

Cranfield Parish Council

Section 13 Lone Workers

1. Policy Statement.

Cranfield Parish Council (the council) will ensure that its employees who are Lone Workers are treated as set out in this policy and that all reasonable steps are taken to protect them and ensure their Health and Safety.

2. Policy Aims

The aims of this policy is to ensure that employees Health and Safety is taken into account, particularly any specific issues which may arise as a result of them working alone. This Policy should be read in conjunction with the Cranfield Parish Council's Health and Safety Policy at Section 5. This Policy is supplementary to and does not replace the Cranfield Council Health and Safety Policy.

3. Loan Workers and Lone Working Circumstances

The Law requires employers to consider carefully and deal with any Health and Safety risks for people working alone. Lone workers are also required to take reasonable care of themselves and other people affected by their work activities and to co-operate with their employers in meeting their legal obligations.

Lone working staff members:

- have a responsibility to do all they can to ensure their own safety and that of their colleagues and follow the local procedure. This is in line with current health and safety legislation
- will undertake all relevant training
- are to seek advice from their line manager, action guidance, procedures and instruction to avoid putting themselves or their colleagues at risk
- will conduct proper planning prior to a visit and utilise continual dynamic risk assessment during a visit. Will ensure that staff should never put themselves or their colleagues at risk and if they feel at risk they should withdraw immediately and seek further advice or assistance
- are to properly utilise all appropriate technology which has been provided for their own personal safety, ensure that they attend training in the use of such technology and associated support services, where provided
- **must** report all incidents even where they consider it to be a minor incident, including 'near misses' to enable appropriate follow up action to be taken

4. **Identification of Risks for Lone Workers**

Safe lone working is reliant on the judgement of the staff member making the risk assessment and, if applicable, conducting the visit, whether this is a first visit or as part of an ongoing activity in the village.

Risk Management is to be conducted in accordance with the Cranfield Council Health and Safety Policy (Section 5) and as set out in this policy. Any questions regarding the Risk Management Process are to be directed to the Chair of HR and Policies Committee. Risk Assessment paperwork is set out at Annex 13a, 13b and 13c. The Risk Assessment Matrix is at Annex 13d.

The identification of risks relies on using all available information in relation to lone working to ensure that the risk of future incidents can be minimised. This includes learning from operational experience of previous incidents and involving feedback from all staff and stakeholders. It is therefore essential that staff are encouraged to report identified risks to managers, as well as 'near misses', so that a risk assessment can be carried out, appropriate action taken and control measures put in place.

It is the responsibility of the Clerk to the Council to identify amongst the Council staff any who work on their own and / or the specific tasks that are carried out by a lone worker. Having identified those workers and tasks including those relating to him / herself the Clerk must arrange for those staff and those specific tasks or times that lone working is carried out to be Risk Assessed. This information is needed to make decisions on how to manage those risks and ensure that the action taken is proportionate. Arrangements also need to be made to monitor and review those findings

This risk identification should consider:

- lone working staff groups exposed to risk
- working conditions: normal, abnormal and hazardous conditions, such as dangerous steps, unhygienic or isolated conditions, poor lighting
- particular work activities that might present a risk to lone workers
- staff delivering unwelcome information or bad news: whether they have received suitable and sufficient training to deliver sensitive or bad news and defuse potentially violent situations
- the possibility of an increased risk of violence from residents/ customers due to alcohol abuse, or drug misuse.
- working in or travelling between certain environments or settings
- lone workers carrying equipment or money that makes them a target for theft or makes them less able to protect themselves
- evaluation of capability to undertake lone working – for example, being inexperienced or pregnant, or having a disability.

5. **Managing Risks and the Dynamic Risk Assessment**

The key to risk assessment is to identify hazards, understand how and why incidents occur in lone working situations and learn from that understanding to make improvements to controls and systems to reduce the risk to the employee. To achieve this, the following factors should be considered and documented;

- type of incident risk (e.g. physical assault/theft of property or equipment)
- frequency/likelihood of incident occurring and having an impact on individuals
- severity of the incident: cost to the Council in human and financial terms
- confidence that the necessary control measures are in place or improvements are being made
- the level of concern and rated risk
- what action needs to be taken to ensure that improvements are made and risks reduced.

The Council is required to implement measures to manage, control and mitigate risks to lone workers. The levels of follow-up action should be proportionate to the level of concern highlighted in the risk assessment. These measures should be specific, commensurate with the risk identified, and realistic. Any associated costs need to be included not only in terms of resources and purchasing equipment but also staffing, training and expertise. Measures might include removing weaknesses or failures that have allowed these incidents to take place (procedural, systematic or technological), and identifying further training needs of staff in relation to the prevention and management of violence, or other training such as correctly identifying and operating the relevant technology. A Lone Working Hazard Checklist and Action Log is set out at Annex 13e.

The importance of dynamic assessment is that it enables lone workers to anticipate and recognise the early warning signs of suspected risks and enables safe early interventions to minimise or negate the risk to themselves and others. It recognises that situations change rapidly as do associated risks and that dynamic risk assessment should be an ongoing process.

Dynamic risk assessments should be conducted as necessary in the circumstances in place at the time. The process involves:

- The assessment of risk in dynamic situations is undertaken before, during and after a visit to locations in Cranfield.
- The benefits of proceeding with a task must be weighed carefully against the adverse risk posed to the lone worker.
- What sets DRA apart from systematic risk assessment is that it is applied in situations that are:
 - unpredictable/unforeseen risks
 - the risk environment rapidly changes
 - allows individual to make a risk judgement
 - provides personnel with a consistent approach to assessing risk

6. Mobile Phone

One way to reduce Risk is to have a Mobile Phone available when out and about in the village. Lone workers should normally carry their personal mobile phone and they should always check the signal strength before entering a lone working situation. A mobile phone should never be relied on as the only means of communication. Lone workers should tell another person about any visit in advance, including its location and nature, and when they expect to arrive and leave. Afterwards, they should let their manager or colleague know that they are safe.

The mobile phone should always be kept as fully charged as possible. The lone worker should ensure they can use the mobile phone properly, by familiarising themselves with the handset and instruction manual. Emergency contacts should be kept on speed dial. The phone should be kept nearby and never left unattended.

Lone workers should be sensitive to the fact that using a mobile phone could escalate an aggressive situation. In some circumstances, agreed 'code' words or phrases should be used to help lone workers convey the nature of the threat to their managers or colleagues so that they can provide the appropriate response, such as involving the police. The decision to use code words or phrases should give due consideration to the ability of a member of staff to recall and use them in a highly stressful situation.

A mobile phone could also be a target for thieves. Care should be taken to use it as discreetly as possible, while remaining aware of risks and keeping it within reach at all times. Staff members are reminded that it is against the law to use a mobile phone whilst driving.

7. Recognising the Warning Signs and Dealing with Aggressive or Abusive Behaviour

It is imperative that Lone Workers give all their attention to their surroundings at all times. It is vital that lone workers are able to recognise the warning signs, including if anyone present is under the influence alcohol or drugs, is confused or animals are present etc. Being aware of warning signs enables action to be taken, including a decision to continue to work or withdraw as appropriate.

Under no circumstances should a lone worker put themselves, their colleagues, Councillors or other members of the public in any danger. All incidents of violent and/or abusive behaviour must be reported immediately to the Chair of the Parish Council and the Police must be asked to get involved. The Council has a Zero tolerance to any aggressive or abusive behaviour towards its staff or Councillors.

8. Dealing with Animals

Staff must consider the potential risks posed by household pets when conducting home visits or even when out in the parks, play areas and other parts of the village. Considerations will of course involve safety, allergies and infection control.

Where animals are present and the staff member is concerned for any of the above reasons, a polite request should be made for the animal to be taken away. If the resident/owner is not content with this request and has had the personal safety issues explained in a calm manner and then the visit should be abandoned or withdrawal from the area made and this reported in accordance with the risk reporting policy.

9. **Lone Working and Dealing with Lease or Private Vehicles**

Lone working staff should ensure that they know where they are going, plan their route and always carry a map.

When working in evenings/nights staff members should ensure that they park in a well lit area facing in the direction in which they will leave.

If an area is known to be unsafe a decision will need to be made by the Chair of the Council, or line manager and staff member on the safety of the visit and an appropriate plan implemented.

Staff and Councillors should keep any equipment locked safely in their boot as this may make them a target. All personal belongings are to be kept out of sight.

When arriving at a location the area around the car should be checked for possible risks before getting out.

Once inside the car, all doors should be locked, especially when travelling at slow speed, at traffic lights or known danger areas.

Lone Workers should not unlock or wind car windows down to talk to people they do not know, even if they may be in distress or requiring help; they should stop in a safe place as soon as practicable and call the emergency services as appropriate.

The Health and Safety Executive's safe driver programmes advise that lone workers should reverse into car parking spaces so that, if attacked, the door acts as a barrier.

If followed, or if in doubt as to whether they are being followed, lone workers should drive to the nearest police station or manned lit building such as a petrol station, to request assistance.

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10. **Loan Working and Travel by Public Transport**

Where it is necessary to utilise public transport, staff members should prepare for their journey by ensuring they know the routes and times of buses/trains etc. They should stick to using larger stations and bus stops in busy areas.

11. **Loan Working and Travel on Foot**

Where staff need to take part of their journey by foot they should always endeavour to use well-lit paths and pavements. They should avoid unoccupied areas and should ensure that someone is aware of the route being taken prior to the journey.

Staff members need to be aware of the areas that they are working in and plan their journey accordingly. Equipment and other items should be kept to a minimum. In the event of a situation where a staff members has concern for their safety they should head for the nearest public area (Shop, Petrol Station, Police station etc.). If possible look out for street CCTV cameras and try and remain in view of these.

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12. **Reporting an Incident**

All staff members and their line managers (usually the Chair if the Clerk, or Clerk for other employees) are required to report all incidents of physical, non-physical assault, theft, and damage to Council property to the Council at the earliest opportunity. This will enable an investigation and ensure that all appropriate cases of physical assault are reported to the police **as soon as possible** for appropriate action to be taken.

Staff should be supported and encouraged to report an incident to the Council in the knowledge that it will be investigated and appropriate action taken. Staff should also report near misses that could have resulted in a serious incident.

This will also ensure that any lessons learned can be fed back into risk management processes to make sure similar incidents do not recur. It also means that further preventive measures can be developed, sanctions taken (where appropriate) and increased publicity generated, creating a strong deterrent effect.

If an incident causes more than three consecutive days' absence from work, there is also a legal requirement for it to be reported to the Health and Safety Executive under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) 1995. This must be done in addition to reporting all physical assaults to the Council immediately they become aware of the change in RIDDOR status.

14. **Post Incident Support, Action and Review**

Incidents that occur in lone working situations, whether they involve assaults on staff, theft or criminal damage, have a direct impact on both the human and financial resources allocated to the Council. Line Managers are to ensure that any lone worker, who becomes the victim of a crime, is fully supported. If assaulted, the individual will also need to undergo a physical assessment and receive treatment for any injuries, so they are well enough to return to work.

Following an incident or threat in a lone working situation, the Clerk should make sure that there are effective arrangements to ensure that incidents and risks are reported and dealt with in a timely manner. If the incident involves a physical assault on a staff member, it must be reported to the Council. Where appropriate, it should also be reported to the police as soon as possible.

If the incident involves a non-physical assault, such as verbal abuse, it must be reported, investigated and staff should be fully supported by both their line manager and the Council. In some cases it may be possible to take action against a verbally abusive individual. For all incidents, irrespective of whether the police may be pursuing a case against offenders, the Clerk and Council should be involved in any Root Cause Analysis of the incident.

For incidents where violence is not a factor, such as theft or criminal damage, line managers are to ensure that staff report these to the police, where appropriate, Reporting has a significant effect, as it will determine the actions and investigation undertaken by the Clerk and Council. The investigation will establish, where possible, who the offenders are and whether there are any trends or patterns that can be identified to prevent a recurrence and determine the actions required to control and reduce the risk. Such information can also be used to inform action that needs to be taken to enhance security/staff safety and allow for solutions to be developed for specific problems.

Post-incident review will enable all available information to be used to ensure that lessons can be learned and the risk of future incidents minimised. The key to post-incident

review, risk assessment and follow-up action is an understanding of how and why incidents occur in lone working situations and being able to learn from that understanding. In order to achieve this, the following factors should be considered:

- type of incident (for example, physical assault/theft of property or equipment)
- severity of incident
- likelihood of incident recurring
- cost to the Cranfield Council (human and financial)
- individuals involved
- weaknesses or failures that have allowed these incidents to take place (for example, procedural, systematic or technological)
- training needs analysis of staff, in relation to the prevention and management of violence, the correct use and operation of lone worker protection technology or other relevant training
- review of measures in place to manage and reduce identified risks
- review of the effectiveness of support measures for the staff involved
- technology in place to protect lone workers.

14. Sanctions and Further Actions

There are a range of sanctions that can be taken against individuals (or groups) who abuse Council staff or who steal or inflict damage on its property. These range from criminal prosecutions and Anti-Social Behaviour Orders to civil injunctions. There are also a series of administrative sanctions that can be considered where appropriate. Sanctions will be considered in each and every case where appropriate and having taken account of any legal advice received. Such sanctions will be agreed at the Council Meeting.

Risk Assessment

Consequence Table

Consequence	1. Insignificant	2. Minor	3. Moderate	4. Major	5. Catastrophic
Harm	Minor bruises/discomfort/affects wellbeing.	Some minor injuries/minor ill-health.	Many minor injuries/ill-health temporarily incapacitating	Some major injuries/ ill-health permanently incapacitating	Death
Disruption	One day Service disruption	One week Service disruption	One month Service disruption	Up to 6 months Service disruption	6 months to 1 year Service disruption
Litigation	Replacement of property.	Replacement of property & finances	Minor out-of-court settlement.	Civil action – no defence.	Criminal prosecution.
Damage	Minor property damage/no environmental impacts.	Slight property damage/impacts on internal environment.	Moderate property damage/impacts on site environment.	Severe property damage/impacts on local environment.	Loss of whole department/impacts on regional environment.
Reputation/Confidentiality/Data Loss	Damage to individual's reputation. Minor breach of confidentiality. Minor complaints to Clerk	Damage to team reputation. Temporary loss of information. Minor complaints to council	Damage to Service reputation/local media coverage on day. Loss of information/ records. Some complaints to Council	Damage to Council reputation/local media coverage <3 days. Irrecoverable loss of vital records/ information. Complaints to Chair, formal complaint process	Damage to Council reputation/ national media coverage <3 days. Prosecution under Data Protection legislation. Complaints to Chair, formal complaint process cannot resolve
Enforcing Action	Audit non-conformance/ advice from enforcers.	Breach of procedure/ Directive from enforcers.	Improvement Notice.	Prohibition Notice.	Government Investigation.

Likelihood Table

Level	Descriptor	Description
5	Almost Certain	Expected to occur in most circumstances..
4	Likely	Will probably occur in most circumstances.
3	Possible	Might occur at some time.
2	Unlikely	Not expected but conceivable. Could occur sometime.
1	Rare	Don't expect to happen. Can only imagine happening in exceptional circumstances.

Risk Control Options

Risk Control Options	
1 st	Risk Avoidance (informed decision not to become involved in the risk situation)
2 nd	Risk Transfer (shifting the responsibility for burden or loss to another party)
3 rd	Risk Reduction (selective application of appropriate techniques, engineering and/or management principles)
4 th	Risk Acceptance (an informed decision to accept the consequences and likelihood of the risk)

Further Action Criteria

Risk Level	Tolerable? (see definition)	Using Best Practice?	Action if answered 'No' to BOTH Tolerable and Best Practice questions
Prohibited	Not Applicable	Not Applicable	Work should not be started or continued until the risk has been reduced. If it is not possible to reduce the risk, even with unlimited resources, the work must remain prohibited.
Very High	Yes/No	Yes/No	Work should not be started until the risk has been reduced. Considerable resources may have to be allocated to reduce the risk. Consult with Senior Manager. Documented & Detailed Risk Assessments Required.
High	Yes/No	Yes/No	Work should be strictly limited until the risk has been reduced. Significant resources may have to be allocated to reduce the risk. Consult with Senior Manager. Documented & Detailed Risk Assessments Required.
Medium	Yes/No	Yes/No	Efforts should be made to reduce the risk, but the cost of reduction should be carefully measured and limited. If 'Consequence' is 'Major', 'Catastrophic' or 'Extremely Harmful', emergency measures MUST be in place should the risk be realised, and control measures carefully monitored. Consider Risk Assessments if 'Consequence' is 'Major', 'Catastrophic' or 'Extremely Harmful'
Low	21	Accept, unless easily improved at no extra cost. No Further Documentation Necessary.	

2 Minute Risk Assessment of Violence Occurring During Visits

<u>Summary of Assessment</u>	Overall priority for action: Low/Medium/High/Very High/Restricted
Location	Signature
Staff involved in assessment	Date of assessment

Violence & Aggression Checklist

Answer ALL questions by circling EITHER Y, N or Hazard eliminated/Not Applicable

1. Consider local RISK MANAGEMENT ARRANGEMENTS TO REDUCE VIOLENCE	Y	N	Hazard eliminated/Not Applicable?	Date eliminated
Do your work instructions highlight the risks of violence to you, and the safety precautions you are to follow?	1	5	0	
Has a lone worker risk assessment been carried out?	1	3	0	
Is another person aware of the visit?	1	10	0	
Consider the TASKS	Y	N	Hazard eliminated/Not Applicable?	Date eliminated
Have you considered whether the task could cause anger/distress in the client (e.g. giving bad news)?	1	12	0	
Have you designed your work to ensure minimum amounts of expensive looking equipment are used in public view?	1	15	0	
Have you got a personal attack alarm with you?	1	10	0	
Have you got a torch and spare batteries for visits to areas with poor lighting (e.g. rural areas)?	1	6	0	
Do you have rescue arrangements should your vehicle break down and sufficient fuel for the full journey plus detours?	1	6	0	
Consider INFORMATION, INSTRUCTION AND TRAINING	Y	N	Hazard eliminated/Not Applicable?	Date eliminated
Have you received training in Conflict Resolution within the last 3 years?	1	15		
Have you considered how you will call the Police if necessary?	1	15	0	
Have you got good quality information about the situation you are entering?	1	12	0	
Are the residents aware of the tasks you are going to perform?	1	9	0	
Consider the COMMUNICATIONS	Y	N	Hazard eliminated/Not Applicable?	Date eliminated
Are communications with another person available to you at all times?	1	20	0	
Can another person respond to a duress message in a discreet manner to ascertain the level of risk and what assistance is needed?	1	25	0	

Consider the VISITS		Y	N	Hazard eliminated/Not Applicable?	Date eliminated
Do you know the clients being visited as non-threatening or have you had uneventful visits to them previously?		1	20	0	
If the places being visited have pets, do you know if they're friendly or if they will be secured from causing you harm?		1	9	0	
Do you feel comfortable about the visit?		1	9	0	
Check the scores:	What's the highest score circled? =	Use the result and all available information to determine your action from the grid below:			

Result	Action	Tick
1 – 5 Low Priority	Ensure all information about the situation is accurate. Ensure a colleague knows about the visit. Continue with visit but be vigilant.	
6 – 10 Medium Priority	All above plus: Identify an escape route for your return to the car. On entering house or location note your exit route and keep this available. Make sure assistance can be called and know how long that assistance will take to arrive.	
12 – 15 High Priority	All above plus: Inform Manager or Chair of visit before commencing. Take all personal precautions available (e.g. personal alarm). Consider having a means available of communicating externally whilst out and about. Consider need to be escorted during visit.	
16 – 20 Very High Priority	All above plus: consider whether the visit is essential or not. Consider whether an alternative venue or action could be used for this task. Discuss in advance the plan for the visit, including expected time of arrival/time of departure, with colleagues or councillors who can assist if necessary. Ensure an escort is present throughout the visit. Ensure external communications are available throughout the visit. Park car in a secure area wherever practicable and ensure it cannot be blocked in before returning to it.	
21 - 25 RESTRICTED	DO NOT UNDERTAKE THE VISIT UNLESS YOU ARE COMPLETELY SURE THAT YOU ARE ADEQUATELY EQUIPPED TO DO SO! REPORT RISK ASSESSMENT RESULTS TO MANAGEMENT IMMEDIATELY AND SEEK ADVICE!	

Rationale: where necessary, record the rationale behind your assessment and any comments you wish to note.

Home-working Risk Assessment

Consequence Table

Consequence	1. Insignificant	2. Minor	3. Moderate	4. Major	5. Catastrophic
Harm	Minor bruises/discomfort/affects wellbeing.	Some minor injuries/minor ill-health.	Many minor injuries/ill-health temporarily incapacitating	Some major injuries/ill-health permanently incapacitating	Death
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Likelihood Table

Level	Descriptor	Description
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1	Rare	Don't expect to happen. Can only imagine happening in exceptional circumstances.

Risk Rating is calculated by multiplying the likelihood against the consequences, e.g. taking a likelihood of 4, which is classified as Probable, and multiplying this against a consequence of 2, which is classified as a Minor Injury 1st aid required, would give you an overall risk rating of 8, which would be risk rated as a medium risk.

Low risk equals 1 to 3.

Low Risks are largely acceptable, subject to reviews periodically, or after significant change.

Moderate Risk equals 4 to 6

Moderate risks are largely acceptable but further control measures should be introduced where possible.

Medium risk equals 8 to 12

Medium Risks should only be tolerated for the short-term and then only whilst further control measures to mitigate the risk are being planned and introduced, within a defined time. Note: Medium risks can be an organisations greatest risk, it's Achilles heel, this because they can be tolerated in the short-term.

High risk equals 15 to 25.

High Risks activities should cease immediately until further control measures to mitigate the risk are introduced.

Risk Assessment Matrix

	Likelihood				
Consequence	1	2	3	4	5
	Rare	Unlikely	Possible	Likely	Almost certain
5 Catastrophic	5	10	15	20	25
4 Major	4	8	12	16	20
3 Moderate	3	6	9	12	15
2 Minor	2	4	6	8	10
1 Negligible	1	2	3	4	5

For grading risk, the scores obtained from the risk matrix are assigned grades as follows:

1–3	Low risk
4–6	Moderate risk
8–12	High risk
15–25	Extreme risk

Lone Working Hazard Checklist

Name of Home Worker:			
Contact number:			
Type of work activity:			
Date of assessment:			
Duration of home working:	Regular (<i>e.g. 1 day per week</i>)	Occasional	Full-time

	Working environment of area where home-working takes place			
	Comment	Consequence	Likelihood	Risk Rating
Is there sufficient ventilation, can windows be opened without risk to employee or others?		2		
Is there sufficient lighting for the task?	Bright bulb but harsh and above the screen	3		
Is there sufficient heating? Are heating systems/ portable heaters maintained in good working order? (Gas appliances must be maintained by a Gas Safe (previously CORGI))	Central heating, no portable appliances used	1		

qualified engineer)				
If portable heaters are used are these positioned to prevent toppling and away from combustible materials?		1		
Is there sufficient space for all the furniture & equipment used? (There should be at least 3.7 sq metres)		1	1	1
Is flooring in good condition and free from trip hazards?		3		
Is there sufficient safe & secure storage space for equipment and documents used?		Yes / No		
Is the work area subject to noise at a level which is likely to affect the employee's concentration?		1		
	Electrical safety			
		Consequence	Likelihood	Risk Rating
Is the fixed electrical system in good condition e.g. no signs of scorching or arcing on sockets?		5		
Are there sufficient numbers of sockets to prevent overloading?		1		
If extension leads are used are these the fused and switched type? (Cables and extension leads should be positioned so that they are not subject to excessive wear or damage and do not present a trip hazard)		5		
Is electrical equipment used for home working in good condition and free from any visual faults?		1		
Does the employee undertake visual checks of electrical equipment to identify any obvious faults such as worn or damaged leads or plugs?		5		
Any equipment provided by the Council are there arrangements in place for it to be PAT tested?		5		
	Safe Posture			

Has the employee received training/information on how to set up their workstation to avoid poor posture?				
Does the chair used provide sufficient lumbar support?				
Can the chair be adjusted so that the employee can sit with their shoulders in a relaxed position and their elbows at a 90-degree angle, with the upper arms vertical and forearms horizontal whilst keying and using the mouse?				
Is the work surface of a sufficient size to accommodate all the equipment to be used?				
Is the sufficient space in front of the keyboard for the employee to rest their hands in between keying?				
Does the employee have to read/refer to/copy from documents placed flat on the desk? (This is likely to lead to awkward neck movements and should be avoided by using a document holder.)				
		Consequence	Likelihood	Risk Rating
Is there sufficient space below the work surface for the employee's legs to enable them to stretch and change position?				
Can the employee's feet rest on the floor or do they need a footrest?				
If the employee has to use a laptop do they use a docking station?				
Is the employee likely to regularly use the telephone whilst using the keyboard or mouse? (If yes, a headset should be provided).				
Is the employee aware of the importance of taking regular breaks from computer based work before fatigue sets in?				

Has the employee experienced pain or discomfort when using the computer at home?				
	Visual fatigue			
Is the screen positioned at the correct height and viewing distance? (The employee's line eye-line should be just below the top of the screen and the screen should be positioned directly in front of the user at approximately an arm's length away).				
Is the screen free from glare or reflections? (Ideally the screen should be at right angle to windows, windows should be provided by blinds or curtains to prevent glare from falling onto the screen.)				
Is the screen free from flicker & are images clear & stable?				
Has the employee had a recent eye-sight test?				
Has the employee suffered from headaches or visual discomfort when working at the computer at home				
	Stress			
Is there sufficient segregation from disruptions e.g. children, pets, other family members?				
Are there arrangements for keeping in contact with the home worker?				
		Consequence	Likelihood	Risk Rating
Are there arrangements in place to conduct regular supervision/ personal development reviews with the home worker				
Is support / advice readily available to the home worker to deal with either IT problems or other specific work queries?				
Does the home worker have				

access to sufficient training, information & instruction to enable them to undertake their work safely?				
	Emergency arrangements			
Does the accommodation used for home working have a smoke alarm?				
Has the home worker identified what they will do in the event of a fire? (They should plan their escape route and what they would do if the route was unavailable do to fire/smoke, e.g. having to tools to break double-glazed windows etc.)				
Has the home worker got access to a first-aid kit?				

ACTION LOG

Action taken or to be taken by employee to address any issues	
What	By When
Action taken or to be taken by assessor to address any issues	
What	By When
Name of Assessor:	Date for review of assessment: After 1 year