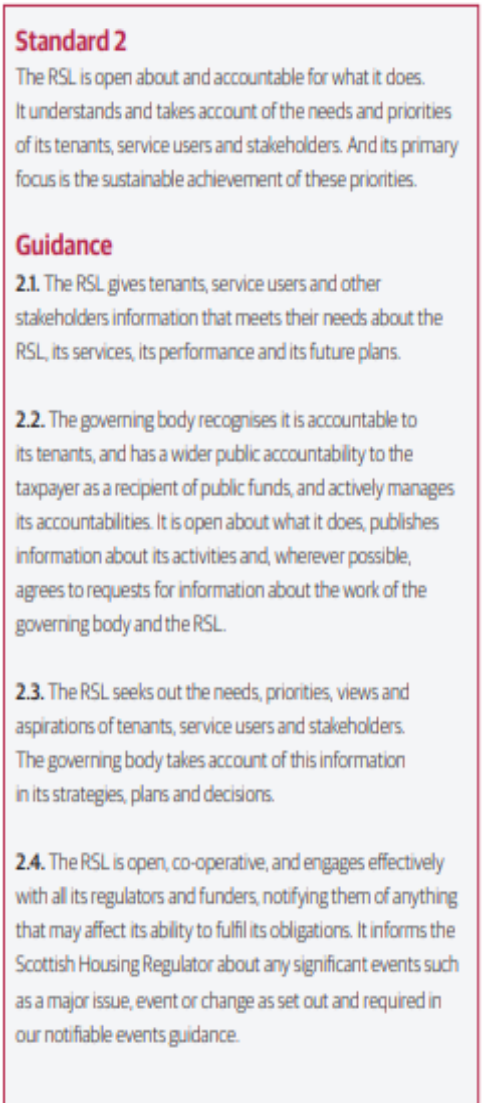
**CLYDESDALE HOUSING ASSOCIATION LIMITED**

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| **Policy:** | **Lone Working Policy** |
| **Date:** | **28th October 2026** |
| **Lead Officer:** | **Housing Manager** |
| **Review Date:** | **October 2029** |
| **Regulatory Standards:** | **Standard 2**<br><br>The RSL is open about and accountable for what it does.<br>It understands and takes account of the needs and priorities<br>of its tenants, service users and stakeholders. And its primary<br>focus is the sustainable achievement of these priorities. |

*Guidance*



**Standard 2**

The RSL is open about and accountable for what it does. It understands and takes account of the needs and priorities of its tenants, service users and stakeholders. And its primary focus is the sustainable achievement of these priorities.

**Guidance**

**2.1.** The RSL gives tenants, service users and other stakeholders information that meets their needs about the RSL, its services, its performance and its future plans.

**2.2.** The governing body recognises it is accountable to its tenants, and has a wider public accountability to the taxpayer as a recipient of public funds, and actively manages its accountabilities. It is open about what it does, publishes information about its activities and, wherever possible, agrees to requests for information about the work of the governing body and the RSL.

**2.3.** The RSL seeks out the needs, priorities, views and aspirations of tenants, service users and stakeholders. The governing body takes account of this information in its strategies, plans and decisions.

**2.4.** The RSL is open, co-operative, and engages effectively with all its regulators and funders, notifying them of anything that may affect its ability to fulfil its obligations. It informs the Scottish Housing Regulator about any significant events such as a major issue, event or change as set out and required in our notifiable events guidance.

**The Scottish Social Housing Charter**

**1. Equalities**

- The landlord supports the right to adequate housing
- every tenant and other customer has their individual needs and rights recognised, is treated fairly and with respect, and receives fair access to housing and housing services.

**Clydesdale Housing Association will provide this policy on request at no cost, in large print, in Braille, in audio or other non-written format, and in a variety of languages.**

HAPPY TO TRANSLATE

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1. **Policy Statement**

   Clydesdale Housing Association is committed to protecting the health, safety, wellbeing and security of all employees and contractors who work on the Association's behalf who undertake lone working activities.

   The Association recognises that lone working can present additional risks, particularly for staff carrying out home visits, tenancy management activities, estate inspections, repairs, welfare checks, antisocial behaviour investigations and other community-based services. The organisation is committed to identifying and reducing these risks while supporting employees' physical, emotional and psychological wellbeing.

   This policy also ensures that any collection, use, sharing or monitoring of personal information relating to lone workers is undertaken lawfully, fairly and transparently in accordance with UK GDPR and the Data Protection Act 2018.

## 2. Purpose

The purpose of this policy is to:

- Protect the health, safety and wellbeing of lone workers.
- Ensure a consistent approach to lone working arrangements.
- Reduce the risk of harm arising from violence, aggression, accidents, illness or emergency situations.
- Define the responsibilities of managers and employees.
- Establish procedures for risk assessment and monitoring.
- Ensure personal data used for lone worker safety is managed appropriately and legally.

## 3. Scope

This policy applies to all:

- Employees
- Agency workers
- Contractors
- Volunteers

It covers activities undertaken:

- In tenants' homes
- In communal areas and estates
- In remote locations

- Outside normal office hours.
- During travel for work purposes
- When working alone in the Associations office

**4. Definition of Lone Working**

A lone worker is any individual who works by themselves without close or direct supervision and where assistance may not be immediately available in the event of an incident, accident, illness or emergency.
Examples include:

- Housing Officers conducting home visits or estate inspections
- Technical Services staff conducting home or communal area inspections
- Staff working alone in the office or within the Community Hub offices
- Employees travelling between appointments.

**5. Principles**

The Association is committed to:

**Safety First**

No member of staff will be required to undertake a visit or activity where the risks are considered unacceptable.

**Wellbeing Focus**

The organisation recognises that lone working can affect wellbeing through:

- Feelings of isolation
- Stress and anxiety
- Exposure to challenging behaviour
- Exposure to behaviour which may cause an individual to feel uncomfortable or vulnerable

Support mechanisms will be made available to ensure employees feel safe, supported and able to raise concerns.

**Prevention**

Risks will be actively identified and managed before work takes place.

**Shared Responsibility**

Lone working safety is a shared responsibility between the Association, line managers and individual employees.

**6. Roles and Responsibilities**

**The Association**

The Association will:

- Provide safe systems of work.

- Conduct and maintain risk assessments
- Provide appropriate training
- Implement communication and emergency procedures
- Provide wellbeing support
- Ensure compliance with data protection legislation

**Line Managers**
Managers are responsible for:
- Assessing risks associated with lone working activities.
- Reviewing risk assessments regularly
- Ensuring staff understand procedures
- Maintaining appropriate contact arrangements
- Responding promptly to welfare concerns
- Supporting employee wellbeing

**Employees**
Employees must:
- Follow risk control measures
- Attend training
- Report incidents, hazards and concerns
- Complete required check-in procedures
- Inform managers of any changes affecting their safety
- Take reasonable care of their own health and safety
- Undertake Risk Assessments before engaging in lone working activities

## 7. Risk Assessment

A lone working risk assessment must be carried out before lone working activities are undertaken.
The assessment should consider:

**Individual Factors**
- Experience and competency
- Medical conditions
- Pregnancy
- Disability requirements
- Mental health and wellbeing concerns.

**Environmental Factors**
- Location
- Known risks within the area
- Access and exit routes
- Mobile phone signal availability

**Service User Risks**
- History of violence or aggression

- Substance misuse concerns
- Safeguarding issues
- Previous incidents.

**Task-Related Risks**

- Cash handling
- Delivery of difficult decisions
- Enforcement activity
- Visits to unfamiliar premises

## 8. Wellbeing Measures

The Association recognises that lone workers may experience increased emotional and psychological demands.
Support measures include:

- Regular wellbeing discussions
- Access to Employee Counselling services
- Mental health first aid support
- Debriefing following difficult visits or other communications (email/calls)
- Workload monitoring
- Flexible working arrangements where appropriate

Employees are encouraged to report concerns relating to stress, anxiety, fatigue or personal safety without fear of detriment.

## 9. Pre-Visit Planning

Before undertaking a visit, employees should:

- Carry out Lone working Risk Assessment which includes;
- Review any available risk information
- Assess whether the visit should be completed alone
- Consider arranging joint visits where risks are elevated
- Inform designated colleagues of visit details
- Ensure communication devices are operational
- Confirm emergency contact arrangements
- Arrange for Two staff members attending if where appropriate
- Support from Police Scotland or partner agencies where appropriate
- Management approval

While there is not always a legal requirement to tell a tenant or customer in advance that two staff members will attend a visit, it is advisable to do so.

As a matter of good practice, and wherever circumstances reasonably allow, tenants should be informed in advance that two staff members will be attending the visit. The notification should:

- Advise that two representatives of the Association will be present
- Confirm the date, time and purpose of the visit
- Explain that the arrangement has been made in accordance with the Association's Lone Working Policy
- Provide reassurance that the decision is a routine safety measure and does not, in itself, imply any allegation, concern or complaint about the tenant

Staff should provide sufficient information to allow the tenant to understand who will be attending and why, whilst maintaining the confidentiality of any personal information relating to employees or internal risk assessments.

Internal risk assessments will determine whether risk markers should be added to relevant tenant accounts or estates.  *see Risk Marker Procedure

### 9.1 Use of Risk Markers During Lone Working

Before undertaking a home visit, estate visit or other lone working activity, employees should review available risk information, including any active Risk Marker or Person Warning attached to a tenant or household.
Risk Markers are used to alert staff and contractors to identified risks and enable appropriate precautions to be implemented. They are not intended to stigmatize individuals and must only be used to manage genuine health and safety risks

Where an active Risk Marker exists, managers will consider appropriate control measures, including:

- Joint visits.
- Manager attendance.
- Contractor notifications where appropriate
- Alternative methods of service delivery
- Enhanced check-in arrangements
- Suspension of lone working at the address
- Staff must comply with any control measures identified through the Risk Marker process.

It is recognised that, on some occasions, it may be prudent to place a marker on a tenant's account to indicate that visits should be conducted by two members of staff. The details and rationale for this marker should not be

shared with the tenant where doing so could create or escalate safety concerns for the staff member(s). Such cases should be discussed and agreed with a line manager. In addition, said tenants should still receive communication advising that a two person visit will take place (when due to take place) so that they may consider their own safeguarding.

**10. Contact and Monitoring Procedures**

The Association may implement reasonable measures to maintain contact with lone workers.
Examples include:

- Check-in/check-out procedures
- Electronic diary systems
- Welfare calls/texts
- Emergency escalation procedures

Failure to make agreed contact may result in escalation processes being activated to ensure employee safety.

**11. Emergency Procedures**

Employees should:

- Leave immediately if they feel unsafe
- Contact emergency services where required
- Notify their manager as soon as practical
- Report all incidents using the established reporting system

Managers must ensure:

- Serious incidents are investigated
- Appropriate support is provided
- Lessons learned are shared

**12. Violence, Aggression and Abuse**

The Association operates a zero-tolerance approach to:

- Violence
- Threatening behaviour
- Harassment
- Verbal abuse
- Hate incidents

Employees should never feel obliged to remain in situations where they feel intimidated or unsafe.
Appropriate action may include:

- Suspension of home visits
- Joint visits
- Alternative service arrangements
- Legal action where appropriate

## 13. Incident Reporting, Investigation and Risk Markers

All incidents affecting the safety or wellbeing of lone workers must be reported as soon as practicable and, wherever possible, no later than the next working day.

Reportable incidents include:

- Violence or physical assault
- Threatening behaviour
- Verbal abuse
- Harassment or stalking
- Hate incidents
- Domestic abuse-related risks affecting staff safety
- Near misses
- Welfare concerns arising during visits
- Professional judgements that a property, household or individual presents a risk to lone workers

Where an incident occurs, employees must:

- Prioritise their own safety and leave the situation if necessary
- Seek emergency assistance where required
- Notify their Line Manager as soon as possible
- Complete the Association's Incident Reporting Form
- Record factual information only

The Line Manager will investigate the incident and determine whether additional control measures are required, including:

- Suspension of lone working arrangements.
- Joint visits
- Involvement of partner agencies
- Revision of risk assessments
- Referral under the Association's Risk Marker Procedure.
- Where an incident involves violence, threats, harassment, intimidation, stalking, aggressive behaviour, domestic abuse-related risks to staff, or any other behaviour that may present an ongoing risk, the matter must be considered under the Risk Marker Procedure. Any decision to apply a Risk Marker must be evidence-based, proportionate, necessary and supported by a documented incident or professional judgement concern.

## 14. Data Protection and GDPR Considerations

### Purpose of Processing

To support lone worker safety, the Association may process personal information including:

- Employee names
- Contact details
- Work schedules
- Visit locations
- Emergency contact information
- Check-in and welfare monitoring records

The processing of such information must be necessary, proportionate and for legitimate organisational purposes relating to employee health and safety. Special category information will only be processed where a lawful condition under data protection legislation applies.

### Visibility of Risk Information

Information regarding known risks relating to tenants or properties may be shared internally where necessary to protect staff safety.
Only information that is:

- Relevant
- Accurate
- Proportionate
- Up to date

should be recorded and shared.
Staff must avoid subjective or discriminatory comments within records.

### Location Monitoring

Where lone worker systems include GPS or location tracking:

- Employees will be informed of how monitoring operates
- Monitoring will be limited to legitimate safety purposes
- Data collection will be proportionate
- Information will not be used for excessive employee surveillance

### Retention

Personal information collected for lone worker safety purposes will be retained only for as long as necessary and in accordance with the Association's Data Retention Schedule.

### Confidentiality

Employees must ensure that personal data obtained during visits is handled securely and in accordance with:

- UK GDPR.
- Data Protection Act 2018.
- The Association's Information Governance Policies.

## 15. Training

The Association will provide appropriate training, including:

- Lone working procedures and risk assessments
- Personal safety awareness
- Conflict management
- De-escalation techniques
- Incident reporting
- Data protection awareness
- Mental health and wellbeing awareness

## 16. Monitoring and Review

The effectiveness of this policy will be reviewed through:

- Incident analysis
- Staff consultation
- Risk assessment reviews
- Audit of lone worker arrangements
- Wellbeing feedback

The policy will be reviewed at least every three years or sooner if required by legislative, operational or organisational changes.

## 17 Related Polices and Documents

- Unacceptable Behaviour Policy
- Domestic Abuse Policy
- Dignity at Work & Harassment Policy
- Risk Marker Procedure
- Lone Working Protocol and associated Risk Assessments