

# The use of a **LONE WORKER DEVICE OR APP**

## THREAT

**Your lone worker device should only be used for summoning support or help if you are threatened, at risk or being assaulted or if you have had an accident.**

## POTENTIAL THREAT

If your lone worker device has a pre-alarm function (e.g. amber alert) you can use this as part of your own dynamic risk assessment (in accordance with your training and instructions) if you are entering an area where you do not feel safe or if you are getting concerned about the situation you are involved in. The operation of the pre-alarm will either inform the Alarm Receiving Centre that you wish them to listen in but take no action or that you have entered an area you are unsure of. The pre-alarm can also send an emergency alarm to the Alarm Receiving Centre at the end of a defined time period if the pre-alarm alert is not cancelled. The pre-alarm function is for your safety and to aid you in your lone working.

## NO DIRECT THREAT

You should not use your lone worker device in other situations where there is no threat to yourself. Your organisation's policy and procedures will give you guidance on actions to take in this situation. You may for example be required to use mobile phone/fixed telephone or other means of communication to direct to the relevant agency or responder (police, ambulance, supervisor, manager, first aider, etc). (Examples of when **not** to use your lone worker device are, if you see somebody steal something or you see a car drive off a petrol forecourt without paying, if you see a fight in the street, if you see a car accident).

## NO THREAT

Protect your lone worker device from accidental misuse which may occur when other staff are not trained correctly, visitors see the device lying around and operate it without understanding, etc. Accidental misuse can cause false alarm calls to the police, responding agencies, or even damage to the lone worker device by mishandling.

The care and use of your lone worker device is very important for your safety and you should fully understand the lone worker procedures and lone worker policies your employer has put in place to support you in a lone worker environment. There are certain steps to take to ensure your device is in full working order.

- a. Ensure your device battery is fully charged before starting your shift and that you have charging/spare batteries with you if you are away from the lone worker device charging point for extended periods of time.
- b. When entering lone worker areas ensure that you check the signal strength of your lone worker device. If there is no signal in the area you intend to carry out lone working, then inform your supervisor / manager and work out a risk mitigation plan with them.
- c. Ensure you protect your lone worker device from the weather and environment (unless the device is weather and shock proof).
- d. Ensure you are trained on the functions on your lone worker device and how they work so that if you need to operate your lone worker device in an emergency you automatically know how it operates.
- e. Depending on your situation you may need to place your lone worker device in a position that you can operate it easily and discreetly if required. Consider this before you start your lone working duties.
- f. Work with your employer to ensure appropriate training, policies and procedures are in place and implemented.

## Sources of information for lone working:

- a. **Health and Safety Executive – Working alone in safety**  
[www.hse.gov.uk/pubns/indg73.htm](http://www.hse.gov.uk/pubns/indg73.htm)
- b. **BSIA lone worker publications**  
<http://bit.ly/Zv7eAr>
- c. **NHS Protect**  
[www.nhsbsa.nhs.uk/4248.aspx](http://www.nhsbsa.nhs.uk/4248.aspx)  
[www.nhsbsa.nhs.uk/4413.aspx](http://www.nhsbsa.nhs.uk/4413.aspx)

# LONE WORKER

