) involving brigade vehicles
- 7.2 Health and safety will be the subject of regular reviews in addition to an annual report to the CB from the Assistant Director, Health and Safety.

8 Audit and review

- 8.1 Audits will be carried out in order to verify compliance and or report on non compliance of activities against all Brigade policies and procedural documentation. Audits will be carried out either by LFC auditors or through using independent external auditors.

9 Breach of policy

- 9.1 The LFC will take seriously any instances of non-adherence to the policy by its staff or management. Any instance of breach of policy will be investigated and, where appropriate action will be considered in accordance with Human Resources Department information and guidance.

10 Access to policy

- 10.1 This policy is available on Hotwire. In addition a copy of the Statement of Intent will be prominently placed within all LFC premises (Policy number 531 - procedure for the maintenance of health and safety notice boards on LFC premises). New staff members will be made aware of the policy, especially their individual responsibilities (Policy number 556 - induction policy). A copy of the policy is also placed within section 6 of the Premises Log Book (Policy number 489 - premises log book) and may be provided to contractors and visitors on request.
- 10.2 For further information on health and safety please refer to the Health and Safety web page on Hotwire, at the link: http://hotwire-live/Operations/Health_and_safety/Pages/default.aspx

Document history

Assessments

An equality, sustainability or health, safety and welfare impact assessment and/or a risk assessment was last completed on:

EIA		SDIA	H - 25/03/20	HSWIA	12/07/19	RA	
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Audit trail

Listed below is a brief audit trail, detailing amendments made to this policy/procedure.

Page/para nos.	Brief description of change	Date
Page 2	Inserted bullet point on leadership and culture and Included reciprocal arrangements for partners alongside contractors in policy statement.	07/12/2009
Throughout	Reviewed as current, content updated to reflect the changes to the department names. Changes to organisation chart to reflect restructure following a management review	22/12/2010
Throughout	Minor changes to content following policy review, particularly in relation to changes in organisational structure that have led to the creation of the Operational Assurance department, which now incorporates health and safety. Changes to organisation chart and to some roles to reflect restructure following a management review.	13/03/2013
Page 11	'Subjects list' table - template updated.	02/02/2015
Throughout	Policy reviewed as current. Role title, organisational chart and other details updated to reflect current procedures.	26/08/2016
Page 2 Page 12	Commissioner details, signature and date amended. Appendix 1 - Top Management structure chart updated.	11/09/2017
Page 2 Page 12	Policy statement, signature and date amended. Appendix 1 - Top Management structure chart removed.	27/06/2019
Last page	HSWIA Completed	12/07/2019
Throughout	This policy has been reviewed as current with major/minor changes made throughout, please re-read the content to familiarise yourself with the updates.	27/04/2020

Subject list

You can find this policy under the following subjects.

Health and safety at work	Regulations

Freedom of Information Act Exemptions

This policy/procedure has been securely marked due to:

Considered by: (responsible work team)	FOIA exemption	Security marking classification

Lone workers policy

New policy number: **524**
Old instruction number: **PER:T065:a1**
Issue date: **1 October 2007**
Reviewed as current: **21 June 2017**
Owner: **Assistant Director, People Services**
Responsible work team: **HR Policy Group**

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1 Introduction

- 1.1 This policy informs staff of the Brigade's policy on lone workers and the management of lone worker safety.

2 Policy statement

- 2.1 The LFB takes the health, safety and welfare of its employees extremely seriously. It recognises that some staff are required to work by themselves for significant periods of time without close or direct contact with colleagues or supervisors, or in isolated work areas. Risk assessments will be conducted where staff are required to work in these conditions and action taken to eliminate as far as practicable the identified risks associated with being a lone worker.
- 2.2 This policy should be read in conjunction with the Brigade's Health and Safety Policy Statement and its associated Safety Management System (SMS) framework.

3 Scope

- 3.1 This policy applies to all employees including temporary and part-time, contractors, consultants, agency workers, volunteers and those on secondment to the Brigade. It must be read in conjunction with any specific local guidance on lone working where issued. The policy applies to all lone working situations that arise in connection with the duties and activities of Brigade staff.

Lone worker definition

- 3.2 A lone worker is a worker who spends a large percentage of their working time operating in situations without the benefit of interaction with other workers and without close supervision.

4 References

- 4.1 The relevant references to health and safety legislation, regulations and guidance are listed in Appendix 1.

5 Identifying lone workers

- 5.1 A number of staff have roles which may involve some lone working, for example:
- Those who work alone on Brigade or other premises.
 - Those who work separately from others on the same premises (e.g. security staff) or those who work outside normal hours.
 - Those who mostly work away from a fixed base (e.g. Fire Safety Inspecting Officers).
 - Those who work from home peripatetically (e.g. Petroleum Inspectors).
 - Any other mobile/peripatetic workers (including staff that use vehicles to travel between sites).
- 5.2 Appendix 2 identifies many staff groups who may be exposed to additional risk through lone working and provides examples of occupations in each category – though this is not an exhaustive list.

6 Policy aims

- 6.1 This policy aims to:
- Increase staff awareness of safety issues relating to lone working.
 - Ensure that the risk of working alone is assessed in a systematic and ongoing way.

- Ensure that safe systems and methods of work are put into place to reduce the risk so far as is reasonably practicable.
- Ensure that appropriate information is available to staff to equip them to recognise risks and act on the practical safety advice when working alone.
- Ensure that appropriate support is available to staff who have to work alone.
- Encourage full reporting and recording of all adverse incidents relating to lone working.
- Reduce the likelihood of incidents or injuries to staff that undertake lone working.

7 Responsibilities

7.1 Lone working environments present a unique health and safety problem. Although there is no specific legislation for working alone, the Management of Health and Safety at Work Regulations 1999 ("Management Regulations") and the Health and Safety at Work etc Act 1974 ("HASWA") require that risks must be assessed and controls put in place.

All staff

7.2 All Brigade staff are responsible for:

- Taking reasonable care to look after their own health and safety and that of other people who may be affected by their actions.
- Co-operating by following Health and Safety rules, policies and procedures related to safe working.
- Using tools and other equipment properly, according to manufacturer's guidance and relevant Health and Safety instructions.
- Reporting all matters that may affect the health and safety of themselves or others (including any dangers they identify or any concerns they might have in respect of working alone) and reporting accidents and injuries in accordance with Policy number 368 - the Health, Safety and Environmental Event Investigation Policy.
- Taking part in any training designed to meet the requirements of this policy.

Line managers

7.3 Line managers are responsible for:

- Bringing the policy to the attention of all staff.
- Ensuring that the findings of the risk assessment and check list processes are carried out, brought to the attention of staff and are reviewed regularly.
- Implementing procedures and safe systems of work which are designed to eliminate or reduce the risks associated with working alone.
- Ensuring that staff groups and individuals that are identified as being at risk are given information, instructions and training where necessary that is appropriate to the situations that they may encounter.
- Providing appropriate support to staff if involved in an incident while working alone.
- Reviewing the effectiveness of preventative measures through a system of reporting, investigating and recording of safety related incidents in accordance with Policy number 368 - the Health, Safety and Environmental Event Investigation Policy.

Health and Safety Services

7.4 Health and Safety Services (HSS) are responsible for providing management with support in completing checklists and risk assessments, developing control measures with local managers and the overall management of the investigation of safety related incidents in accordance with Policy number 368 - the Health, Safety and Environmental Event Investigation Policy.

The Brigade

7.5 The Brigade is responsible for:

- Ensuring arrangements for identifying, evaluating and managing risks associated with lone working are in place.
- Providing resources for implementing the policy.
- Providing a reasonable response to the evaluated risk.
- Providing arrangements to monitor incidents linked to lone working.
- Reviewing the policy to maintain its effectiveness.

8 Assessing risk

8.1 The key to safe lone working is the completion of a satisfactory risk assessment and proper implementation of the required controls. Two main questions must be answered:

- Whether work can be done safely by a single person.
- What arrangements are required to ensure that the risks to lone workers are minimised to as low a level as reasonably practicable.

8.2 The risk assessment of the hazards to lone workers should be conducted by their line manager in discussion with the lone worker. If a risk assessment shows that it is not possible for the work to be done safely by a single worker, other working arrangements must be put in place.

8.3 Risk assessments should take account of both normal work and foreseeable emergencies such as fire, illness and injury. The risk assessment process is summarised below, separated into five distinct stages with action points to support effective assessment of the risks involved in lone working.

8.4 Risk assessments shall be carried out by line managers and must be recorded for all areas of work where working alone presents an actual or potential risk to staff. The risk assessment will involve identifying all potential hazards and their associated risks specific to the work tasks or activities to be undertaken. Risk assessments should identify who will be affected by the risk and the control measures that are needed to eliminate or reduce the risk to the lowest possible level. Risk assessments should be conducted for each individual lone worker.

8.5 Any significant risk must be recorded locally and should be kept with the file appertaining to the particular building or activity so that it is easily accessible to staff. This information should also be included in staff training where relevant and the results of the risk assessment and control measures must be brought to the attention of lone workers as their work and involvement progresses. Factors to consider when carrying out the risk assessment include those listed in Appendix 3.

8.6 Details of the risk assessment should be recorded and include:

- The extent and nature of the risk.
- Factors that contribute to the risk including job content and specific tasks and activities.
- The safe systems of work to be followed and actions to be put in place to eliminate or reduce the risk.

8.7 Information from the risk assessment must be passed to staff. Risk assessments will be reviewed and updated annually (or sooner should circumstances change).

8.8 'On site risk assessments' (these may also be considered as dynamic risk assessments) may need to be made by staff while they are working. Staff are instructed that if they feel that they are

exposed to an uncontrolled risk, e.g. a threat from a third party, they should cease the activity and report to their line manager.

9 Managing risk

- 9.1 The risk which lone workers face should be reduced to the lowest level that is reasonably practicable. Using safe systems of work depends largely on local circumstances, and local procedures should be in place to provide specific guidance for staff in relation to lone working and the associated risk reduction.
- 9.2 Anticipated risks which lone workers could face include (but are not limited to) those caused by:
- accidents and emergencies;
 - fire;
 - inadequate provision of rest, hygiene and welfare facilities;
 - violence;
 - theft;
 - manual handling injuries.
- 9.3 Appendices 4, 5 and 6 provide a checklist for safe working arrangements along with examples of risk assessments and measures to help control risks. However, each type of lone working situation will need to be assessed to take account of local circumstances.

Control measures

- 9.4 As a result of the risk assessment exercise it may be necessary to adopt specific control measures to further develop safe systems of work. The list below offers a range of possible responses:
- Eliminate lone working for high-risk activities.
 - Ensuring that the person is suited and competent to work alone.
 - Requesting a medical examination to ensure that the person has no medical condition that would prevent or suggest unfitness for working alone, either generally or in the particular location/circumstances (e.g. additional precautions will be necessary if the lone worker is a pregnant woman or a nursing mother).
 - Providing instruction on generic and particular hazards.
 - Making improvements to security arrangements in Brigade premises.
 - Installing security lighting in Brigade parking areas.
 - Developing mutual assistance protocols and systems of information sharing with the Metropolitan Police Service at borough level.
 - Devising communication systems for sharing information on risk with colleagues in other departments or agencies.
 - Conducting pre-inspection (reconnaissance) visits.
 - Ensuring that suitable means of transport are available.
 - Employing personal protective equipment.
 - Providing aids to manual handling where identified by a Manual Handling Risk Assessment.
 - Ensuring the availability to first aid training and equipment where its provision is required by the risk assessment.
 - Employing an appropriate means of communication (e.g. provision of individual and shared mobile phones for use when working alone).
 - Adopting a contact system (including regular checking-in) where appropriate, ensuring there are contingency arrangements in place.
 - Arrange transport home for scheduled late working/accompany staff to their vehicles where appropriate.

- Instituting reporting systems to confirm the safe completion of visits and that staff have left safely.
 - Instituting emergency procedures when staff fail to call in, etc.
 - Employing 'buddying' where new/young staff are paired with experienced employees.
- 9.5 The need for a particular control measure will be determined by the level of risk presented by the activity to be undertaken.
- 9.6 The risk assessment process should enable the line manager to decide upon the correct control measures to employ in all the circumstances (including suggestions from the list above). HSS can provide guidance on appropriate controls to adopt.
- 9.7 Other local arrangements for managing risk should include:
- Service specific guidance for lone workers on how to conduct an 'on site' risk assessment.
 - Identifying circumstances when the cancellation or early termination of visits is allowed for safety reasons.
 - Details of when to stop and get advice or call for assistance.
 - The procedures to be followed in the event of an incident or emergency.
- 9.8 All staff must be familiar with these procedures and specific guidance in relation to the job role or service provided (e.g. for Junior Firesetter Intervention Scheme home visits). Further advice and guidance to tackle specific areas may be developed locally. Advice can be obtained from HSS on:
- Lone workers travelling alone on work-related business.
 - Home visits.
 - Working outside normal office hours, etc.
- 9.9 On the rare occasion when an employee has been given authorisation to work late on their own and where they generally do not participate in a duty system which provides a 24-hour service, the member of staff should ensure that they can get home safely. Staff will be required to inform the reception/security desk in the building that they work in of their expected leave time and sign out on leaving.

10 Violence at work

- 10.1 Lone workers, particularly those with a peripatetic remit may be at an increased risk of violence, therefore any risk assessment must consider violence as a risk factor.
- 10.2 The Health and Safety Executive (HSE) defines work-related violence as "any incident in which a person is abused, threatened or assaulted in circumstances relating to their work."
- 10.3 It should be remembered that verbal abuse and threats are the most common type of incident and physical attacks are relatively rare.
- 10.4 Risk may vary according to the particular member of staff working alone. Particular risk factors (over and above a generic risk assessment) for women, young employees, ethnic minority staff, for example should be undertaken where necessary and based on local knowledge of the area to be visited.
- 10.5 The Health and Safety Laboratory (HSL) defined a number of key violence risks common to many of the organisations that were surveyed for the Lone Worker Case Studies. The most common risk factors were:
- Alcohol and drug use, by clients and members of the public with whom the lone worker comes into contact. Alcohol and drug use can make people aggressive and their behaviour unpredictable.

- Geographic locations. Certain areas of towns or cities, e.g. town centres or council estates, were known to have a higher risk of violence.
 - Late evening/early morning work. Working during these times carried an increased risk of violence because there were generally either fewer people around or a greater number of potentially threatening people, perhaps under the influence of alcohol or drugs.
 - Nature of the job. In some jobs lone workers hold positions of power or authority over customers or clients which can cause resentment and cause people to be more aggressive.
 - Clients or customer behaviour. For a number of reasons, clients or customers can be highly emotional, unpredictable or aggressive.
 - Other people or situations encountered whilst doing job. These include members of the public, youths and animals.
 - Travelling, visiting homes and carrying money or equipment.
- 10.6 Local area knowledge and records of previous incidents will assist managers in making assessments. Consultation with local fire station staff should also be considered where home or community visits are undertaken within their catchment area. It is vital that a history of visits is built up to prevent staff being sent into possible dangerous situations.
- 10.7 Staff should be instructed that they must leave if, during the course of their lone working, they feel unsafe in any way. As soon as they have reached a place of safety, they should be required to contact their line manager. If they are unobtainable a call should be made to Resource Management Centre on 020 8555 1200 extension 88111. A formal written report of what has taken place must be completed on return to the worker's work base. This should be filed with the relevant checklist or risk assessment documentation.
- 10.8 Appendix 7 provides a summary flowchart for making sure that lone workers are safe and further recommended reading is listed in Appendix 8.

11 Staff training

- 11.1 In addition to job related skills training, other training will be based on addressing needs identified through local risk assessment. Advice and guidance on training options is available from HSS in conjunction with the Training Department.

12 Reporting and recording

- 12.1 Staff should report all safety events (including verbal abuse plus avoided incidents or 'near misses') to their line manager in accordance with Policy number 368 - the Health, Safety and Environmental Event Investigation Policy.

13 Monitoring and review

- 13.1 HSS will monitor and review this policy to make sure that the aims of the policy are achieved. The review processes will include:
- Collecting and monitoring all incidents, including 'near misses' reported to HSS.
 - Reporting incident statistics involving lone workers and safety improvement measures every three months.
 - Periodically reporting to BJCHSW on how we are achieving the policy, the outcomes of risk assessment, and detail of any training provided.
 - Annually reporting to HSESB on progress in reducing risk and incidents and making recommendations for the forthcoming year.

Appendix 1 - References

The Health and Safety at Work etc, Act 1974, Sections 2, 3, 4, 6, 7 and 8.(HASAWA 74)

The Management of Health and Safety at Work Regulations 1999 and Approved Code of Practice L21. (Management Regs.)

The Management of Health and Safety at Work and Fire Precautions (Workplace) (Amendment) Regulations 2003

The Control of Substances Hazardous to Health Regulations 2002 (as amended) and Approved Code of Practice L5. (COSHH)

The Workplace (Health, Safety and Welfare) Regulations 1995, as amended by The Quarries, Miscellaneous Health and Safety Provisions Regulations 1996 and Approved Code of Practice and Guidance L24. (Workplace Regs.)

The Control of Noise at Work Regulations 2005

The Confined Spaces Regulations 1997

The Health and Safety (Safety Signs and Signals) Regulations 1996 and Guidance on the Regulations (reprinted 2000) L64. (Safety Signs Regs.)

The Personal Protective Equipment Regulations 1992 (as amended) and Guidance on the Regulations L25. (PPE)

The Regulatory Reform (Fire Safety) Order 2005.

Working Alone in Safety – INDG 73(rev) (HSE Books)

Violence at Work – A Guide for Employers – INDG 69(rev) (HSE Books)

Preventing Violence to Staff (HSE Books)

Appendix 2 - Identifying lone workers

	Staff group	Example occupations
1	Staff working alone in fixed establishments	<ul style="list-style-type: none"> • Security/reception staff • Facilities and maintenance staff • ICT staff
2	Staff working outside normal working hours	<ul style="list-style-type: none"> • Fire Investigation Unit • Petroleum staff • Water Office staff • Some inspecting officers • Supervisory officers attending to assess an incident • Other officers dealing with fire safety matters • Workshop staff working away from their normal place of work or outside normal working hours • Office workers working arranged or voluntary overtime.
3	Mobile workers working away from their fixed base or who travel in the course of their work	<p>Most of (2) above plus</p> <ul style="list-style-type: none"> • Community Engagement staff • LIFE staff • JFIS volunteers and managers • Schools team staff • HRM advisers • Brigade vehicle inspectors • Inspecting officers • OSG satellite workers • Home Fire Safety Risk Assessors • Single crewed appliances and support van drivers • Others using vehicles • Brigade photographers
4	Staff who provide services to the public	<ul style="list-style-type: none"> • Community Engagement staff • Firefighter outreach staff • LIFE staff • JFIS volunteers and managers • Many of (2) and (3) above
5	Staff who regularly work from home	<ul style="list-style-type: none"> • Remote access users

Appendix 3 - The risk assessment process

1	Identifying lone workers	Establish and identify lone workers for each work area (see Appendix 2 for guidance).
2	Identifying associated hazards	Recognise the potential range of risks associated with whole areas of work and/or work processes. Complete a safe working checklist (Appendix 4) to ensure that you have considered all these issues.
3	Assessing the degree of risk for generic or individual situations	If it is possible to carry out a suitable risk assessment by employing one of the generic approaches (Appendices 3 and 4) take this course of action. If this is not possible consult HSS and conduct a full individual and/or local risk assessment.
4	Putting control measures in place, and developing safe systems of work	Assess how effective the existing control measures are and update them if appropriate. Develop local procedures or action plans. Ensure staff are informed of these procedures and understand the rationale behind them. Arrange for additional staff awareness training or equipment if necessary.
5	Evaluation and review	Evaluate and record how effective the control measures are. Review the assessments and controls if/when it is believed that they are no longer appropriate or whenever material circumstances change.

Appendix 4 - Checklist – Safe working arrangements for lone workers

This form sets out issues for line managers to consider when assessing risk (in discussion with a postholder). Some issues may not apply nor necessarily be known from the outset, but completion of this form should indicate where risk minimisation is required and also where conducting a full risk assessment would be appropriate.

Name of Lone Worker:		Work base:	
Job Title:			
Checklist review carried out by:	Date Completed:	Review Date:	

Q1 Can the risks of the job be adequately controlled by one person? If the overall answer to this question is 'no' then the job is unsuitable for lone workers in general or particular lone workers.			
Considerations:	Yes	No	N/A
a) Does the workplace present a risk to the lone worker?			
b) Is there a safe means of entry and exit to the workplace for one person?			
c) Can all the plant, substances and goods be safely handled by one person without supervision?			
d) Is the work particularly demanding?			
e) Is there a risk of violence? From whom?			
f) Would there be any particular risks faced by certain people – young or old employees, other staff groups?			
g) Are women especially at risk if they work alone?			
h) Have you taken precautions to cover normal work arrangements plus foreseeable emergencies such as accident, illness, fire or equipment failure/'worst case scenarios'?			
i) Is there access to adequate rest, hygiene, refreshment, welfare and first aid facilities?			
j) Have you factored the following into the working day: adequate rest breaks? Travel time? Time for administration/follow-up work?			
k) Has the worker a safe means of travel to and from the location, especially out of normal hours?			
l) Has proper job training been provided?			
Further comments (continue on additional sheets as necessary)			

Q2 Is the person medically fit and suitable to work alone? If the overall answer to this question is 'no' then the Brigade would fail into its legal duty to provide a safe system of work if this employee is utilised as a lone worker.			
Considerations:	Yes	No	N/A
a) Have you sought medical advice (with the employee's permission) to ensure that the lone worker has no medical condition which would make them unsuitable for working alone?			
b) Have you judged suitability in light of routine work and foreseeable emergencies which may impose additional physical and mental burdens on the individual?			
c) Has the lone worker been trained in manual handling?			
Further comments			

Q3 What training is required to ensure competency in safety matters? Where supervision to control, guide and assist in potential solutions of uncertainty is limited, awareness training is of great importance. Also, training may be critical to avoid panic reactions in unusual situations.			
Considerations:	Yes	No	N/A
a) Should conflict management training be provided?			
b) Is any other training required?			
Further comments			

Q4 How will the person be supervised? Inadequate supervision will increase the risks of harm and injury.			
Considerations:	Yes	No	N/A
a) Have you considered the necessary safety procedures to be followed?			
b) Have you considered how long the work should take and how frequently the worker should report in?			
c) Does the lone worker understand the risks associated with their work?			
d) Have you considered regular phone contact or other reporting-in procedures?			
e) Have you considered the Supervisor managing the employee itineraries?			
f) Have you considered Automatic alarms, etc?			
g) Have you considered appropriate safety checking mechanisms?			
Further comments			

Q5 What happens if a person becomes ill, has an accident or there is an emergency? Staff need to be able to cope with adverse incidents, particularly when there may not be anyone present to assist them.			
Considerations:	Yes	No	N/A
a) Have you established, publicised and trained staff in emergency procedures?			
b) Have you queried the accessibility of first aid facilities/training in first aid at the premises to be visited?			
c) Have you advised the outside contact to inform the Brigade if your staff member becomes ill, has an accident or in other emergencies?			
Further comments			

Q6 What happens where the employee visits premises not within Brigade control? Whilst we cannot guarantee that people and venues outside Brigade control will meet our safety and conduct standards we should aim to anticipate and minimise potential risks.			
Considerations:	Yes	No	N/A
a) Have you consulted on safety matters (where possible) with the owner/proprietor?			
b) Have you assessed whether an escort is required on particular visits/this visit?			
c) Have your staff been made aware or fully trained in strategies for the prevention of violence?			
d) Have staff been briefed about the areas where they will work?			
e) Have staff been given emergency contact numbers?			
f) Are staff aware of other hazards (if any) at the visit site?			
g) Could staff cope with vehicle breakdowns?			
h) Have staff been given a named contact at the visit site?			
Further comments			
Q7 Is the work environment safe? If the answer to any of these questions is 'no' then appropriate follow up action (in accordance with guidance from HSS) will be required.			
Considerations:	Yes	No	N/A
a) Is lighting and ventilation sufficient?			
b) Will other adjacent processes and activities present a risk?			
c) Is equipment safe and regularly maintained?			
Further comments			
Manager's name: Manager's signature:	Date:		

Additional health and safety comments (if any, including whether a full risk assessment exercise is required)

Appendix 5 - Risk assessment for external visits

Description of work activity or danger: POTENTIAL VIOLENCE WHEN CARRYING OUT COMMUNITY, BUSINESS OR HOME VISITS	People exposed to risk:
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Job Title:	Work base:
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Risk assessment carried out by:	Date Completed:	Review Date:
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Main risks and issues of concern	Tick yes or no		Assess whether the degree of risk is high, medium or low		
	Yes	No	H	M	L
Do staff carry out visits outside office hours?					
Do staff carry out visits during unsocial hours?					
Do staff carry out visits in high-risk locations (for example, areas with high-crime rates)?					
Do staff visit a high-risk or unstable or unpredictable client group?					
Do you use staff who are new or inexperienced in peripatetic work?					
Do you use staff easily identifiable as Brigade workers (for example, those who wear uniforms)?					
Do staff carry money or valuable equipment?					
Do staff visit premises where alcohol is consumed?					
Is the job suitable for a person working on their own?					
Other considerations (please give details):					
Other considerations (please give details):					

Existing control measures – circle Y for Yes, N for No					
Do you pre-assess new "clients" in any way?	Y	N	Have you issued personal attack alarms?	Y	N
Do you provide accompanied visits when there are concerns about safety?	Y	N	Do staff use mobile phones?	Y	N
Do you have a named contact at the visit site to greet and guide your staff member?	Y	N	Do staff have information and/or training on basic personal safety?	Y	N
Do you obtain/share risk information with other professionals and agencies?	Y	N	Are staff trained in strategies for preventing and managing violence?	Y	N
Are there systems for monitoring staff whereabouts and movements and for regularly reporting to base?	Y	N	Do staff carry forms for reporting incidents or near misses and appreciate the need for this procedure?	Y	N
Other considerations (please give details):	Y	N	Other considerations (please give details):	Y	N

Are the existing control measures to address high and medium risks adequate?	
<input type="checkbox"/> Yes	<input type="checkbox"/> No
If no, what modifications or additional actions are necessary?	
1.	
2.	
3.	
4.	

Has HSS been consulted?		<input type="checkbox"/> Yes	<input type="checkbox"/> No
If yes, what additional actions are necessary to fulfil statutory HSS requirements?			
Additional comments from HSS			
Manager's signature:		Name and job title:	
Date:		Next review date:	

Copies of this document must be provided to HSS and relevant employees. The original must be placed on permanent file and reviewed annually.

Appendix 6 - Risk assessment for working alone in buildings

Description of work activity or danger: WORKING ALONE IN BUILDINGS	People exposed to risk:
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Job Title:	Work base:
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Risk Assessment carried out by:	Date Completed:	Review Date:
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Main risks and issues of concern	Tick yes or no		Assess whether the degree of risk is high, medium or low		
	Y	N	H	M	L
Do staff work alone?					
Do staff work outside normal office hours?					
Do staff meet with the public in isolated locations?					
Is there enough security provision?					
Is there poor access to the building?					
Is there a lack of first aid if staff become ill or injured?					
Do staff activities involve working in confined spaces?					
Do staff activities involve handling dangerous substances?					
Others (please give details):					
Others (please give details):					

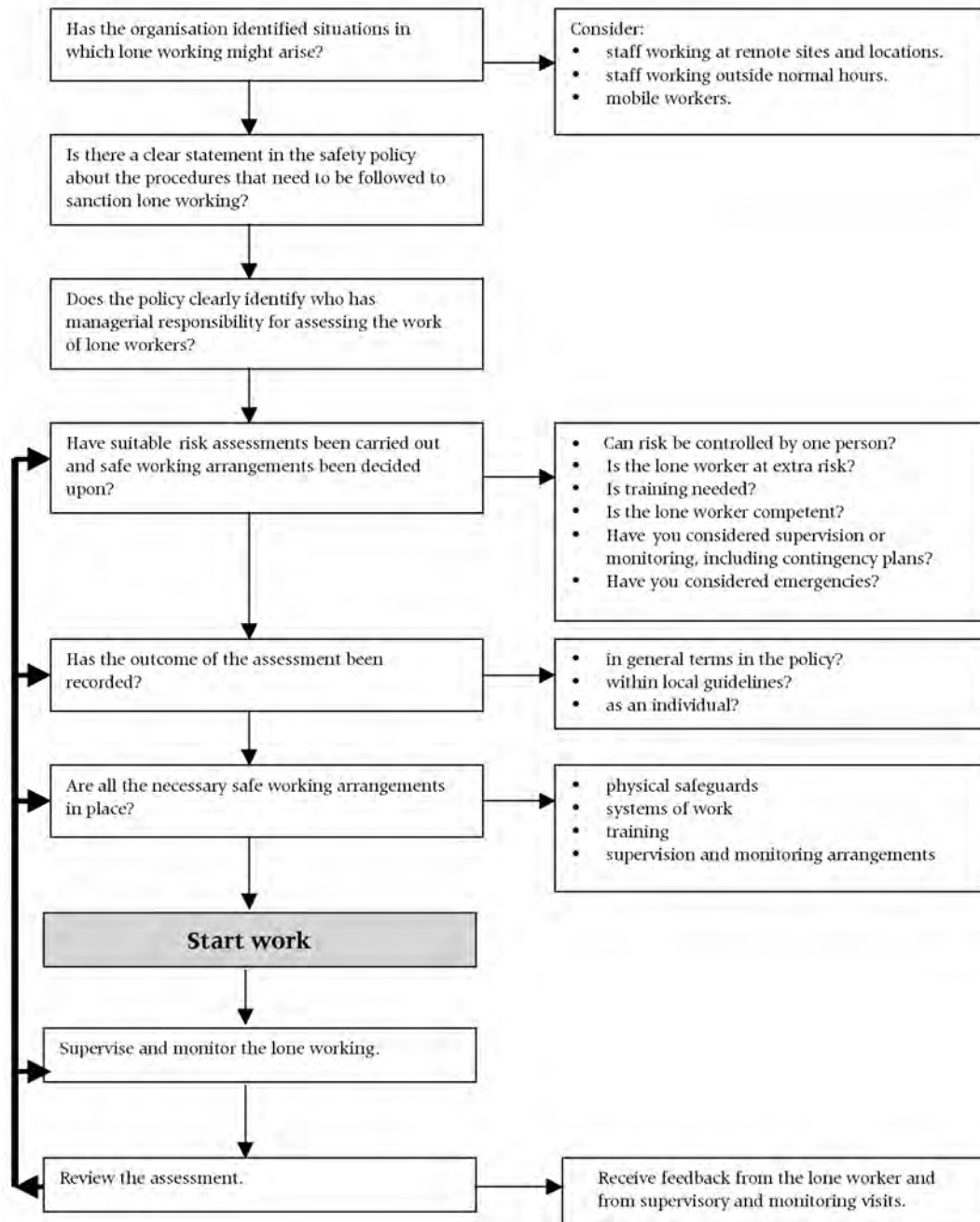
Existing control measures – circle Y for Yes, N for No					
Do you provide joint working for high-risk activities (in other words, in confined spaces and with dangerous substances)?	Y	N	Do you carry out regular supervisor or colleague checks during activities?	Y	N
Do you use closed-circuit television within or around the building?	Y	N	Do you use two-way radios or other communication systems?	Y	N
Do you use entrance security systems (for example, digilocks or swipe cards)?	Y	N	Do staff have information and/or training on basic personal safety?	Y	N
Is there security lighting around access points and parking areas?	Y	N	Are staff trained in strategies for preventing and managing violence?	Y	N
Have you installed panic buttons linked to manned locations?	Y	N	Do staff have access to forms for reporting incidents or near misses and appreciate the need for this procedure?	Y	N
Do you use reporting checking-in systems?	Y	N	Do vehicles have panic alarms or similar?	Y	N
Others (please give details):	Y	N	Others (please give details):	Y	N
Are the existing control measures to address high and medium risks adequate? <input type="checkbox"/> Yes <input type="checkbox"/> No					
If no, what modifications or additional actions are necessary? <ol style="list-style-type: none"> 1. 2. 3. 4. 					

Has HSS been consulted? <input type="checkbox"/> Yes <input type="checkbox"/> No	
If yes, what additional actions are necessary to fulfil statutory HSS requirements?	

Additional HSS comments	
Manager's signature:	Name and job title:
Date:	Next review date:

Appendix 7 - Summary flowchart for assessing lone worker safety.

Summary flowchart for making sure lone workers are safe



Appendix 8 - Recommended further reading

ALARM	<i>Public Sector Risk Management: A Guide to Managing Personal Safety Risks at Work</i> , ALARM, The National Forum for Risk Management in the Public Sector. Tel: 01395 223399, fax: 01395 223304
Royal College of Nursing and the NHS Executive	<i>Safer Working In The Community: A Guide for NHS Managers and Staff on Reducing the Risks from Violence and Aggression</i> , RCN, London, 1998, ISBN 187 385 2304
The Suzy Lamplugh Trust	<i>Personal Safety at Work: Guidance For All Employees</i> , The Suzy Lamplugh Trust, London 1998 (No ISBN)
UNISON	<i>Working Alone: A Health and Safety Guide On Lone Working for Safety Representatives</i> , UNISON, London, 2000, Product Code 1750 http://www.unison.org.uk
Health and Safety Executive	<i>Working alone in safety: controlling the risks of solitary work</i> , Health and Safety Executive, INDG73(rev), single copy free from HSE Books, tel: 01787 881165, fax 01787 313995
MSF Union	<i>Working alone: guidance for MSF members and safety representatives</i> , MSF, 1992, available from MSF Head Office, Moreland St., EC1V 8HA.
Practitioners' Forum	<i>Violence at work – good practice guidance document for fire and rescue services</i> 18 July 2006

Web sources

http://www.hse.gov.uk/pubns/indg73.pdf	<i>HSE Guide on Working Alone in Safety</i>
http://www.hse.gov.uk/violence/loneworkers.htm	<i>HSE Guidance on How to Manage the Risks of Violence to Lone Workers</i>
http://www.lhc.org.uk/members/pubs.factsht/65fact.htm	<i>London Hazards Centre: Lone Working</i>
http://www.hse.gov.uk/pubns/indg69.pdf	<i>HSE Guidance on Violence at Work – A guide for Employers</i>
http://www.hse.gov.uk/stress	<i>HSE Guide on Work-related Stress</i>

Document history

Assessments

An equality, sustainability or health, safety and welfare impact assessment and/or a risk assessment was last completed on:

EIA	28/08/2008	SDIA	03/12/2013	HSWIA		RA	
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Audit trail

Listed below is a brief audit trail, detailing amendments made to this policy/procedure.

Page/para nos.	Brief description of change	Date
Throughout	CHSES replaced with HSS due to a change in the name of the department	05/05/2010
Throughout	Policy reviewed as current, no changes made to the content.	09/02/2011
Page 8 para 11	Reference to Training and Development Department replaced by Training in line with the Top Management Review.	06/07/2011
Page 25	A new SIA date has been added to this policy.	03/12/2013
Page 25	Subjects list and Freedom of Information Act exemptions tables updated.	29/01/2015
Throughout	Reviewed as current with no changes.	21/06/2017
Page 1	Owner title changed from 'Head of Human Resource Management' to 'Assistant Director, People Services'.	17/08/2020
Throughout	'Authority' replaced with 'Brigade' due to the abolition of LFEPa.	
Throughout	Language changed to gender-neutral terms.	

Subject list

You can find this policy under the following subjects.

Employment	Health and safety at work
Workplace regulations	

Freedom of Information Act exemptions

This policy/procedure has been securely marked due to:

Considered by: (responsible work team)	FOIA exemption	Security marking classification

Work related violence

New policy number: **783**
Old instruction number:
Issue date: **4 January 2012**
Reviewed as current: **28 January 2021**
Owner: **Assistant Director, Health and Safety**
Responsible work team: **Health and Safety Services**

Contents

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1 Scope

- 1.1 The Brigade is committed to the creation of a working environment free from violence for all our staff. Abuse, threats or assault against our staff is unacceptable and will not be tolerated. The Brigade will report instances of violence at work to the police whenever appropriate.
- 1.2 The purpose of this policy is to ensure that all staff can make an appropriate response to any instance of abuse, threat or assault from members of the public, or other non-employees, that may be experienced, whilst working for the Brigade and details the responsibilities of both management and the workforce in dealing with violence at work.
- 1.3 This policy does not apply to;
 - Employees conducting work classified as for lone workers (Policy number 524 – Lone workers policy applies).
 - Incidents of staff on staff. Guidance for incidents of staff on staff violence is available through existing policies covering harassment and bullying. Incidents of violence by employees may also be dealt with in accordance with the Brigade's discipline procedures.
 - Incidents of domestic violence (Policy number 653 – Domestic violence applies).
- 1.4 There is an additional specific policy in place for:
 - Events classified as civil disturbances (Policy number 261 – Civil disturbances applies).

2 References

- 2.1 The Health and Safety at Work etc Act 1974 sections 2, 3, 4, 7 and 8.
- 2.2 The Management of Health and Safety at Work Regulations 1999 and Approved Code of Practice L21.
- 2.3 Emergency Workers (Obstruction) Act 2006.
- 2.4 Successful Health and Safety Management HSG65.
- 2.5 Health and Safety Executive (HSE) information on the topic of violence at work.
- 2.6 HSE publication INDG69 (rev) Violence at work.
- 2.7 Communities and Local Government: Tackling Violence at Work 18 July 2006.
- 2.8 Reporting of injuries, diseases and dangerous occurrences Regulations 2013 policy (RIDDOR 13) and Policy number 369 - Reporting of injuries, diseases and dangerous occurrences regulations (RIDDOR) 2013.
- 2.9 Policy number 392a – Disciplinary procedure uniformed staff, Fire and Rescue staff and control staff.
- 2.10 Policy number 529 – Harassment complaints procedure.
- 2.11 Policy number 673 – Risk assessment procedure.
- 2.12 Policy number 342 – Dynamic risk assessment.
- 2.13 Policy number 524 – Lone workers policy.
- 2.14 Policy number 653 – Domestic violence.
- 2.15 Policy number 539 – Emergency call management.
- 2.16 Policy number 368 – Health and safety and environment event investigation policy.

- 2.17 Policy number 261 – Civil disturbances.
- 2.18 Policy number 11 – Security for London Fire Brigade premises.
- 2.19 Policy number 412 – Mobilising policy.
- 2.20 Metropolitan Police Service Hate Crime.
- 2.21 Counselling and Trauma Services
- 2.22 Occupational Health Services referral.

3 Definitions

- 3.1 The Health and Safety Executive defines work-related violence as:

Any incident in which a person is abused, threatened or assaulted in circumstances relating to their work.

- 3.2 Policy number 261 – Civil disturbances, defines civil disturbances as "spontaneous or planned hostile behaviour causing public disorder, by a group or groups of people who may also be inflicting random damage to property."

4 Procedure

Legislation

- 4.1 This policy takes account of all relevant legislation, guidance and documents identified in section 2 above.
- 4.2 In particular, attacks on crews, vehicles or equipment while responding to an emergency may contravene the Emergency Workers (Obstruction) Act (2006), (reference 2.3).

Responsibilities

Directors/heads of service

- 4.3 Directors/heads of service or persons nominated by directors/heads of service are responsible for ensuring that the requirements of this policy are implemented and that managers have sufficient resources, information and training to enable them to discharge their health and safety duties at locations under their responsibility.

Managers

- 4.4 Managers have a duty to ensure that all staff under their responsibility follow the requirements of this policy and receive sufficient information, instruction and training as necessary to ensure compliance with this policy.
- 4.5 Managers are responsible for ensuring so far as is reasonably practicable the health safety and welfare of their staff when at work. Managers are responsible for ensuring that any information on the risks of reasonably foreseeable violence against staff, from any source, are communicated to their line manager, colleagues and other agencies, as is appropriate.
- 4.6 Managers are responsible for assessing the risk of reasonably foreseeable violence to their staff, conducting risk assessments and implementing control measures for identified risks of violence where appropriate.

- 4.7 Managers are responsible for post incident welfare of staff exposed to violence at work including their access to Occupational Health Services (OHS) and Counselling and Trauma Services (CTS) if appropriate (reference 2.21, 2.22).
- 4.8 Managers are responsible for reporting and investigating all reported instances of violence at work (reference 2.16).
- 4.9 Managers are responsible for reporting instances of violence at work to the police, where appropriate.
- 4.10 Managers are responsible for implementing the domestic violence policy, when the violence at work is from a partner, ex-partner or family member (reference 2.14).
- 4.11 Managers are responsible for reporting instances of violence at work, linked to hate crime to Corporate Management Team (reference 2.20).

Employees

- 4.12 Employees have a responsibility to comply with this policy.
- 4.13 Employees have a responsibility to communicate any identified, known or potential risks of violence at work to their line manager.
- 4.14 Employees have a responsibility to report any instance of violence at work to their line manager and where applicable to the Corporate Management Team.

Managers with specific responsibilities

- 4.15 AC Control and Mobilising is responsible for establishing systems to gather and share information regarding the risks of reasonably foreseeable violence against Brigade staff, from any source.
- 4.16 AC Control and Mobilising is responsible for establishing procedures for the reporting of instances of violence at work from Control to the Resource Management Centre (RMC), (reference 2.15).
- 4.17 AC Control and Mobilising is responsible for establishing procedures for the recording of instances of violence at work as Fires of Special Interest (FOSI), (RIDDOR 13) and Safety Event Reporting Database (SERD) events, as is appropriate, (reference 2.19, 2.16).

Appendix 1 - Control measures

The following guidance is based on that currently provided by the HSE and CLG (references 2.5, 2.6 and 2.7).

Operational incidents

- 1 Senior managers and others that attend operational incidents individually will comply with the Lone Worker Policy (reference 2.13).
- 2 All staff must be aware of the definition of and the response to civil disturbance. Staff will comply with policy requirements when civil disturbance situations are identified (reference 2.17).
- 3 Whenever there is an actual or potential occurrence of violence at work, then staff should maintain a neutral stance and not become involved in activities normally undertaken by the police service.

If staff find themselves in a situation where they are under attack, they should seek to withdraw from the situation, without inflicting injury to the aggressor. Under criminal law, for the purposes of self-defence, the use of force must be **reasonable** in the circumstances. Any actions taken in self-defence may be used as evidence in a court of law and in such circumstances, staff will be required to explain their physical actions.

Continuous dynamic risk assessment

- 4 If a situation arises where it is obvious that some form of aggression/violence may be directed towards staff, a dynamic risk assessment should be carried out. This should take into account the following:
 - The nature and level of the threat.
 - The type and severity of the incident.
 - The need to withdraw from the incident or discontinue the activity.
 - The need for additional staff resource.
 - The need for urgency.
 - Police availability.
- 5 Police assistance: A priority message requesting police attendance with details of the situation should be sent to Control.
- 6 Where possible, crews should remain together; when this is not practical crews must maintain open lines of communication.
- 7 Personal protective equipment: Although not designed specifically for protection against attacks, firefighting PPE will offer some protection and should be worn.
- 8 Vehicle security: All vehicles in the Brigade fleet have lockable cabs and newer vehicles have anti-bandit glass fitted as standard; some older fleet vehicles used as spare still require the fitting of riot shields to offer full protection. Withdrawal of crews to vehicles may offer a temporary place of safety.
- 9 Vehicle parking:
 - Audible and visual warning devices must not be used as they have the potential to incite and aggravate a situation where staff are engaged in activities when the risk of, or potential for violence at work is identified.
 - During the hours of darkness, where possible, park vehicles close to street lighting.
 - Avoid entering dead end situations wherever possible and plan escape routes and if necessary, reverse the vehicle into any dead-end roads.

- Ensure that all lockers are closed once any equipment has been removed or replaced.
- Where possible ensure that no one is left alone with vehicles. In some circumstances the driver may remain within the vehicle with doors locked.

Work activities within the community

- 1 Activities in the community are generally planned; therefore there is the opportunity to consider the risk of violence against Brigade staff as a possibility. Control measures must then be implemented as appropriate.
- 2 Staff groups undertaking work activities away from Brigade premises must conduct a risk assessment in line with the nature of work to be undertaken (reference 2.11 and 2.12).
- 3 Whenever possible staff should work in groups of two or more, where this is not practical staff must comply with the lone workers policy.
- 4 Staff must have adequate and appropriate communications in place; this may range from mobile phones to hand held radios depending on the member of staff role.

Action on Brigade premises

- 5 If individual members of staff are unavoidably left alone at a station then compliance with the lone workers policy must be ensured.
- 6 When undertaking duties on the station, station security arrangements must be maintained at all times (reference 2.18).
- 7 Should an abusive or threatening phone call be received at Brigade Control, staff are to respond in accordance with current policy (reference 2.15).
- 8 Non-control staff receiving an abusive or threatening telephone call must:
 - Remain calm and polite.
 - Assertively advise the caller, that their behaviour is unacceptable to the Brigade and that the call will be terminated if the behaviour continues.
 - Refer the caller to a line manager where practical.
 - Offer the caller a choice of a call back from a manager.
 - After a notice of warning, terminate the call.
 - Inform their line manager as soon as possible.
 - Inform the police where appropriate.
 - Ensure compliance with event reporting and investigation procedures.
 - Access post incident support from CTS and/or OHS, as early as possible, whenever this is appropriate.

Document history

Assessments

An equality, sustainability or health, safety and welfare impact assessment and/or a risk assessment was last completed on:

EIA	14/09/2010	SDIA	22/09/2010	HSWIA	17/11/2017	RA	
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Audit trail

Listed below is a brief audit trail, detailing amendments made to this policy/procedure.

Page/para nos.	Brief description of change	Date
Page 7	'Subjects list' table - template updated.	22/12/2014
Throughout	Policy reviewed as current. "ACs Central Operations" replaced by "AC Operations and Mobilising".	20/01/2015
Throughout	Alteration to Appendix 1.	28/11/2017
Throughout	Changes have been made to team names and roles to reflect the abolition of the London Fire and Emergency Planning Authority, now replaced with the London Fire Commissioner.	06/09/2018
Throughout	Counselling Services updated to Counselling and Trauma Services.	16/11/2018
Throughout	Changes made to RIDDOR in reference section. Policy reviewed as current.	28/01/2021

Subject list

You can find this policy under the following subjects.

Health and safety at work	Workplace regulations

Freedom of Information Act exemptions

This policy/procedure has been securely marked due to:

Considered by: (responsible work team)	FOIA exemption	Security marking classification