



Putting People 1st

Personal Safety Policy

S19

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This policy document can be produced in various formats, for instance, in larger print or audio-format; and it can also be translated into other languages, as appropriate.

Our equality and diversity policy statement describes our key equality commitments that we use to develop all organisational services; this includes employment services and services to tenants and other customers.

Our core values include providing a fair and equal service for all people and this is detailed in our Equality and Diversity Policy. Our approach to implementing this policy will reflect that commitment.

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1. Introduction

- 1.1. This policy has been introduced to supplement Section 3.5 of the EVH Health and Safety Control Manual (HSCM) and incorporates the EVH Lone Working Model Policy (HSCM Appendix 10 Feb 2025).
- 1.2. The risk of becoming a victim of actual or threatened violence at work is low; the 2024 UNISON Scotland annual survey of violence towards public sector workers indicates that 2% of all violent incidents reported took place within the Housing Association sector. Verbal abuse was the most common type of incident recorded: threatening language or behaviour.
- 1.3. The Management Committee of Pineview acknowledges the risk of being a victim of actual or threatened violence at work and affirms that such violence, threat of violence and aggression or verbal abuse is wholly unacceptable from either customers, contractors or other members of staff.

2. Lone Working

2.1. Introduction

- 2.1.1. Pineview aims to limit lone working where reasonably practicable. Where lone working is necessary, we will take all reasonable steps, in accordance with our duty of care towards you to make sure you are safe while you work for us.
- 2.1.2. In line with the organisation's duty of care, an employee should not be put at any greater risk if they are lone working compared to someone who is not. The organisation has a duty to assess lone working risks and take any reasonable, practical measures to reduce and eliminate these as much as possible.
- 2.1.3. This will be done via our risk assessment process. All employees are expected to co-operate and follow these measures; this will assist in keeping you safe.

2.2. Scope of Policy

- 2.2.1. This policy and the procedures contained within apply to all employees and workers.

2.3. Legislation

- 2.3.1. Although there is no single piece of legislation that explicitly applies to lone workers, the following apply indirectly:
 - The Health and Safety at Work, etc Act 1974
 - The Corporate Homicide Act 2007
 - The Management of Health at Work Regulations 1999
 - Protection from Harassment 1997

2.4. Definition of Lone Workers

- 2.4.1. There are many definitions of a lone worker; for our own purposes, we will use the Health and Safety Executive (HSE) definition: a lone worker as someone who:

“works by themselves without close or direct supervision”.

2.4.2. Within the organisation, a lone worker is likely to include the following:

- Working outside normal office hours, even on a one-off basis.
- Working with customers on your own or away from colleagues (out of sight or earshot).
- Working on your own, in an office, at home or some other location.
- Working on your own in other's homes or premises.
- Travelling alone as part of your job (this does not include commuting).
- Working in an area isolated from the rest of the organisation, for example reception area.
- Any other situation identified through the risk assessment process.
- This above list is not exhaustive.

2.5. **Employer Responsibilities**

2.5.1. The organisation has a responsibility to make sure all employees are safe while working and this includes any time an employee is lone working.

2.5.2. To do this, we will:

- Make sure risk assessments are carried out and reviewed regularly or as and when required.
- Provide procedures for working safely while employees are lone working.
- Make sure employees are provided with appropriate and relevant training to understand the policy and procedures.
- Have reporting systems in place to record, investigate and review any near misses and incidents.
- Inform HSE using RIDDOR procedures (if required).
- Make sure appropriate supervision arrangements are in place for lone workers.
- Provide appropriate aftercare and support (in the event of any incident).
- Involve employees when considering potential risks with lone working and reasonable control measures.
- Make sure employees are issued with a copy of this policy.
- Review this policy and update it as is appropriate.

2.6. **Employee Responsibilities**

2.6.1. You also have responsibilities, which we expect all employees to comply with.

All employees must:

- Abide by the organisations lone working procedures and speak to a manager if they are unsure of anything contained within these.
- Not knowingly put themselves at risk.
- Not intentionally provoke or inflame a potentially aggressive situation.
- Remove themselves from any situation where they do not feel comfortable and/or safe in.

- Report all lone working incidents and near misses in line with the relevant procedures.
- Attend training when this is provided.
- Take part in our lone working risk assessment process if identified as a lone worker.
- Whilst in a lone working situation carry out an informal/dynamic risk assessment.
- Know, understand, and follow this policy and the procedures.
- Ensure their emergency contact person is provided with our contact details in line with our procedure.

2.7. Managing Risks

2.7.1. The overall purpose of risk management is to identify, eliminate, reduce and control risks. It is recognised that lone working can present increased risks to employees. It is therefore the responsibility of both the organisation and its employees to manage these. In practice this means that lone working risk assessments will be carried out to identify any potential risks and control measures to mitigate these.

2.7.2. The following points will be considered during this risk assessment:

- The tasks / roles which will result in lone working.
- The remoteness of the workplace.
- Potential communication problems.
- The likelihood of a criminal attack.
- Potential for verbal and physical abuse.
- Consideration of lone workers' potential feelings of isolation, stress, and depression.
- Whether or not all equipment, materials, etc can be handled safely by one person.
- Whether any individual may be medically unfit and not suitable to work alone.
- How the lone worker will be supervised.
- How the lone worker will obtain help in an emergency such as an assault, vehicle breakdown, accident, or fire.
- Whether or not there is adequate first-aid cover.

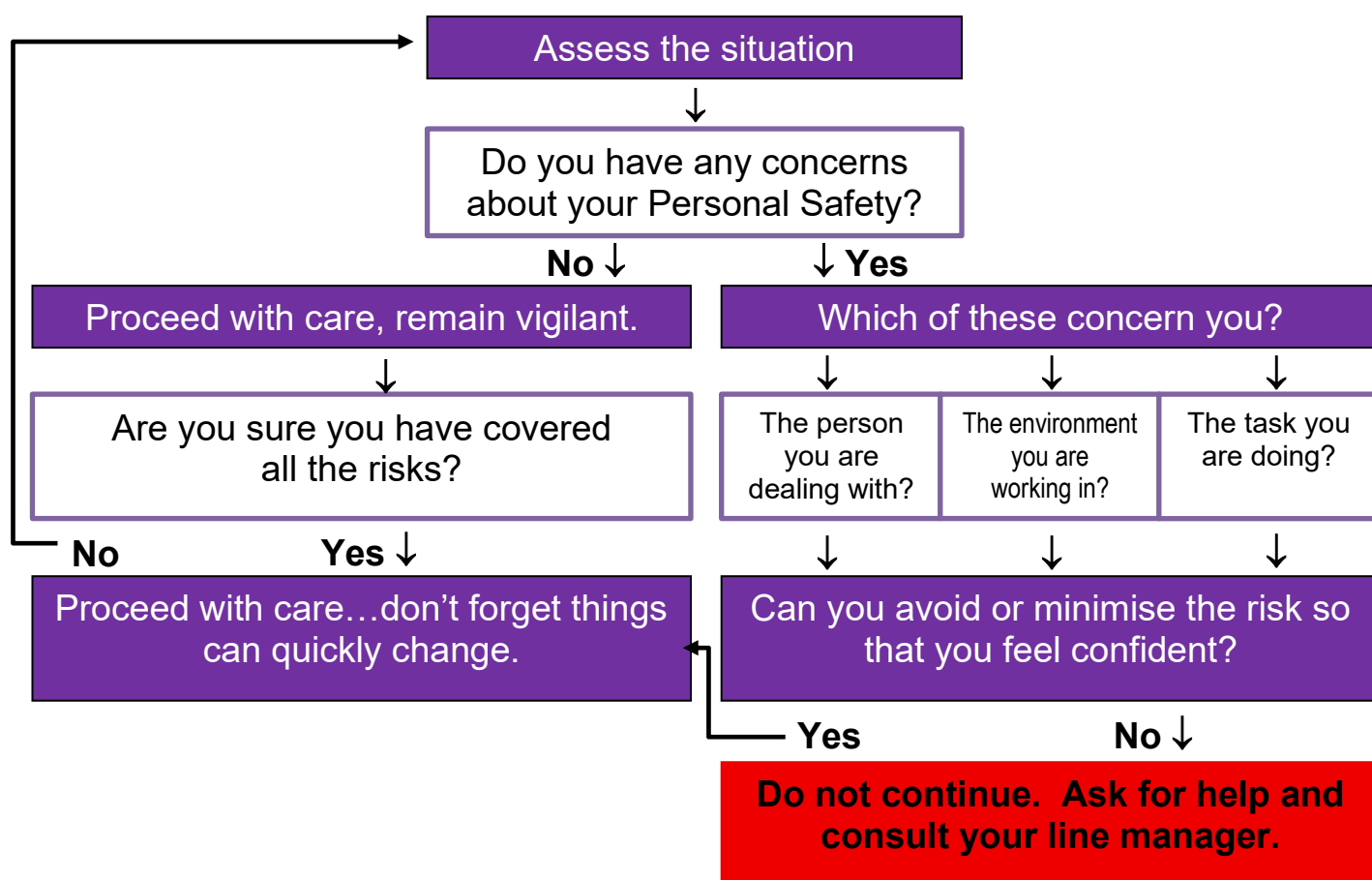
2.7.3. In conducting the lone working risk assessment, the organisation will:

- Consider the additional risks to expectant mothers and young persons.
- Where practical have the person that owns the risk conduct the risk assessment, where this is not possible or practical they will as a minimum be involved in the process and in the development of safe working methods.
- Maintain a file of all lone working assessments.
- Make sure those working alone are provided with adequate information, instruction, and training to understand the hazards and risks and the safe working procedures associated with working alone.

2.7.4. A formal risk assessment will take place prior to all known lone working situations however, it is important that you are aware and are comfortable to undertake a dynamic risk assessment in any lone worker situation you may find yourself in. If you feel you require guidance on this, please speak to your line manager.

- 2.7.5. In conjunction with the policy review, all staff participate in a personal safety risk assessment of the tasks they carry out during their working day and actions required to minimise danger are reviewed and recorded as a result of this. Appendix S.19f contains the latest risk assessment.
- 2.7.6. All staff are made aware of the procedure for carrying out Dynamic Risk Assessments as part of the review process and should use the following method to complement the formal risk assessment during the course of their work.
- 2.7.7. Where lone working is necessary, all employees must follow our safe working arrangements as detailed in Appendix S.19a Personal Safety Policy – Guidance Notes
- 2.7.8. This guidance should be read in conjunction with Section 3 and related appendices of the Health and Safety Manual.

2.7.9. Dynamic Risk Assessment Flow Chart



3. Remote Working

- 3.1. Often employees who are remote working will be alone in their homes which can bring with it lone working risks. Lone workers may also be required to travel, visit sites and deal with normal workloads.
- 3.2. Increased risks for lone workers associated with remote working will be addressed through the risk assessment process and control measures will be communicated to employees.

- 3.3. Control measures may include the following:
- Regular communication and supervision
 - Clear direction, management and support over work expected and workloads
 - Provision of training in the work required and any technology (e.g. video conferencing)
 - Ensuring employees are competent to deal with the work and the working conditions
 - Information on HR issues and how to raise concerns
 - Information on general homeworking H&S
 - Ensuring opportunities for employees to engage with their colleagues on an informal basis are in place

4. Positive Intervention and Incident Reporting

- 4.1. It is vital that you report any lone working positive intervention or incident as soon as possible to your line manager. If it is not possible to report immediately, the incident must be reported within 12 hours of it occurring.
- 4.2. On reporting the incident, the line manager must act in accordance with our reporting procedures as detailed in our Health and Safety Control Manual and they will update the employee accordingly.
- 4.3. All positive intervention and incident information must be reported to the Health and Safety Administrator along with a positive intervention or incident form completed. These forms are available from the First Aid Station, located in the lower hallway.

5. Training and Information

- 5.1. All employees will be trained in line with our lone working procedures and control measures identified through the risk assessment to make sure they are aware of potential risks and procedures to reduce and eliminate these.
- 5.2. All employees will receive a copy of the lone working policy and procedures along with the risk assessment. This will be covered for new employees during the induction period, prior to any lone working taking place.

6. UK General Data Protection Regulations

- 6.1. The organisation will treat your personal data in line with our obligations under the current data protection regulations and our own Data Protection Policy. Information regarding how your data will be used and the basis for processing your data is provided in our Transparency Statement – Employees.

7. Monitoring and Review

- 7.1. The Association will monitor and review this policy to make sure that the aims are being achieved. This will be done with Trade Unions / Professional Organisations and safety representatives, where applicable. The review processes will include:
- collecting and monitoring all reported incidents by the Health and Safety Administrator;
 - detailed reporting, to the Management Committee six monthly, incident statistics and safety improvement measures which have been introduced, the outcomes of risk assessment, details of training provided; and making recommendations for the forthcoming year.