



## Personal Safety Including:

Lone Working

Violence & Aggression

Harassment & Bullying

# TOOLKIT FOR MANAGERS

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## 1.0 Introduction

Carmarthenshire County Council is committed to protecting the health, safety and wellbeing of all employees and aims to provide and maintain a safe and secure environment.

This document will allow managers to take a systematic approach towards lone working, personal safety, and potential for violence, aggression, harassment & bullying issues based on risk assessment and adopting suitable measures to protect employees whilst undertaking their duties.

It will also provide managers with information and guidance on how to manage incidents, what incidents should be recorded and reported and how to deal with employees post incident including details of support available.

Violence, aggression, harassment or intimidating behaviour is **unacceptable** in any form. Staff should not be subjected to unacceptable behaviour during the course of their duties as a 'normal part of the job'.

## 2.0 How to use this toolkit

Managers should utilise this toolkit to assist them in managing the potential risks to their employees in relation to lone working, violence and aggression, harassment and bullying.

The toolkit has been divided into relevant sections to enable managers to select the most appropriate information to provide them with relevant guidance and information in order to assist with the completion of risk assessments or managing specific scenarios (e.g. post incident procedures etc).

The toolkit also gives information in relation to suitable control measures, equipment available to be utilised, incident recording, attending court and support available.

If you have any questions or would like any further advice on any part of this toolkit then contact your Departmental Health and Safety Advisor (see section 18).

## 3.0 Legal Position

Health and safety law applies to risks associated with lone working, violence, aggression, harassment and bullying, just as it does from other risks from arising out of the work activity. Relevant legislation includes:

- *The Health and Safety at Work etc Act 1974*

Employers have a duty:

- to ensure, so far as is reasonably practicable, the health, safety and welfare at work of their employees;
- to ensure, so far as is reasonably practicable, the health, safety and welfare of others who might be affected by the way they go about their work.

Employees have a duty:

- to ensure their own health, safety and welfare
- not to intentionally or recklessly interfere with or misuse anything provided to protect their health, safety and welfare.

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- *The Management of Health and Safety at Work Regulations 1999*

Employers must:

- assess the risks to the health and safety of their employees;
- identify the precautions needed;
- make arrangements for the effective management of precautions;
- appoint competent people to advise them on health and safety;
- provide information and training to employees.

Employees must:

- use all work items provided correctly, in accordance with the training and instructions received to use them safely.

- *The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 (RIDDOR).*  
Employers must report cases in which employees have been off work for seven days or more following an incident at work.

- *Equality Act 2010*

The protected characteristics:

- Age;
- Disability;
- Gender reassignment;
- Marriage & civil partnership;
- Pregnancy and maternity;
- Race;
- Religion or belief;
- Sex;
- Sexual Orientation.

The Authority has to bear in mind whether behaviour is linked to a protected characteristic, such as disability, as nobody can be subjected to a detriment if they have such a characteristic unless the Authority's actions are proportionate to achieve a legitimate aim. The Authority also has a duty to make reasonable adjustments in light of an individual's protected characteristic.

- *The Data Protection Act 1998*

The Data Protection Act 1998 provides a framework under which personal data can be processed providing it is lawful to do so. The way in which the Council uses personal data is governed by the 8 data protection principles. These require the information is

- processed fairly and lawfully
- processed for specified and not incompatible purposes
- adequate, relevant and not excessive
- accurate and up-to-date
- not kept longer than necessary

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- processed in accordance with the individual’s rights
- kept secure.

Personal data is information relating to a living individual, from which that individual can be identified, or which can be used to identify that living individual in conjunction with other information held or likely to be held by a data controller.

Personal data/information includes expressions of opinions about that persons, or indications of intent towards them.

To comply with the principles of Data Protection, data controllers (i.e. a person who determines for the purpose for which and in the manner which data is processed, e.g. the Council Officer) must ensure that there is a legal basis for processing the information, ensuring that the processing of the data is fair by giving data subjects the necessary information when personal data is collected, meet the 6 conditions referred to above in order to process personal data and with regard sensitive personal data, the further conditions set out in Schedule 3 of the Act are followed.

There are a number of exemptions in Part IV and Schedule 7 of the Data Protection Act 1998 that allow the disclosure and sharing of personal information in appropriate circumstances. The most relevant for our purposes, are exemptions that permit disclosure for the purposes of securing the health, safety and welfare of persons at work, or is where the sharing of information is necessary to establish, exercise or defend legal rights, or for the purposes of, or in connection with any legal proceedings (including prospective legal proceedings).

Information which is sensitive comprises information about an individual’s racial or ethnic origin, political opinions, religious beliefs, trade union membership, health, sexual life and criminal activity. When the information is sensitive as referred to above then one or more of the following conditions must be met before it can be disclosed:-

- The individual has given consent to share information
- sharing information is necessary to establish, exercise or defend legal rights; or
- sharing information is necessary for the purposes of, or in connection with any legal proceedings (including prospective legal proceedings); or
- sharing information is necessary to protect someone’s individual interests and the person to whom the information relates cannot consent, is unreasonably withholding consent, or consent cannot reasonably be obtained, or
- sharing information is necessary to perform a statutory function; or
- is in the substantial public interest and necessary to prevent or detect a crime and consent would prejudice that purpose; or
- processing is necessary for medical purposes and is undertaken by a health professional; or

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- processing is necessary for the exercise of any functions conferred on a constable by any rule of law.

#### 4.0 Main Risk Factors

The main risk factors arise primarily because the work involves contact with a wide range of people in circumstances which may be difficult. Factors which can increase the risk in particular circumstances include:

- Working alone;
- Working after normal working hours;
- Working and travelling in the community;
- Handling valuables or medication;
- Providing or withdrawing a service;
- Exercising authority e.g. Enforcement activities;
- Working with people who are emotionally or mentally unstable (including people under stress);
- Working with people who are under the influence of alcohol or drugs;
- Working with people or in environments who have previously demonstrated tendencies for anti social behaviour including previous incidents of violence and aggression.

#### 5.0 Lone Working

##### 5.1 *What is Lone Working?*

Lone working activities are undertaken by a wide variety of employees within Carmarthenshire County Council. The Health and Safety Executive (HSE) define lone working as *‘those who work by themselves without close or direct supervision’*.

Those who are defined as lone workers should not be at more risk than other employees. Lone working activities can be undertaken on or off Council premises so consideration should be given to both.

Examples of lone working activities include:

- Working alone on Council premises;
- Working alone in the Community;
- Working from home;
- Travelling alone;
- Undertaking home visits;
- Stand-by activities and key-holder call outs.

##### 5.2 *When do I need to act?*

When Managers have identified that they have staff who lone work. Managers should identify all situations where people work alone and ask questions such as:

- Does the workplace present a special risk to the lone worker?
- Is there a safe way in and out of the premises for one person?
- Can any temporary access equipment which is necessary, such as portable ladders or trestles, be safely handled by one person?

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- Can the work, equipment, substances and goods used for the activity be safely handled by one person?
- Does the work involve lifting objects too large or heavy for one person or whether more than one person is needed to operate essential controls for the safe running of the equipment?
- Is there a risk of violence?
- Are women especially at risk if they work alone? (e.g. pregnant or nursing mothers)(link to assessment - [New and expectant mothers assessment](#))
- Are young workers especially at risk if they work alone?
- Is the person medically fit and suitable to work alone?
- What happens if the person becomes ill, has an accident or there is an emergency?
- How does the worker travel to the location? (consider times, emergency contacts etc)

All lone working activities require management arrangements to be developed and implemented to ensure that all reasonable actions have been taken to protect the lone worker.

It is essential that all accident / incidents that occur whilst lone working are recorded and reported in line with Carmarthenshire County Council accident / incident reporting procedure.

### 5.3 *What do I need to do?*

All lone working activities are subject to suitable and sufficient risk assessments, safe working procedures and emergency arrangements.

#### Risk Assessments

After the identification of **all** lone working activities, managers need to undertake risk assessments of lone working activities to decide whether they have in place suitable management arrangements to protect the lone worker. The risk assessment should cover a number of aspects but these can be categorised in to three main headings:

- Risks with the work / task being undertaken (work at height, manual handling etc);
- Risks which are specific to individuals undertaking the work / tasks (medical conditions, young person's etc);
- Risks with the environment, communication and emergency arrangements (no telephone signal, isolated location etc).

A generic lone working risk assessment has been attached in **appendix 1**. This can be used as a starting point but needs to be adapted for the specific work / task and suitable control measures should be implemented where necessary. More information on risk assessments can be found in **section 5.4** of this document.

Risk assessments should be **reviewed, monitored and updated** at suitable and appropriate intervals to ensure that there has been no change in the work / activity being undertaken e.g. if the work / activity changes on a regular basis the lone working risk assessment should be reviewed more frequently.

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## Safe Working Procedures

Following the completion of the risk assessments, managers should develop safe working procedures for the lone workers within their area of control. Suggestions on control measures and safe working procedures are included in **section 5.5** of this document. It is important to remember that any safe working procedures adopted should be communicated to all relevant staff and where necessary staff should receive written information, instruction and training.

Another key point to remember with safe working procedures is that they need to be regularly reviewed and monitored to ensure that they are being used, are suitable, practical and remain current with the work / tasks being undertaken.

## Emergency Procedures

A clear set of emergency procedures should be developed, communicated and implemented prior to undertaking any lone working activities. There are many situations when emergency procedures may need to be followed including illness, accidents, incidents or vehicle breakdown etc.

The emergency procedures developed should also take into account cover for annual leave, sickness and out of office situations and should always include a 'back-up' arrangement.

Emergency procedures should be regularly discussed with staff and where possible should be tested at regular intervals to ensure that they are working and remain current.

It is vitally important that emergency procedures and contact details are kept up-to-date and are communicated to all relevant persons e.g. employees, managers, Careline etc.

## In Summary:

Managers of lone workers should:

- **involve** staff or their representatives when undertaking the required risk assessment process;
- take steps to **check control measures** are in place (examples of control measures include instruction, training, supervision and issuing protective equipment);
- **review** risk assessments annually or when there has been a change in working practice;
- when a risk assessment shows it is not possible for the work to be conducted safely by a lone worker, address that risk by, for example, making arrangements to **provide help or back-up**; and
- where a lone worker is working at another employer's workplace, that employer should **inform the lone worker's manager** of any risks and the required control measures.

Risk assessment should help managers decide on the right level of supervision. There are some high-risk activities where at least one other person may need to be present. Examples include:

- working where there is a known risk of violent or aggressive behaviour;
- undertaking certain manual handling activities;

More information is available as Departmental Personal Safety Guidance and should be referred to prior to undertaking risk assessments and implementing control measures.

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You should contact your Health and Safety Advisor for further support if needed to assist in the implementation of relevant risk assessments, control measures and reviews of lone working activities.

#### 5.4 Risk Assessment Considerations

Some issues to consider when undertaking lone working risk assessments include:

- Type of lone working being undertaken;
- Activities to be undertaken alone;
- Known history of accidents / incidents;
- Health considerations of the employee;
- Specific risks associated with the visit;
- Location and distance from contact or support etc.

#### 5.5 Control Measure Considerations

Control measures identified to minimise the risks may include:

- Removal of lone working for specific activities / visits;
- Introduction of specific guidelines for undertaking the visit;
- Personal safety training;
- Use of lone working systems (such as those detailed in section 13);
- Emergency procedures;
- Use of electronic or mobile contact equipment;
- Lone working at specific times / days only etc.

### 6.0 Violence and Aggression

#### 6.1 What is violence and aggression?

The term violence and aggression covers a wide range of incidents, not all of which involve injury. Workplace violence and aggression has been defined as:

- Actual or threatened physical assaults;
- Psychological abuse e.g. persistent and substantial emotional abuse;
- Verbal abuse (which includes shouting, swearing and gestures);
- Threats against any employee which occurs out of or in connection with work;
- An employee being held against their will.

Violence and aggression is **not** ‘part of the job’ or acceptable at any time. The way in which it is identified, handled, controlled and addressed is key to reducing risks and managing difficult situations. Incidents of violence and aggression *may* be referred to the police. Some aspects of verbal or psychological abuse will fall into the scope of the Equalities Act and the protected characteristics contained within it.

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## 6.2 *When do I need to act?*

It is essential that all risks of potential violence and aggression are identified and measures taken to protect the health, safety and wellbeing of employees. There are two different categories of workers at risk:

- Face-to-face contact;
- Telephone contact.

Managers need to be pro-active and implement measures to protect employees from the risk of foreseeable violent or aggressive behaviour. It is better to prevent violence and aggression than to react after an incident.

If an incident does occur then managers need to be sensitive on how they deal with the situation and ensure that the protection of the employee is the primary concern. Please refer section 11 and contact your Health and Safety Advisor or HR Officer for support.

It is essential that all incidents involving violent or aggressive behaviour are recorded and reported in line with Carmarthenshire County Council accident / incident reporting procedure.

## 6.3 *What do I need to do?*

The practical steps needed to manage the risk of violence vary depending on the extent of the risk and the nature of the workplace. Employers must assess the risk before deciding what to do. Risk assessment shows if there is a problem which needs to be addressed and helps identify precautions and set priorities. Risk assessments need to be based on good information about the work and to cover all foreseeable risks.

To assist in the undertaking of risk assessments Managers should:

- **consider** the particular activities that could contribute to the risk of violence e.g. is a service being removed, is unwelcome information being delivered etc.
- talk to colleagues, employees and representatives to identify what the issues **actually** are that they are dealing with.
- **look at** incident records (in relation to the activity, location or team) to identify how many incidents are reported and whether they are being reduced through suitable controls and management arrangements.
- **consider** who the employees are coming in to contact with (e.g. service users, members of public, visitors etc) and if there is any known previous history of violence.
- **identify** what control measures are in place, whether they are suitable and if further or alternative action is necessary to reduce the risk further.
- **consider** whether the risk from violence will increase the risks of injury from other sources e.g. challenging behaviour from service users whilst staff are hoisting and undertaking manual handling techniques.
- **monitor & review** the risk assessment at regular intervals and ensure that implemented control measures remain valid, are practical and assist in reducing the risks.

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## 6.4 Risk Assessment Considerations

Some issues to consider when undertaking violence and aggression risk assessments include:

- Known history of violence;
- Behavioural management issues such as challenging behaviour from service users;
- Triggers for violence;
- Access / egress issues;
- Specific policies / procedures to be considered e.g. restraint / break away etc.

## 6.5 Control Measure Considerations

Control measures identified to minimise the risks may include:

- Meeting in an appropriate location (e.g. interview rooms with alarms);
- Meeting with police in attendance;
- Multi-Disciplinary Strategy meetings to develop risk assessments and identify appropriate actions (these meetings should be attended by appropriate professionals e.g. Legal, HR, Health and Safety);
- Use of a Behaviour Management Plan (for service users);
- Specific guidelines for undertaking a visit and withdrawal;
- Emergency procedures;
- Suspending lone working activities where there is a known risk of violence etc;
- Procedure for conveying people for Mental Health;
- Procedures and training for physical restraint;
- Removal of services (extreme measure);

## 7.0 Harassment and Bullying

### 7.1 What is harassment and bullying?

*For the purpose of this toolkit this section relates to employees being harassed or bullied by service users, member of public or other external contacts. Internal cases of harassment and bullying should be referred to the 'Dignity at Work' Policy, Grievance Procedure and with support and guidance from People Management (HR Officers).*

Harassment and bullying occurs when someone is repeatedly and deliberately abused, threatened or humiliated by an individual or group of individuals due to the work they undertake e.g. service users or their families, members of public or people in receipt of Council services.

Harassment and bullying from any source is **unacceptable** in any form and will not be tolerated by Carmarthenshire County Council. Incidents of harassment or bullying *may* be referred to the police. Some aspects of harassment and bullying will fall into the scope of the Equalities Act and the protected characteristics contained within it.

It is vital that all service users, members of public and external contacts understand what constitutes unacceptable behaviour. This can be achieved by:

- providing clear information on acceptable behaviour when discussing service provision;
- display suitable signage and notices in public areas;
- provide visitors with clear guidance on how they are expected to behave whilst on-site;

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- inform, in a calm and appropriate manner, service users, members of public and external contacts when their behaviour is escalating and becoming unacceptable;
- prepare for visits e.g. where appropriate, write to service users prior to the visits outlining the expected behaviour.

Carmarthenshire County Council has a policy and procedure for ‘Managing Unreasonable Actions by Complainants’ which should be referred to.

## 7.2 *When do I need to act?*

Managers should take action as soon as they are made aware or become aware of any incidents of harassment or bullying from a service user, member of public or other external contact. It is important that any unacceptable behaviour is dealt with swiftly and appropriately to minimise the impact it has on the service provision, employee and service user, member of public or external contact.

If a service user, member of public or external contact is known to have acted inappropriately on previous occasions then a suitable and sufficient risk assessment must be undertaken and measures be implemented to reduce the risk to as low as reasonably practicable.

It is essential that all incidents involving harassment or bullying are recorded and reported in line with Carmarthenshire County Council accident / incident reporting procedure.

## 7.3 *What do I need to do?*

To manage the risks of harassment and bullying, Managers should:

- **develop** clear guidelines and information on behaviour and how unacceptable behaviour will be dealt with;
- **encourage** employees to report any form of harassment or bullying at the earliest opportunity;
- **carry out** risk assessments to prevent the likelihood of harassment and bullying against employees and communicate to all relevant employee groups;
- **undertake** specific risk assessments where harassment and bullying has been reported and implement suitable control measures to reduce the risk and relevant support for the employee involved;
- **monitor** the situation and ensure that control measures are being implemented, adhered to and reviewed.

**Take into consideration all situations where an employee could be subjected to harassment and bullying e.g. face to face, over the telephone, via email or letter or on social networking sites etc.**

## 7.4 Risk Assessment Considerations

Some issues to consider when undertaking bullying & harassment risk assessments include:

- Known history of this type of behaviour;
- Private information being used e.g. Facebook profiles or pictures;
- Potential for allegations e.g. being alone where there is potential for allegations of sexual assault;
- Emotional and mental effects on staff etc.

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## 7.5 Control Measure Considerations

Control measures identified to minimise the risks may include:

- Accompanied visits;
- Meetings held in suitable interview rooms;
- Use of pool / hire cars to undertake visits;
- Police attendance for visit;
- Reports of all bullying or harassment to police;
- Meetings in suitable interview rooms;
- Awareness of previous incidents;
- Recognising the triggers etc;
- Personal contracts.

## 8.0 Social Networking Issues

Social networking is widely used by employees of the Carmarthenshire County Council as well as by service users, members of public and other external contacts. Guidance on the use of social networking sites for employees should be referred to (link - [Social Networking Guidance](#) )

It must also be acknowledged that contact with service users, members of public and other external contacts on social networking sites should be approached with caution and ideally avoided. The appropriate and professional behaviour of all employees must be ensured and employees should be reminded that anything placed on these sites will be available in the public domain.

Social networking sites can also be used by service users, members of public or other external contacts as a means of bullying and harassment. Any incidents of this nature should be reported to the managers and where necessary the police.

## 9.0 Attending Court on Behalf of the Authority

There are circumstances where employees will be expected, as part of their job role, to attend court cases on behalf of Carmarthenshire County Council.

In these circumstances, it will be the responsibility of the line manager, Head of Service and Director to ensure that necessary risk assessments, controls and support are put in to place.

Each case will be unique, therefore, no general rules can be applied, however, the level of risk must be taken into consideration along with the employees emotional and mental welfare and the known history of the case (e.g. have there been concerns previously etc).

Considerations when conducting the risk assessment and arranging suitable controls:

- Has legal support and advice been sought?
- Has the court process and expected running of the case been explained?
- Who will accompany the employee to the court?
- How will they get to the court?
- Where will they be placed whilst at the court? (where appropriate a separate waiting room should be requested)

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- Does the employee need additional support from colleagues, managers or Occupational Health?
- Is there any other additional information required prior to the court attendance?

## 10.0 Taking a Criminal Case against Individuals

Where a physical or verbal assault or incidents of bullying or harassment have taken place and criminal action by the police has been taken, the employee involved may be required to take a personal criminal case against the individual involved (on advice from the police).

During this process there are limited actions that the authority can be involved in, however, as an employee of the authority there is support available in the form of:

- Occupational Health & Counselling;
- Legal services assistance with preparing for court attendance (this is not legal advice for the employee but support on what to expect when attending court);
- Assistance with transport / getting to the court;
- Allowances for time to attend court and seeking legal advice etc;
- Support following the outcome of the case (e.g. not dealing with the individual involved etc);
- Updated / specific risk assessments and necessary controls for the employees and their work activities;
- Trade Union advice and support;
- Any other support that is suitable and accessible e.g. charitable organisations or support groups.

## 11.0 Post Accident / Incident Intervention and Support

The actions taken immediately following an incident can be vital to the health, wellbeing and continued attendance at work of the employee.

Actions to take include:

- Secure the scene of the incident and make individuals involved as safe and comfortable as possible;
- Take down the facts of the incident and include any witness information and retain any evidence e.g. photographs etc;
- Contact with the departmental Health and Safety Advisor to begin an internal investigation;
- Immediate contact and offer of support for the employee involved (taking in to account any injury or sensitive emotional state of the employee);
- Immediate contact and offer of support for any witnesses involved;
- Visiting the individual as soon as possible following the incident (accompanying to hospital etc);
- An Occupational Health referral (to see the physician / counsellor);
- Adjustments of work activities / responsibilities on a temporary basis;
- Good communication / support and regular meetings / supervision with line manager;
- Long term adjustments / updates to risk assessments and working practices where appropriate;
- Any other reasonable adjustments or support as required by the employee / witnesses.

*The Critical Incident Protocol should be referred to for accidents / incidents that involve fatal or potentially life threatening injuries.*

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## 12.0 Crown Prosecution Service Support

Support and guidance on attending court is available through the Crown Prosecution Service (CPS). The support for witnesses is split in to two:

**The Witness Care Unit:** The Witness Care Unit is part of the joint Police and Crown Prosecution team and is responsible for providing you, with support, information on the progress of your case and making the arrangements for you to attend Court. The Witness Care Unit should be your first point of contact.

**The Witness Service:** The Witness Service helps witnesses and victims, their families and friends before, during and after a court hearing. It is a national charity, which helps people cope with crime. If you come to court to give evidence a Witness Service representative will offer you support.

Support, such as a pre-trial visit, can be arranged to help you feel more confident about giving evidence during the trial.

More information, on the support services, is available from the court in which the case is being heard.

## 13.0 Equipment Availability & Monitoring Systems

Carmarthenshire County Council provides a lone working monitoring system through the Careline Service. This service is available to accompany lone working risk assessments and form part of the safe working procedure. The system requires emergency procedures to be identified, developed by managers and be regularly monitored and updated.

For further advice, guidance and to discuss the potential use of this system please contact the Careline Manager on 01558 825426.

Telephone recording equipment and other forms of monitoring equipment are available for management of and evidence gathering for extreme cases but **must** only be used following a risk assessment, agreement from Service Managers, in liaison with Legal Services and where necessary the Police. In order to ensure compliance with all requirements for Data Protection, Human Rights and any other relevant legislation there are specific guidelines that need to be developed, completed and implemented before the equipment is put in to use e.g. completion of a human rights questionnaire, informing the person that the call is being recorded etc.

## 14.0 Accident / Incident Recording and Reporting

All accidents / incidents need to be recorded in line with the authority's accident / incident reporting procedure. It is essential that **all** incidents are recorded to enable suitable monitoring and investigation of relevant accidents / incidents are undertaken.

It is also important that all incidents of verbal aggression, bullying and harassment are recorded as early intervention can prevent the situation escalating and assist in preventing further incidents.

Some accidents / incidents may need to be reported under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1996 (RIDDOR). In order to meet compliance with the requirements

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under RIDDOR all accidents / incidents should be reported to the Corporate Health and Safety Unit as soon as possible but no later than 7 days following the incident.

*The Critical Incident Protocol should be referred to for accidents / incidents that involve fatal or potentially life threatening injuries.*

## 15.0 Training

There are 3 levels of training. These are:

- Managing Personal Safety Workshop (1/2 day);
- Personal Safety Level 1 – Telephone Handling ;
- Personal Safety Level 2 – Face to Face Contact;

All courses can be tailored to suit the service / division attending. Risk assessments and work guidelines need to be developed and communicated in order to maximise the impact of the course.

Additional training, such as computer based training courses, can be developed and should be discussed with the Learning and Development Advisor (H&S).

Specific Positive Behavioural Management (PBM) training for staff is available for management of identified service users with challenging behaviour.

For more information on any element of Personal Safety training contact the Corporate Learning and Development Advisor (Health and Safety) – see section 16.

## 16.0 Sharing of Information

Carmarthenshire County Council will manage the disclosure or exchange of personal data affectively so that the parties involved are quite clear about both the type of information that can be shared and the circumstances providing for disclosure. All disclosure of personal data including sensitive personal data must be in accordance with the principles of the Data Protection Act (see paragraph 3 legal position). If the person wishing to share information is under any doubt that to do so may breach the Data Protection principles they should obtain legal advice if at all possible prior to any disclosure of information. Following the broad principles in the Act and acting for the service user’s benefit and in the public interest and in good faith, should ensure that it is appropriate to share personal information during an emergency situation.

## 17.0 Contractors / Agency Workers

Carmarthenshire County Council will provide contractors / agency workers with any ‘known’ relevant information to enable them to undertake suitable and sufficient risk assessments and implement additional control measures where necessary.

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## 18.0 Further Advice and Support

For further advice, guidance and support please contact:

<b>Name:</b>	<b>Covers:</b>	<b>Contact Number:</b>
Heidi Font	Fitness for Work Manager	01267 246060
Jackie Bergiers/Emma Howatson	H&S Advisor (SCH&H)	01267 246102
Adryan Jones	H&S Advisor (Schools)	01267 246165
Mark Milward	H&S Advisor (Reg & Leisure / CEX / Resources)	01267 246131
Adam Butler	H&S Assistant	01267 246060
Martin Williams	H&S Advisor (Tech Services)	01267 228198
Anna Owens	H&S Advisor (Tech Services)	01267 228121
Eddie Cummings	Learning & Development Advisor (Health and Safety)	01267 246180
Occupational Health	Occ Health Support	01267 246060

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## Appendix 1

Reference No.	Date of assessment	Date of review
LW/Generic	07/05/13	07/11/13
<b>AREA / ACTIVITY BEING ASSESSED</b>	<b>Generic Lone Working Activities</b>	
<b>Description of operations &amp;/or scope of assessment:</b> <ul style="list-style-type: none"> <li>• Activities,</li> <li>• Environment(s)</li> <li>• Equipment, substances &amp;/or materials</li> </ul>	<b>Generic Lone Working on Local Authority Business</b>	
<b>Department &amp; Business Unit:</b>	<b>Various</b>	
<b>Address/Location where assessment conducted:</b>	<b>Various</b>	
<b>Management standards as used by Departments</b>	<b>Health and Safety at Work etc. Act 1974</b> <b>Management of Health and Safety at Work Regulations 1999</b> <b>HSE Lone Working Guidance</b> <b>CCC Lone Working Guidance</b>	

Name of Risk Assessor(s)	Designation:	Signature(s) of Risk Assessor(s)
HASAG	H&S Advisors	

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Item index number	Identify Hazard (s)	Who/what is Likely to be harmed and how	Existing/Current Control Measures	Risk rating as per Matrix	Further actions required to reduce the risk & Person Responsible for Action	Residual risk(s) as per matrix after additional controls
1.	Violence and aggression from service users, members of public etc	Employee's	<p>Personal safety training available which managers should arrange</p> <p>All available, relevant information for the service user is provided prior to the visit</p> <p>Lone working tasks identified and risk assessed by managers</p> <p>Lone working procedures developed and implemented</p> <p>Staff consulted and informed of suitable lone working procedures</p> <p>Provision of relevant 'known' information to contractors / agency</p>	M	<p>Lone working activities suspended or stopped when risk is unmanageable</p> <p>Refresher training should be arranged by managers at suitable intervals</p> <p>Audit of information stored and available</p> <p>Staff informed of risk assessments and procedures to be followed while lone working</p> <p>Review of relevant risk assessments and procedures at regular intervals</p> <p>All incidents / accidents to be</p>	L

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			workers acting on behalf of the authority		recorded and reported	
2.	Travelling to and from site – accidents / ill health / vehicle breakdown	Employee's	<p>Personal safety training available which managers should arrange</p> <p>Lone working tasks identified and risk assessed by managers</p> <p>Lone working procedures developed and implemented</p> <p>Staff consulted and informed of suitable lone working procedures</p> <p>Vehicle breakdown considered by managers as part of the risk assessment.</p>	M	<p>Lone working activities suspended or stopped when risk is unmanageable</p> <p>Refresher training should be arranged by managers at suitable intervals</p> <p>Audit of information stored and available</p> <p>Staff informed of risk assessments and procedures to be followed while lone working</p> <p>Review of relevant risk assessments and procedures at regular intervals</p> <p>All incidents / accidents to be recorded and reported</p>	L
3.	Contact with dangerous animals	Employee's	All known information	M	Lone working activities	L

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			<p>on dangerous animals communicated to relevant staff prior to visiting</p> <p>Staff do not enter property if there is a risk present</p> <p>Personal safety training available which managers should arrange</p> <p>Lone working tasks identified and risk assessed by managers</p> <p>Lone working procedures developed and implemented</p> <p>Staff consulted and informed of suitable lone working procedures</p> <p>Provision of relevant 'known' information to contractors / agency workers acting on</p>		<p>suspended or stopped when risk is unmanageable</p> <p>Refresher training should be arranged by managers at suitable intervals</p> <p>Audit of information stored and available</p> <p>Staff informed of risk assessments and procedures to be followed while lone working</p> <p>Review of relevant risk assessments and procedures at regular intervals</p> <p>All incidents / accidents to be recorded and reported</p>	
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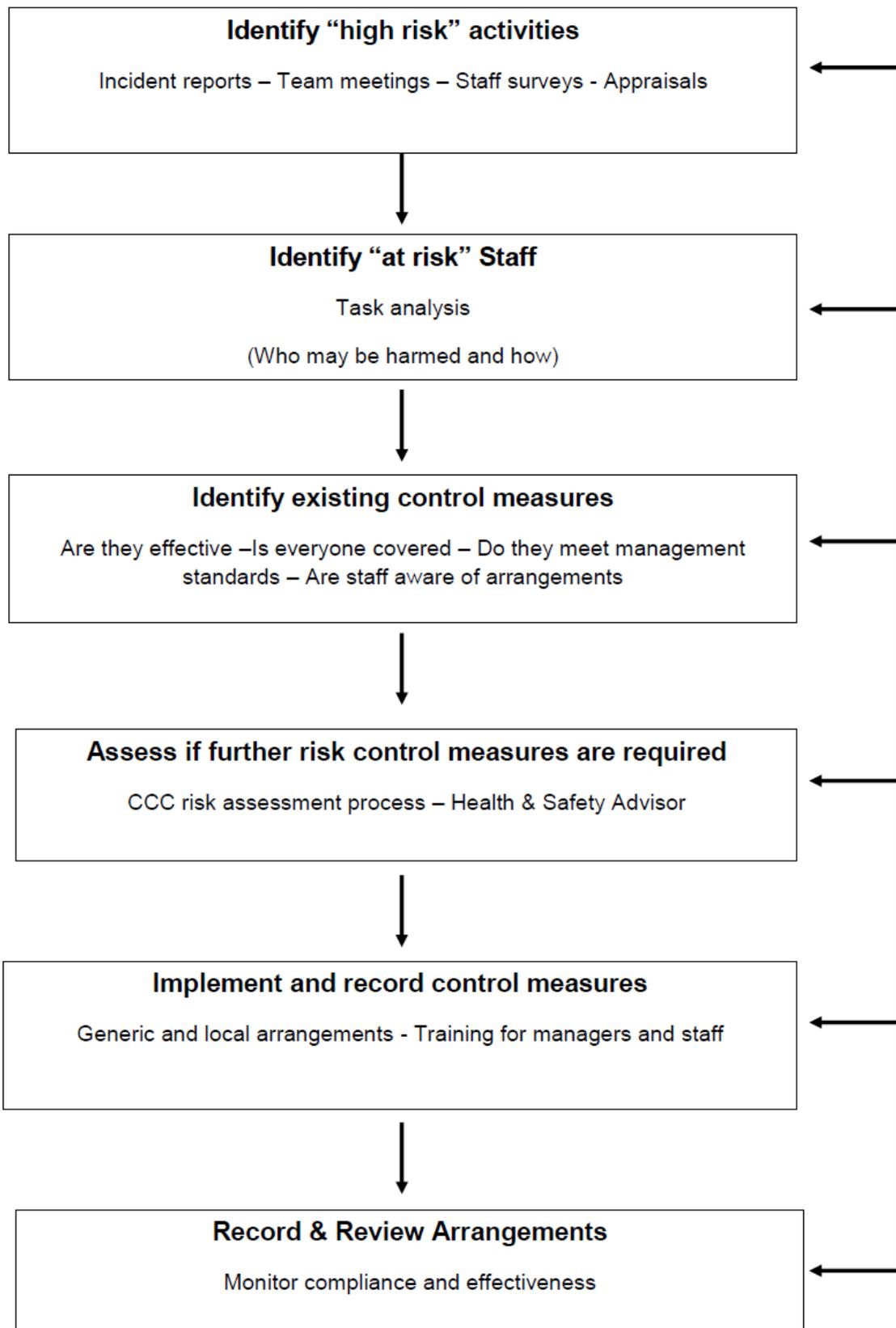
			behalf of the authority			
4.	Poorly maintained, damaged or unhygienic premises	Employee's	<p>Staff to maintain awareness of risks and undertake personal risk assessments</p> <p>Staff to have access to relevant PPE, hand washing facilities or alcohol gel</p> <p>Personal safety training available which managers should arrange</p> <p>All available, relevant information for the service user is provided prior to the visit</p> <p>Lone working tasks identified and risk assessed by managers</p> <p>Lone working procedures developed and implemented Staff consulted and informed of suitable</p>	M	<p>Lone working activities suspended or stopped when risk is unmanageable</p> <p>Refresher training should be arranged by managers at suitable intervals</p> <p>Audit of information stored and available</p> <p>Staff informed of risk assessments and procedures to be followed while lone working</p> <p>Review of relevant risk assessments and procedures at regular intervals</p> <p>All incidents / accidents to be recorded and reported</p>	L

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			lone working procedures  Provision of relevant 'known' information to contractors / agency workers acting on behalf of the authority			
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**Management of Violence & Aggression/Lone Working**



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