

RISK ASSESSMENT FOR LONE WORKING COMMUNITY WORKERS

Hazard / Risk	Who is at risk and how can the hazards cause harm?	What are we doing already?	What else can be done?	Action by Whom?	Action by When?	Done
Slips, trips and falls	Staff could have an accident / injury, plus delayed assistance in an emergency if lone working	<ul style="list-style-type: none"> Staff Inform colleagues of whereabouts and expected time of return Staff issued with mobile in case of emergencies All staff told to put ICE in their mobile phones 	<ul style="list-style-type: none"> LONEALERT Access or Instant device 			
Threat of robbery due to carrying mobiles, laptops confidential information	Staff facing robbery could suffer post-traumatic stress or physical injury	<ul style="list-style-type: none"> Personal Safety Training to ensure staff are alert to dangers and keep valuables out of site Personal Attack Alarm 	<ul style="list-style-type: none"> LONEALERT Access 			
Verbal Abuse including harassment	Staff dealing with vulnerable people could face non-physical aggression	<ul style="list-style-type: none"> De-escalation / conflict resolution training Reporting of near miss incidents Client risk assessments 	<ul style="list-style-type: none"> Consider developing an effective code word system to get help in an emergency LONEALERT Access or Instant device 			
Physical Assault	Staff could experience both physical and non – physical assault including mugging	<ul style="list-style-type: none"> Lone Worker Training Buddy System Personal attack alarm Lone Working device Staff told to keep their cars in good working order Client risk assessments 	<ul style="list-style-type: none"> LONEALERT Access or Instant device Consider Breakaway training for the staff working with the most vulnerable clients 			
Late Night Work	Staff could experience both physical and non – physical assault including mugging	<ul style="list-style-type: none"> Lone Worker Training Buddy System / Out of hours monitoring Personal attack alarm Lone Working device Staff told to keep their cars in good working order 	<ul style="list-style-type: none"> Access or Instant device 			
Journey to the home visit / parking	Staff could breakdown if in car, be followed or be mugged if they follow the same route	<ul style="list-style-type: none"> Driving in Safety Course Personal Safety Training Personal Attack Alarm 	<ul style="list-style-type: none"> LONEALERT Access 			

If you feel that the solution to any of your identified risks is a product from the LONEALERT range, please contact our team on 0330 999 8484. They will be happy to talk through the most suitable product and method of use to mitigate the risk.

