Dear Sir/Madam,

The Cabinet Member for Planning & Development (Councillor N. Phillips) is to consider the following reports and make a decision on Thursday, 15th November, 2018 at 5.00 p.m. in the Committee Room D, Town Hall, Nuneaton.

Yours faithfully,

BRENT DAVIS
Executive Director - Operations

A G E N D A

PART 1

PUBLIC BUSINESS

1. EVACUATION PROCEDURE

A fire drill is not expected, so if the alarm sounds please evacuate the building quickly and calmly. Please use the stairs and do not use the lifts. Once out of the building, please gather outside the Yorkshire Bank on the opposite side of the road.

Exit by the door by which you entered the room or by the fire exits which are clearly indicated by the standard green fire exit signs.
If you need any assistance in evacuating the building, please make yourself known to a member of staff.

Please also make sure all your mobile phones are turned off or set to silent.

2. **PUBLIC CONSULTATION** - Members of the public will be given the opportunity to speak on specific agenda items if notice has been received.

3. **DECLARATIONS OF INTEREST** - To receive declarations of Disclosable Pecuniary and Other Interests, in accordance with the Members’ Code of Conduct.

Declaring interests at meetings

If there is any item of business to be discussed at the meeting in which you have a disclosable pecuniary interest or non-pecuniary interest (Other Interests), you must declare the interest appropriately at the start of the meeting or as soon as you become aware that you have an interest.

Arrangements have been made for interests that are declared regularly by members to be appended to the agenda (Page 4). Any interest noted in the Schedule at the back of the agenda papers will be deemed to have been declared and will be minuted as such by the Committee Services Officer. As a general rule, there will, therefore, be no need for those Members to declare those interests as set out in the schedule.

There are, however, TWO EXCEPTIONS to the general rule:

1. When the interest amounts to a Disclosable Pecuniary Interest that is engaged in connection with any item on the agenda and the member feels that the interest is such that they must leave the room. Prior to leaving the room, the member must inform the meeting that they are doing so, to ensure that it is recorded in the minutes.

2. Where a dispensation has been granted to vote and/or speak on an item where there is a Disclosable Pecuniary Interest, but it is not referred to in the Schedule (where for example, the dispensation was granted by the Monitoring Officer immediately prior to the meeting). The existence and nature of the dispensation needs to be recorded in the minutes and will, therefore, have to be disclosed at an appropriate time to the meeting.

Note: Following the adoption of the new Code of Conduct, Members are reminded that they should declare the existence and nature of their personal interests at the commencement of the relevant item (or as soon as the interest becomes apparent). If that interest is a Disclosable Pecuniary or a Deemed Disclosable Pecuniary Interest, the Member must withdraw from the room.

Where a Member has a Disclosable Pecuniary Interest but has received a dispensation from Audit & Standards Committee, that Member may vote and/or speak on the matter (as the case may be) and must disclose the existence of the dispensation and any restrictions placed on it at the time the interest is declared.
Where a Member has a Deemed Disclosable Interest as defined in the Code of Conduct, the Member may address the meeting as a member of the public as set out in the Code.

Note: Council Procedure Rules require Members with Disclosable Pecuniary Interests to withdraw from the meeting unless a dispensation allows them to remain to vote and/or speak on the business giving rise to the interest.

Where a Member has a Deemed Disclosable Interest, the Council’s Code of Conduct permits public speaking on the item, after which the Member is required by Council Procedure Rules to withdraw from the meeting.

4. **LONE WORKING/PERSONAL SAFETY POLICY & PROCEDURES UPDATE** – report of the Director – Planning and Public Protection attached (Page 5)

5. **WORKING AT HEIGHT POLICY UPDATE** – report of the Director – Planning and Public Protection (Page 25)
### Individual Cabinet Member (Planning & Development) (Councillor N.J.P Phillips) Schedule of Declarations of Interests

<table>
<thead>
<tr>
<th>Name of Councillor</th>
<th>Disclosable Pecuniary Interest</th>
<th>Other Personal Interest</th>
<th>Dispensation</th>
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<tr>
<td>General dispensations granted to all members under s.33 of the Localism Act 2011</td>
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<td>Granted to all members of the Council in the areas of:</td>
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<td>- Housing matters</td>
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<td>- Statutory sick pay under Part XI of the Social Security Contributions and Benefits Act 1992</td>
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<td>- An allowance, payment given to members</td>
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<td>- An indemnity given to members</td>
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<td>- Any ceremonial honour given to members</td>
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<td>- Setting council tax or a precept under the Local Government Finance Act 1992</td>
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<td>- Planning and Licensing matters</td>
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<td>- Allotments</td>
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Agenda item: 4

Individual Cabinet Member Decision

Report Summary Sheet

Date: 15th November 2018

Subject: Update to the Lone Worker/Personal Safety Policy & Procedures

Portfolio:
Planning and Development (Councillor Neil Phillips)

From: Ian Powell
Director of Planning and Public Protection

Summary:
1.1 To seek authority to adopt the updated Lone Working/Personal Safety Policy & procedures November 2017. This Policy is an update to the previous version from 2007 incorporating new procedures, training and local arrangements to manage lone working within the authority.

Recommendations:

It is recommended that this updated Lone Worker/Personal Safety Policy & Procedures is approved for immediate implementation.

Options:
1. Approve
2. Do not approve

Reasons:
1. Approval will result in the Council remaining legally compliant with the Lone Working and personal safety of its employees in accordance with the Health and Safety at Work Etc. (act) 1974 and the Managements Regulations 1999 amongst
other legislative requirements.

2. To not approve could result in legal implications regarding lone working and personal safety practices and maybe challenged both internally (Employees and Unions) and externally (HSE) resulting in possible fines and prosecutions if not managed properly.

<table>
<thead>
<tr>
<th>Consultation undertaken with Members/Officers/Stakeholders</th>
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<tr>
<td>Unions and HASCOG stakeholders</td>
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<tr>
<th>Subject to call-in:</th>
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<tr>
<th>Ward relevance:</th>
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<th>Forward plan:</th>
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<th>Corporate Priorities:</th>
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<tr>
<td>Aim 4</td>
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<td>Priority 1</td>
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<table>
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<tr>
<th>Relevant statutes or policy:</th>
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<tbody>
<tr>
<td>Health and Safety at Work Etc (Act) 1974</td>
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<tr>
<td>Management of Health and Safety at Work Regulations 1999</td>
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<th>Equalities Implications:</th>
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<th>Human resources implications:</th>
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<td><strong>N/A</strong></td>
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| **Financial implications:**  
Within existing budgets. |
| **Health Inequalities Implications:**  
N/A |
| **Section 17 Crime & Disorder Implications:**  
N/A |
| **Risk management implications:**  
The lack of an up to date Policy may result in the challenge of decisions without a current, supportive policy and does not allow the Council to regulate work at height effectively. |
| **Environmental implications:**  
N/A |
| **Legal implications:**  
Breech of Health and Safety under the Health and Safety at Work Etc. (Act) 1974, and Management Regulations 1999 may result in investigations, prosecutions, notices and fines and the possibility of corporate manslaughter cases being applied depending on the severity of the breech. |
| **Contact details:**  
Jon Boulton Head of Health, Safety and Asbestos 02476 376206 |
1. **Purpose of Report**

1.1 To seek authority to adopt the updated Lone Working/Personal Safety Policy November 2017. This Policy is an update to the previous version from 2007 incorporating new procedures, training and local arrangements to manage lone working within the authority.

2. **Recommendations**

It is recommended that this updated Lone Worker/Personal Safety Policy & Procedure is approved for immediate implementation.

3. **Background**

3.1 NBBC are committed to ensuring so far as reasonably practical the health, safety and welfare of its employees, recognising this, NBBC continue to monitor employees risks associated with working alone and their personal safety in the environment they currently work in.

3.2 NBBC provide lone working and personal safety awareness training to support those staff that find themselves in situations that they are on their own and dealing with members of the public and could be in situations of conflict and how they could manage those situations.

3.3 With the council adopting agile working, it was necessary to ensure those identified as agile/field workers are included in the policy.

3.4 This policy was agreed at HASCOG in November 2017 but was not able to arrange the single member decision due to various reasons beyond our controls. Meanwhile, additional practical measures have been implemented to ensure employee health and safety while awaiting a formal decision.
4. Conclusion

4.1 This policy will help maintain the Council’s responsibilities to its employees and keep up to date with current legislative requirements for managing lone workers.

Reviewing of this policy will take place every two years unless legislation changes dictate sooner.

Appendix Index

1. Lone Worker/Personal Safety Policy & Procedure 2017

Ian Powell
Director – Planning & Public Protection
Lone Working/Personal Safety Policy and Procedures

Issued by Health and Safety
November 2017
## Quality Record

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<th>Stage</th>
<th>Agreed</th>
<th>Single Member Decision</th>
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<td>2</td>
<td>Nov 2017</td>
<td>HASCOG Stakeholders for review</td>
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This Policy is available in larger print. Please contact Health and Safety if you require assistance.
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## Appendices

### List of Sources of Support
1. Scope

This Policy relates to the Legislative requirements under 
**The Health and Safety at Work etc. Act 1974. S.2 (1)** *it shall be the duty of every employer to ensure, so far as is reasonably practicable, the health, safety and welfare of all his employees.*

**The Management of Health and Safety at Work Regulations 1999 (Regulation 3).** *Every employer shall make a suitable and sufficient assessment of risk, to the health and safety of their employees to which they are exposed to while undertaking their work activities*

This policy lays down the requirements of NBBC by giving strategic direction in the form of a Lone Working and Personal Safety Policy, which extends to all employees as it recognises the risk of Lone Working.

NBBC acknowledge there may be an increased risk to the health and safety of employees when working alone and this policy aims to ensure so far as reasonably practicable, the safety of our employees by having suitable arrangements in place for those who may be classed as Lone Workers.

For the relevance of this policy Lone Working is specifically intended to be unaccompanied work, or work with no immediate access to physical assistance or support, it is not the chance occurrence of finding oneself working alone i.e. when somebody arrives first in the office or being last to leave at night. In this situation staff must adhere to the local procedure and arrangements for their area.

2. Policy Statement

2.1 NBBC recognises the value of its workforce and the need to ensure employee safety while carrying out company business, NBBC further recognise the need to assess any health and safety risks that may be a potential danger to our employees and to ensure that all such risks are eliminated or reduced as far as reasonable to the lowest practical level.

2.2 We acknowledge the added risk our employees face by spending time Lone working while carrying out our business, we therefore have arrangements and procedures in place to manage employees who lone work to minimise risk, by identifying those dangers arising from the activity and by providing our employees with information, instruction, training and appropriate equipment like phones, radios and if necessary tracing devices which will be determined through the risk assessment evaluation.

2.3 Each job role will be analysed by Senior/Line Managers and the activities will be assessed, following this process each job role will be assigned the appropriate level as identified below and control measures will be introduced to minimise those risks wherever reasonably practicable.

2.4 NBBC will give full commitment to this policy and ensure that resources are provided and arrangements are in place to ensure its successful implementation.
3. Introduction

This document is intended to offer advice and guidance for Service Units to develop their own local procedures to reduce the risk associated with lone working as far as is reasonably practicable. It will offer advice on how to deal with any incident in which an employee is abused, threatened or assaulted in circumstances arising out of or in the course of their employment. However, lone working situations will vary from Service Unit to Service Unit and this must be considered.

Whilst it is not within the powers of the Borough Council to solve the underlying problems of violence in society, there are certain actions that Service Units can take both to reduce the risk of violence and to support those who suffer from such behaviour. The Council can and does take legal action against perpetrators of violence towards employees.

Lone working is work which by its nature will be carried out unaccompanied or without immediate access to another person for assistance. It is not the same as the chance occurrence of finding oneself on one’s own; for example, in every workplace there is somebody who arrives first and somebody who leaves last, or an individual may need to go to an unoccupied storeroom. However, work carried out by a lone employee, after hours or at the weekend would be classed as lone working.

There is no general legal prohibition on working alone. However, the Health and Safety at Work Act 1974 imposes a broad duty on employers to ensure the health safety and welfare of employees and others. The Management of Health and Safety Regulations 1999 also imposes a duty on employers to assess the risks to lone workers and take steps to avoid or control risk as appropriate.

In terms of lone working, these basic health and safety principles apply. However, special attention is needed when assessing lone working because the risks inherent in such work are exacerbated by the lack of normal channels of support. Working alone by definition means there will be no direct supervision.

A flowchart has been produced to guide managers and supervisors in the process of risk assessment and the control measures introduced to ensure the safety of employees working alone.
Managing Lone Working & Personal Safety of Employees Procedure

Have your risk assessments identified situations in which lone working might arise?

Are local arrangements in place which identify the procedures to be followed for safe lone working?

Have suitable and sufficient risk assessments been carried out and communicated to employees? Have safe working arrangements been identified, have employees received relevant training and information?

Has the outcome of the assessment been recorded?

Are all necessary safe working arrangements in place?

Start Work

Supervise and monitor lone worker

Review assessment

Consider working:
1. At remote sites / locations
2. Outside normal hours
3. At known high risk areas
4. The type of work
5. Can the work be undertaken safely while unaccompanied

Can one person control the risk?
1. Is the lone worker at undue additional risk?
2. Has training been provided?
3. Is the lone worker competent?
4. Have supervision / monitoring been considered, including the contingency plan?
5. Have emergency situations been considered?

In relation to the task
1. The individual
2. Specific to the location

Physical safeguards
1. Systems of work
2. Training
3. Supervision
4. Monitoring arrangements

Feedback from lone workers and from supervisory and monitoring visits
4. Risk Assessment for Lone Working

The hazards associated with a task are likely to be the same whether it is carried out alone or accompanied. However, the possibility of violence towards the lone worker, (particularly with known violent or abusive clients), should always be considered. Those carrying out assessments should therefore use the techniques they normally adopt for hazard identification, when considering the hazards associated with lone working. (Reference: Risk Assessment Procedure: - CLIP Human Resources/Health and Safety/Procedures)

Although working alone may not introduce any new hazards, the risk may differ significantly when a task is undertaken unaccompanied. Should an assessment already exist for an activity which is routinely conducted with others present, this assessment must be reviewed before allowing the same activity to be undertaken unaccompanied.

The reasons for assessing the risks of working alone are to establish:

- Whether the activity can be done safely when unaccompanied.
- The arrangements to be implemented to ensure that an employee working alone is not exposed to unnecessary increased risk compared to employees who work together.

The process of conducting a risk assessment for lone working is no different to that followed when assessing more conventional activities. The important point is to carry out the assessment systematically in the following way:

- Identify the hazards associated with the work that is carried out unaccompanied.
- Assess the risks associated with the work and decide on the safe working arrangement to control them, including physical controls, training, supervision and monitoring / contact arrangements
- A contingency plan should be implemented and monitored
- Set the limits on what an employee can and cannot do whilst working alone.
- Record the findings of the assessment
- Implement the safe working arrangements
- Monitor and review the safe working arrangements
- Ensure that the information is shared with employees
- Ensure that the assessment is signed, dated and the date of the last review is recorded on the assessment
5. Factors to Consider

Wherever possible, lone working should be avoided. Where this is not reasonably practicable, the activity must be subject to local risk assessment, taking the following into consideration:

1. Can the risks of the job be adequately controlled by one person?
2. Does the workplace present a ‘special’ risk to the lone worker?
3. Can all plant, substances and goods be safely handled by one person?
4. Is there a risk of violence? (Personal Safety Risk Register)
5. Does the location of the work represent an increased risk?
6. Are female workers especially at risk if they work alone?
7. Are new, young or inexperienced workers more at risk if they work alone?
8. Is there an increased risk to pregnant workers? Example: Female Enforcement Officers
9. Is the person medically fit and suitable to work alone?
10. What training is required to ensure awareness and competency?
11. Is supervision required and if so to what degree?
12. What emergency arrangements are required?
13. Duration and time of day the employee may be working alone?
14. If working from home, what’s the frequency of contact?
6. Controlling the Risks

Lone workers should not be at unacceptably greater risk than other employees, extra risk control measures may be required. Precautions should take account of normal work and foreseeable emergencies such as fire, equipment failure, illness or accident. Controlling the risks associated with lone working will include the following:-

**Physical Protection Arrangements**
For example, reception area layout, building security, call alarms, interview room layout, personal alarms, communication systems and access control.

**Personal Arrangements**
This will include training needs, back up and emergency response procedures and/or appropriate allocation of staff for the levels of risk they are exposed to.

**Recording and Monitoring**
Monitoring staff movements / booking in and out systems, outlook calendars, buddy up systems, calling/texting/emailing, use of Quartix tracking system on NBBCs fleet
Means of identifying and responding to a failure to return
Means of identifying service users who may present a particular threat
Means of recording incidents (*CLIP/forms/Violent Incident Investigation Form)*.

**Post Incident Support**

Support arrangements for staff who experience aggression, assault or intimidation are in place. The Council will provide direct assistance for an employee to pursue a prosecution against an assailant.
7. Managing Lone Working & Personal Safety of Employees Procedure

Service Units must check to ensure that the control measures are implemented effectively and that all risk assessments are reviewed at least annually to ensure they remain suitable and sufficient, (or whenever there is evidence to suggest that the existing control measures are no longer valid).

A record must be maintained of every review undertaken. Arrangements for lone working and ensuring personal safety will be subject to periodic audit.

**Note: All risk assessments should be stored on the AssessNet system which provides an auditable trail and reminders when assessments are due for review. For access to the system contact the Health and Safety department email: healthandsafety@nuneatonandbedworth.gov.uk.**

Control measures must be used and maintained. This must include local procedures to monitor lone workers to ensure they remain safe. These may include:-

- Supervisors periodically visiting and observing the lone workers, ensuring they are following procedures.
- Regular contact between the lone worker and supervisor e.g. supervision using telecommunication systems or radios.
- Tracing devices, which operate if specific signals or codes are not received periodically from the lone worker.
- Ensuring the lone worker has returned to base or home on completion of the task.
- Protocols on action to take if an alarm is raised/an employee fails to make contact.

8. Working Arrangements

The risk assessment will have identified the physical controls, systems of work, training and supervision requirements to ensure the safety of lone workers. If all these arrangements are not already in place, they will need to be implemented by the Service Unit in a structured way before the lone working situation can commence or continue.

9. Monitoring and Review

Once safe working arrangements have been implemented they should be regularly monitored and reviewed to ensure that they remain effective. Monitoring the way in which employees are working is a day-to-day management function. Lone workers must be actively encouraged to report any incidents which could affect their safety, to allow a proper review of the adequacy of the working arrangements.

10. Trade Unions

Trade Unions may also be able to offer guidance and support to those employees that raise an issue. They may also act as a companion/representative at any meetings held in line with this or other policies.
11. Definitions of Lone Workers

Lone Worker is someone who works by themselves without close or direct supervision

Fixed locations means:
- a person working alone in a small workshop, petrol station, kiosk or shop
- People working alone from home other than in low risk office type work (see agile working policy in appendices)
- People working alone for long periods in factories, warehouses, leisure centres, or fairgrounds
- People working on their own outside normal hours like cleaners and security, maintenance and repairs

Mobile Workers means:
- Workers involved in construction, maintenance and repair, plant installation and cleaning work
- Agricultural and forestry workers
- Service workers, including postal staff, social and medical workers, engineers, estate agents, and sales or service representatives visiting domestic and commercial premises

12. Other Factors When Carrying Out Risk Assessments

Employers should take account of normal work and foreseeable emergencies, e.g. fire, equipment failure, illness and accidents. Managers should identify situations where people work alone and consider the following:

- Does the workplace present a specific risk to the lone worker, for example due to temporary access equipment, such as portable ladders or trestles that one person would have difficulty handling?
- Is there a safe way in and out for one person, e.g. for a lone person working out of hours where the workplace could be locked?
- Is there machinery involved in the work that one person cannot operate safely?
- Are chemicals or hazardous substances being used that may pose a particular risk to the lone worker?
- Does the work involve lifting objects too large for one person?
- Is there a risk of violence and/or aggression?
- Are there any reasons why the individual might be more vulnerable than others and be particularly at risk if they work alone (for example if they are young, pregnant, disabled or a trainee)?
- If the lone worker’s first language is not English, are suitable arrangements in place to ensure clear communications, especially in an emergency?
- Does the employee suffer medical conditions

13. Lone Worker/Personal Safety Training

- The employer is responsible to provide lone worker and any other associated training appropriate to their tasks.
- Employees are required to attend lone worker and associated training provided by the employer appropriate to their tasks
14. Supervision

The extent of supervision required depends on the risks involved and the ability of the lone worker to identify and handle health and safety issues.

The level of supervision needed is a management decision, which should be based on the findings of a risk assessment, i.e. the higher the risk, the greater the level of supervision required. It should not be left to individuals to decide whether they need assistance.

- Where a worker is new to a job, undergoing training, doing a job that presents specific risks, or dealing with new situations, it may be advisable for them to be accompanied when they first take up the post.

15. Employees Responsibilities

Employees are responsible for:

- Co-operating by following procedures designed for Lone Working and Personal Safety and for using equipment provided by NBBC for their safety. Ensuring that all communication/remote monitoring devices are charged at all times and in good working order.
- Ensuring that they have logged onto the appropriate monitoring systems before commencing lone working and that all the required information has been provided, using the pre-determined script format to ensure they can be quickly located in the event of an emergency.
- Ensuring that if there are issues with connectivity strength of phones and or other devices in a location that an alternative method of communication is used to maintain safety, and that these issues are brought to the attention of their Line Manager.
- Taking personal responsibility for their own behaviour and reasonable care of themselves and others who may be affected by their actions.
- Being aware of the risks and control measures in place for their safety and the importance of following the procedures designed for safe working in order to minimise such risks.
- Completing a Personal Lone Worker Risk Assessment and for informing their Line Manager of any changes in circumstances which would require a review of the assessment.
- Following the laid down procedures for the provision of information for the Lone Worker Monitoring Systems operated in partnership on behalf of NBBC by its nominated providers.
- Ensuring that monthly test calls, if applicable, are made by themselves to the Lone Worker Monitoring system.
- Undertaking of training provided by NBBC to meet the requirements of the Lone Working and Personal Safety Policy.
- Reporting all incidents that may affect the Health and Safety of themselves or others.
- Reporting any dangers they identify or any concerns they may have as a consequence of Lone Working.
- If a home visit is unavoidable and the employee thinks it may become confrontational then they should arrange to take an additional member of staff.
- In the event of an eviction situation employees are only there to secure the property let the bailiffs/police take the lead role.
• Senior/Line Managers will have specific responsibilities with regard to accounting for employees at the end of the working day, following up on anyone not accounted for, reporting emergency incidents or unaccounted persons.

• Senior/Line Managers will have specific responsibilities with regard to responding to alerts raised by the alarm call centre for those lone workers who use a personal safety device and who have not logged out of their activities or who have raised panic activations.

• Senior/Line Managers will be provided with a process and will receive information, instruction and training for their role.

15.1 Following the job role analysis and the level of Lone worker identification all Lone Workers must complete a Personal Lone Worker Risk Assessment. This will identify the hazards and reduce the risks involved in lone worker activities to the lowest practicable level, whilst identifying any measures necessary to control any residual risk.

15.2 All Lone Worker Risk Assessments must be completed in consideration with Generic Guidance (GN10) and departmental assessments.

15.3 Once completed all risk assessments must be reviewed at regular intervals by the line manager, at least once a year, following any incidents or whenever there is any reason to believe that the existing assessment is no longer valid and record should be made of every review carried out.
16. Lone Worker Procedure

16.1 
NBBC has laid down procedures for all employees who by definition are Lone Workers.

16.2 
Elements of these procedures are operated in partnership with NBBC’s preferred Lone Worker Monitoring Service.

16.3 
Employees who lone work must always follow procedures for their own safety, use the means of communication provided, and provide retrievable information on their movements.

16.4 
To enable employees to do this, local procedures will be in place, these procedures will be designed specifically for the requirements of the department’s activities and therefore may vary throughout the business, however all procedures will be underpinned by the following criteria:

- All new starters will be registered to the appropriate level of Lone Worker monitoring via the new starter process.
- Employees will be required to follow local procedure to ensure NBBC know they are safe. Work location addresses must be retrievable by their line manager in the event of emergency therefore you must put visits into calendars to record daily movement.
- Employees visiting sites should ensure that they not only have their location updated in their calendar but full details are logged if and when using a personal safety device.
- Employee’s carrying out sales/rental viewings should ensure they obtain details of the individuals they are accompanying and log their activity on the personal safety device to enable any responder to know their last location.
- Employees visiting persons in their homes will be able to access NBBC’s Employees Safety Register and can obtain limited information about the person they are to visit to see if there are recorded incidents on file, or if they are linked to any support agencies. The employee should ask the tenant to attend meeting at the office or send a letter if they have to cover a contentious issue.

17. Health and Safety

Health and Safety will:

- Promote awareness of the Policy and provide any appropriate training to managers and employees.
- Deal with any issues that are disclosed in a confidential manner.
- Provide details of support available.
- Hold regular meetings with stakeholders to ensure the policy remains effective.
Appendix

Further Sources of Information and Associated Policies

Sources of Information and Support although not exhaustive


Working at height: www.hse.gov.uk/toolbox/height.htm

Associated Policies

Below is a list of associated Council Policies and Procedures that may be read in conjunction with this Policy:

- Disciplinary Policy and Dismissal Procedures
- Council’s Constitution
- Employee Code of Conduct
Agenda item: 5

Individual Cabinet Member Decision

Report Summary Sheet

Date: 15th November 2018

Subject: Working at Height Policy Update

Portfolio:
Planning and Development (Councillor Neil Phillips)

From: Ian Powell
Director of Planning and Public Protection

Summary:
To seek authority to adopt the updated Working at Height Policy April 2018. This Policy is an update to the previous version from 2014 incorporating new procedures, training and local arrangements to manage work at height activities within the authority as far as reasonably practicable.

Recommendations:
It is recommended that this updated Working at Height Policy is approved for immediate implementation.

Options:
1. Approve
2. Do not approve

Reasons:
1. Approval will result in the Council remaining legally compliant with the Work at Height Regulations 2005 amongst other legislative requirements

2. To not approve could result in legal implications regarding working at height practices and maybe challenged both internally (Employees and Unions) and
externally (HSE) resulting in possible fines and prosecutions.

**Consultation undertaken with Members/Officers/Stakeholders**
Unions and HASCOG stakeholders

<table>
<thead>
<tr>
<th>Subject to call-in:</th>
<th>Yes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ward relevance:</td>
<td>N/A</td>
</tr>
<tr>
<td>Forward plan:</td>
<td>No</td>
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</tbody>
</table>

**Corporate Priorities:**
Aim 4  
Priority 1  

**Relevant statutes or policy:**
Health and Safety at Work Etc (Act) 1974-Work at Height Regulations 2005

**Equalities Implications:**
N/A

**Human resources implications:**
N/A

**Financial implications:**
Within existing budgets
**Health Inequalities Implications:**
N/A

**Section 17 Crime & Disorder Implications:**
N/A

**Risk management implications:**
The lack of an up to date Policy may result in the challenge of decisions without a current, supportive policy and does not allow the Council to regulate work at height effectively.

**Environmental implications:**
N/A

**Legal implications:**
Breech of Health and Safety under the Health and Safety at Work Etc. (Act) 1974, Work at Height Regulations 2005 and Management Regulations 1999 may result in investigations, prosecutions, notices and fines and the possibility of corporate manslaughter cases being applied depending on the severity of the breech.

**Contact details:**
Jon Boulton Head of Health, Safety and Asbestos 02476 376206
1. Purpose of Report

1.1 To seek authority to adopt the updated Working at Height Policy April 2018. This Policy is an update to the previous version from 2014 incorporating new procedures, training and local arrangements to manage work at height activities within the authority as far as reasonably practicable.

2. Recommendations

It is recommended that this updated Working at Height Policy is approved for immediate implementation.

3. Background

3.1 NBBC are committed to ensuring so as far as reasonably practical the health, safety and welfare of its employees, recognising this, NBBC continue to monitor employees risks associated with working at height and their personal safety in the environment they currently work in.

3.2 NBBC provide work at height training to its employees by means of an external trainer which includes the use of ladders, harness and fixing of a lanyard to both the ladder and the building, this is an enhancement of safety to the previous arrangements of the work at height and its policy 2014 and the reason for amendments required to update the policy to the current 2018 version

3.3 The work at height policy was agreed at HASCOG in April 2018 but was not able to arrange the single member decision due to various reasons beyond our controls. Meanwhile, additional practical measures have been implemented to ensure employee health and safety while awaiting a formal decision.
4. Conclusion

4.1 This policy will help maintain the Council's responsibilities to its employees and keep up to date with current legislative requirements for managing working at height as far as reasonably practicable.

Reviewing of this policy will take place every two years unless legislation changes dictate sooner.

Appendix Index

1. Work at Height Policy 2018

Ian Powell
Director – Planning & Public Protection
Working at Height Policy
Quality Record:

<table>
<thead>
<tr>
<th>Issue</th>
<th>Date</th>
<th>Stage</th>
<th>Agreed</th>
<th>Single Member Decision</th>
</tr>
</thead>
<tbody>
<tr>
<td>V5</td>
<td>April 2018</td>
<td>HASCOG stakeholders</td>
<td>Yes</td>
<td></td>
</tr>
</tbody>
</table>
Working at Height Policy

1. Scope

This Policy is designed to assist Nuneaton and Bedworth Borough Council (NBBC) to meet its obligations in ensuring the health, safety and well being of every employee, so far as is reasonably practicable. This Working at Height Policy supports and extends NBBC’s overarching Health and Safety Policy. This will be achieved by ensuring that employees are aware of their individual responsibilities appertaining to working at height.

2. Legal Duties

NBBC will abide by the responsibilities contained within the following legislation in relation to Working at Height:

- The Health and Safety at Work etc. Act 1974;
- The Management of Health and Safety at Work Regulations 1999;
- The Working at Height Regulations 2005
- Provision and Use of Work Equipment Regulations 1998

As well as complying with legislation, NBBC will follow guidance recommended by the Health and Safety Executive on reducing risks from Working at Height.

3. Policy

NBBC recognises that it has a duty of care towards employees, tenants, contractors, members of public and others who may be at risk from Working at Height activities.

Suitable risk assessments (Using a hierarchy of controls) shall be undertaken to identify risks to employees and control measures shall be introduced to minimise those risks wherever reasonably practicable (See Hierarchy of Controls Section 6).

Employees engaged in Working at Height activities must be provided with information, instruction and training as appropriate in order to minimise risk.

Safe systems of work and procedures shall be monitored at a local level to ensure their effectiveness.

This policy applies to all staff including temporary, agency staff, and contractors. It forms an integral part of NBBC’s Health and Safety Management System and applies along with specific local guidance and procedures on Working at Height where applicable.

The Policy’s effectiveness depends upon the development, recording and regular review of risk assessments and safe systems of work for all work at height.

It also depends upon the maintenance of test and inspection records for all access equipment used for carrying out working at height.
The provision, recording and review of information, instruction and training for all personnel involved in work at height will be reviewed regularly to ensure that it equips personnel to recognise risk and provides practical advice on safety when working at height.

Training will be provided additionally to more specific areas of work where the use of harness and lanyard is designed in to working practices, the purpose of such equipment enhances work at height safety and its must be risk assessed in accordance with the tasks where such equipment is safe to use.

4. Working at Height Flowchart

5. What constitutes “at Height?”

A place is regarded as being ‘at height’ if there exists a potential for a person to be injured by falling from it, whether it is at, above or below ground level. Examples of work activities that are classified as working at height include:
Working at Height Policy

- Working from a ladder/step ladder/hop-ups
- Working on a flat roof
- Working at ground level adjacent to an open excavation/open pit
- Working on formwork within an excavation
- Working near or adjacent to fragile materials, for example, working at ground level adjacent to a glass roof of a basement.
- Working on open back vehicles with tail lifts

Some examples of where the Regulations will not apply:
- Walking up and down a staircase in an office block
- Working in the upper floors of an office block
- Sitting in a chair.

6. Hierarchy of control measures

For every task that needs to be done at height there is a need to assess the risk and put appropriate control measures in place. There is a hierarchy of control measures that needs to be followed.

You only move up the hierarchy when you decide that the control is not practicable.

- Avoid the need to work at height, for example by using extending equipment from the ground
- Prevent falls using appropriate access equipment such as work platforms or rope access
- Reduce the distance and consequences of a fall should one occur.

7. Preventing and minimising falls from height

If it isn’t reasonably practicable to avoid work at height, you must then consider whether work equipment or other measures can prevent falls. Think about:
- using working platforms with guardrails, such as scaffolds
- using access equipment, such as mobile elevating work platforms (MEWPs), such as scissor lifts and cherry pickers, and
- installing temporary guardrails around a roof edge to prevent falls.

There may be circumstances where you must take further steps to minimise the distance and consequences of a fall. This could be done by using safety systems, such as:
- nets, air bags etc
- fall arrest harnesses
- work restraints, and
- rope access and positioning techniques.

Contact a member of the health and safety team for help and advice on suitable controls.

Fragile Roofs
Managers should ensure that no one under their control goes onto or near fragile surfaces unless this is the only reasonably practicable way of carrying out the work. Those persons that are exposed to fragile surfaces should be equipped with suitable platforms or coverings to minimise the risk of falls. There may also be the need to provide and wear appropriate fall arrest systems. All personnel must be made aware of the danger.

All fragile surfaces should be identified, and clearly marked. Prominent warning notices should be fixed at the approaches to the danger zone, if this is reasonably practicable. These must comply with the Health and Safety (Safety Signs and Signals) Regulations 1996.

**Falling objects**

Suitable and sufficient steps must be taken to prevent the fall of materials or objects from height i.e. toe boards or brick guards, supervision of storage of materials at height. Where there is a risk of persons being struck by falling objects or persons, these areas should be clearly designated as danger areas and unauthorised persons kept out.

### 8. Inspections of Work Equipment

All work equipment used for working at height will be inspected on the following frequencies by a competent person:

<table>
<thead>
<tr>
<th>Equipment</th>
<th>Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>Frequently used ladders/step ladders/hop-ups</td>
<td>Every 6 months by H&amp;S</td>
</tr>
<tr>
<td>Frequently used ladders/step ladders/hop-ups</td>
<td>Every week and prior to use by user</td>
</tr>
<tr>
<td>Infrequently used ladders/step ladders/hop-ups</td>
<td>Yearly</td>
</tr>
<tr>
<td>Fixed Ladders (e.g. lift motor room access/roof access)</td>
<td>Annually</td>
</tr>
<tr>
<td>Fixed Scaffolding</td>
<td>Prior to use</td>
</tr>
<tr>
<td></td>
<td>Adverse weather conditions</td>
</tr>
<tr>
<td></td>
<td>Following alterations</td>
</tr>
<tr>
<td></td>
<td>Every 7 Days</td>
</tr>
<tr>
<td>Harness and Lanyards</td>
<td>Prior to use by operatives</td>
</tr>
<tr>
<td>Harness and Lanyards</td>
<td>Periodic testing by an external contractor 12 months</td>
</tr>
<tr>
<td>Harness and Lanyards</td>
<td>6 months by a competent trained member of NBBC</td>
</tr>
</tbody>
</table>

All equipment will be visually inspected prior to use by the operative using the equipment, each operative will be given the appropriate level of training to ensure this is undertaken.

### 9. Implementation and Monitoring

Safe working arrangements implemented must be regularly monitored and reviewed to ensure they remain effective. Monitoring the way in which people are working is a routine day-to-day management function.

All risk assessments should be reviewed at regular intervals (at least annually), or whenever there is any reason to believe that the existing assessment is no longer valid or effective. A record should be made of every review carried out.
Where working at height is unavoidable it must be ensured that the task is properly planned and appropriately supervised.

All access equipment provided by NBBC will be suitable and sufficient for the tasks required and information, instruction and training will be provided where identified.

All Scaffolding will be erected by a competent contractor.

All MEWPs will be provided by a competent contractor and only operated by a trained and competent person

All ladders/stepladders/hop-ups will be of a Class 1 type or EN131 equivalent for industrial/commercial use.

NBBC employees will only use ladders, stepladders and hop-ups belonging to NBBC, except where accessing fixed equipment provided by others, such as scaffolding. NBBC staff should ensure that such equipment has been certified as safe for such use.

All ladder sets including fixed equipment will be numbered and entered onto an inventory. This equipment will be subjected to routine checks and inspections carried out by health and safety and the end user, which will be recorded.

All employees using ladders/stepladders and hop-ups will undertake a visual check weekly and prior to use and report any defects to the appropriate person and not use the damaged equipment

All employees using ladders/stepladders and hop-ups will be trained and instructed in their safe use and the procedure for reporting defects.

All ladders will be secured prior to use to either the building where practicable using a lanyard and tie bolt or at the base of the ladders, NO operatives are to foot the ladders due to risk of falling objects.

Harnesses will be worn by operatives using the ladders, harnesses should be inspected by the user weekly and prior to use and independently checked by a qualified person periodically and according to best practice.

A permit to work system will be operated where a significant risk has been identified for example Fragile Roofs, Confined Spaces, Roofs with No Edge Protection

All training will be provided by a competent person either delivered in house or by an external body recommended by NBBC

10. Accountability

The implementation of this policy will be the responsibility of Directors and Heads of Service. Day to day responsibility for implementation of the risk assessment process and for ensuring that the safe systems of work are adhered to rests with the individuals and managers of staff undertaking, or planning to undertake such activity.
All staff are responsible for:

- taking reasonable care of themselves and other people who may be affected by their actions;
- co-operating by following procedures designed for safe working at height;
- reporting all incidents that may affect the health and safety of themselves or others;
- taking part in training designed to meet the requirements of the policy;
- reporting any dangers they identify or any concerns they might have in respect of working at heights.

11. Review

NBBC will review this Policy regularly to ensure that the organisations’ Policy and practices remain effective, keeps up-to-date with legislative change, reflects good practice guidance, and continues to be capable of achieving the stated objectives.

Related Documents:

Appendix 1 – Working at Height Risk Assessment Guidance
Appendix 2 – Scaffold Request Process and Form
Appendix 1 – Working at Height Risk Assessment Guidance

The Work at Height Regulations are based on a risk assessment approach. When considering work at height, a risk assessment should be undertaken in order to identify what the hazard is and the degree of risk present.

A risk assessment is a careful examination of what could cause harm to people as a result of a work activity, and it allows you to take the necessary precautions to prevent the harm occurring.

In a risk assessment you need to: -

1. Look for the hazards
2. Decide who might be harmed and how
3. Evaluate the risks and decide whether the existing precautions are adequate or whether more should be done.
4. Record you findings where necessary
5. Review your assessment.

Examples of what to consider include: -

• The work activity
• The equipment to be used
• The duration of the work
• The location where the work activity is due to take place, i.e. presence of hazards such as overhead power lines, open excavations, underground services etc;
• The working environment e.g. weather conditions, lighting.
• The condition and stability of existing work surfaces
• Physical capabilities of the workers, e.g. pregnancy, vertigo sufferers.

Ref: NBBC Risk Assessment Procedure
Appendix 2 (a)

**Scaffold Request Process**
(For Scaffolding to be used NBBC Operatives)

Operatives or Supervisor complete scaffold request form and pass to H&S Administrator or H&S Charge hand (or if ops are requesting over the phone then admin staff can fill in form on their behalf) All sections must be completed in full.

H&S Administrator adds request to spreadsheet and sends Works order request by email to Scaffold Company. Scaffold to be put up 2 days before job to allow H&S Charge hand time to check and sign it off. This does not apply to scaffold in stairwells as contractor stays on site with the scaffold.

H&S Administrator prints off spreadsheet each week for H&S Charge hand to check which scaffold is currently up/needs checking etc particularly if the weather has been bad. H&S Charge hand can also check future requests to make sure that the correct scaffold has been requested for that job.

If job has been delayed or needs rescheduling and the scaffold is already up then operatives or supervisor need to inform H&S Charge hand who will then decide what to do about the scaffold.

Once job is complete operatives or supervisor to ring H&S Charge hand or H&S Administrator to request scaffold to come down. H&S Administrator or H&S Charge hand will inform Scaffold Company and update spreadsheet. This will prevent any scaffold being accidently left up as we can now monitor what is where and how long for on our spreadsheet.

Scaffold Company will send an invoice which the H&S Administrator will check against order and spreadsheet. H&S Administrator to send scaffolding spreadsheet to Scaffold Company every Friday to check that they have the correct information as NBBC.
Appendix 2 (b)

**Scaffolding Request Form**
*(For Scaffolding to be used NBBC Operatives)*

Date requested:

Requested by:

Property Address:

Date job booked in:

Estimated completion date:…………………………….. (Allow 48 hours after job completed)

<table>
<thead>
<tr>
<th>Nature of work to be carried out:</th>
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<tbody>
<tr>
<td>……………………………………………………………………………………………………</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Location of scaffold required (exact location)</th>
</tr>
</thead>
<tbody>
<tr>
<td>i.e. front, rear, side etc</td>
</tr>
<tr>
<td>……………………………………………………………………………………………………</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Extra additions to scaffold</th>
</tr>
</thead>
<tbody>
<tr>
<td>i.e. hoist, pulley wheel, rubbish shoot, internal ladder etc</td>
</tr>
<tr>
<td>……………………………………………………………………………………………………</td>
</tr>
</tbody>
</table>