

Lone Working Guidance

Supplementary Information on the Bristol City Council Lone Worker Protection Service

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1. Introduction

'Lone workers' are people working by themselves (or in very small numbers) without close or direct supervision.

It is an employer's duty to assess risks to lone workers and take steps to avoid or control the risk. These responsibilities cannot be transferred to people who work alone.

Bristol City Council provides an accredited service for this. Officers who run the service will help users fulfil the legal duty and provide complete peace of mind.

The service is for anyone working alone, either in the community or building-based.

Although operated by the council, the service is available to individuals or businesses - at highly competitive prices.

2. Overview of the Service

All a user needs is a mobile phone. Once an individual's application form has been completed and a PIN number issued, the user can start using the service by ringing one of the dedicated numbers, and following a set of brief prompts to log themselves in.

The system records their destination and sets a check call time. At the check call time they ring the same number, and follow prompts to close down or extend the check call.

If the lone worker doesn't close the check call the system automatically dials them three times. If no response is made an alarm flashes the information in front of the Emergency Control Centre operator.

The operator follows whatever procedure the employer has asked us to follow e.g. contacting their line manager.

The system is available 24/7, 365 days a year and includes a speed dial feature meaning the user can send an alarm if they get into difficulty.

Service costs are from £1 per week per individual.

3. Lone Worker Monitoring Application Form

All sections of the monitoring application form (Appendix 1) must be completed by each applicant, with the exception of the PIN number, which will be completed by the Emergency Control Centre.

The form can be downloaded directly here -

http://www.bristol.gov.uk/sites/default/files/documents/business_in_bristol/lone-worker-monitoring-application-form.pdf

Once the PIN number has been generated.

- In the section headed "Authority", applicants will need to enter "University of Bristol".
- This section and team details on the form will enable the Emergency Control Centre to ensure that the correct University school or support service is charged.
- The "First Contact" should be a work colleague, rather than a friend or family member.

- When a new applicant has been added to the system, their line manager will be notified via e-mail.
- Completed forms can be posted to:

Lone Worker Protection
The Emergency Control Centre
Brunel House
St George's Road
Bristol
BS1 5UN

Or, alternatively, e-mailed to Caroline Stokes, caroline.stokes@bristol.gov.uk

- The Emergency Control Centre need to be notified of any changes to individuals' details. This should be done by the completion of an application form, but clearly marked to show it is an amendment to an existing lone worker.
- The cost of the monitoring is £1 per person, per week. Invoices are raised on a quarterly basis.
- The Emergency Control Centre will require a purchase order number and a full postal address from each University school or support service wishing to use the service.

The Emergency Control Centre can be contacted for further information on 0117 922 2050, or alternatively email emergency.control@bristol.gov.uk

4. Operation of the System

To log onto system the user should use one of the following telephone numbers:

- 0117 9224944
- 0117 9224945
- 0117 9224946
- 0117 9224947

It is recommended that this number is set up as a speed dial on the user's mobile phone (see section 5).

Then:

- Enter PIN code and verify it is correct.
- Record a voice message after the tone, giving as much information as possible, in particular:
 1. Identify yourself and your University school / service at the beginning of the message.
 2. The full address or site you are visiting.
 3. The telephone number at the address or site, if available.
 4. If there is poor mobile phone coverage at the address or site.
 5. Where you will be after your registered lone working time, e.g. going on to another visit, returning to office base or home.
 6. A "call check interval", i.e. the amount of time the visit is likely to take.

The user is now logged on the system.

The user should dial back into the system within the set check-in intervals to either log off or extend the call check interval.

If the user does not check in at the appropriate interval the system will automatically call them three times.

If there is no response, the automated system notifies the Emergency Control Operator who will listen to the recorded voice message and start alerting the staff member's contacts of a potential risk situation.

It is therefore essential that the lone worker take appropriate action to either log off the system by either contacting the Emergency Control Centre at the end of the lone working period, or by responding to the automatic contact via their mobile phone, or extend the call check interval.

5. Lone Worker Speed Dial Procedure

The following set of instructions is the usual procedure to set up a speed dial; however a user may have to refer to their specific mobile phone handbook.

1. Enter one of the service telephone numbers as number to dial.
2. Enter “****” will produce p code (do this twice to produce pp).
3. Enter PIN code.
4. Enter “****” to produce p code (do this twice to produce pp).
5. Enter “2” to continue.
6. The lone worker will now be able to leave their message and log time of visit.
7. Save this in the phone as "Lone Worker Log On" in contacts, then assign contact as speed dial in the phone.

6. Lone Worker Speed Dial Panic Alert

The following set of instructions is the usual procedure to set up a speed dial panic alert; however a user may have to refer to their specific mobile phone handbook.

1. Follow points 1 – 5 as above.
2. Enter “****” will produce p code (do this twice to produce pp).
3. Enter "1".
4. Enter “****” will produce p code (do this twice to produce pp).
5. Save this in contacts as "Emergency" and assign contact as speed dial in the phone. This will then dial straight through as an emergency call when pressed.

Lone workers must be logged on to the system for the emergency call to activate

7. Specific Mobile Phone Commands - Pause Function

The following mobile phones have specific commands for accessing the pause function.

- iPhone pause is found by pressing the "+*#" key then the “pause” key whilst

entering a phone number into the address book.

- Android pause is entered as a comma by pressing the "," key whilst entering a phone number into the address book.
- Nokia pause is found by pressing the star key three times until a "p" is displayed whilst entering a phone number into the address book.
- Blackberry pause is found in "special functions" then "p" for pause whilst entering a phone number into the address book.

8. Emergency Procedure

Where the Emergency Control Centre has not been able to make contact with the lone worker the emergency contact procedure will be activated.

If the line manager (or in their absence another member of staff) receives an alert they should check with colleagues, calendars, and use any other information available to contact the missing person. This should be done as soon as possible after receiving the alert.

Line managers should keep in contact with the Emergency Control Centre to inform them of developments.

If the lone working staff member is not traced within 20 minutes the senior manager should be notified.

If the line manager or another member of staff cannot be contacted the Emergency Control Centre will alert the second contact (usually a home number).

If the second contact is unavailable or is unable to locate the missing person then the Emergency Control Centre will contact University Security Services or the Police to locate the missing person.

Most “missing person” alerts are due to staff members forgetting to log off.

9. Appendix 1 - Lone Worker Monitoring Application Form

Lone Worker Monitoring

Emergency Control Centre, Brunel House,
St Georges Road, Bristol BS1 5UN
0117 922 3288

FOR OFFICE USE ONLY	
DATE RECEIVED	
FINANCE	
OFFICER INPUTTING INFO	
PIN NO + INFO PASSED TO CUSTOMER	

Authority	<input type="text"/>	If Applicable	Team No	<input type="text"/>	
Section	<input type="text"/>		PIN No	<input type="text"/>	
Title	<input type="text"/>	Surname	<input type="text"/>	First Name	<input type="text"/>
Work Address		Home Address			
<input type="text"/>		<input type="text"/>			
Postcode		Postcode			
Office Number	<input type="text"/>	Personal Mobile (077)	<input type="text"/>		
Mobile Number	<input type="text"/>	Telephone No	<input type="text"/>		
Email Address <input type="text"/>					
BRIEF DESCRIPTION OF LONE WORKER (e.g height, build, distinguishing features, etc)				Fix photograph here	
<input type="text"/>					
DOB	<input type="text"/>	Out of Hours working	<input type="text"/> Y/N		Are Security Services Required To Respond (BCC STAFF ONLY)
CAR DETAILS					
Make and Model <input type="text"/>					
Colour <input type="text"/>		Reg No <input type="text"/>			
EMERGENCY CONTACTS					
Managers Details		1st Contact			
Name	<input type="text"/>	Name	<input type="text"/>		
Address	<input type="text"/>	Address	<input type="text"/>		
Mobile No	<input type="text"/>	Mobile No	<input type="text"/>		
Office No	<input type="text"/>	Office No	<input type="text"/>		
Home No (If Applicable)	<input type="text"/>	Home No (If Applicable)	<input type="text"/>		
NEXT OF KIN (or a family contact) in case of incident occurring					
Name	<input type="text"/>				
Address	<input type="text"/>				
Telephone	<input type="text"/>				

