

E-mail:

20 October 2016
Your reference:
Our reference: FOI 2016-0794

Dear

FREEDOM OF INFORMATION ACT 2000 - DISCLOSURE

The council has completed its search relating to your request for information about safe working practices and the impact of single manning, which was received on 29 July 2016.

The council does hold information within the definition of your request.

Q1: Does your local authority issue guidance to those who work on their own?

The County Council Safety Procedure No. 24 – Lone working provides guidance to Managers and Staff. We also direct them to HSE guidance documents including <http://www.hse.gov.uk/pubns/indg73.pdf> and Suzy Lamplugh Website . <http://www.suzylamplugh.org/>

Q2: Approximately, how many employees of your local authority are now classed as lone workers? As a percentage of total number of employees?

We are unable to provide this information in an easily retrievable format as each Directorate would have to be consulted to determine current numbers.

Q3: Are those employees who undertake lone working provided any form of specialised training, such as conflict avoidance or De-escalation techniques?

Workplace risk assessments, induction and appraisal/ one to one processes would identify the need for any training based on an employee's specific job role. We arrange a Learning Event Programme offering courses in Dealing with Difficult Behaviours, Team Teach and Conflict Management.

Q4: Are lone workers issued any PPE safety equipment or means for signalling an emergency (i.e. personal alarms, pagers, mobile phones?)

There are a variety of solutions used. Most staff are issued with work mobile phones and some will be given personal attack alarms although these are only designed to be used to surprise an attacker rather than to summon assistance. Lone worker monitoring solutions are also used for higher risk lone workers e.g. Guardian Angel.

Q5: Does the Local Authority provide this equipment / service or is it outsourced to private sector companies? If so, whom?

**Local Authority provide equipment
Lone Worker Monitoring contracted by CCC but provided by external services**

Q6: How many assaults were reported by staff to the Local Authority in 2015 (if no stats known, then for the year 2014).

There were 194 incidents of violence/agression reported by staff in 2015. These figures include physical incidents and verbal abuse/ threats. The majority of these incidents (151) arose from Residential Care Staff in Adults Residential Care.

Q7: Please provide the name and job titles of the person(s) responsible for the safety of your local authority's lone workers or lone worker policy and lone working risk assessments (health and safety manager?)

Julian Stainton, Senior Health Safety and Wellbeing Manager

Q8: Please list the contact details (phone, email) of these person(s) responsible.

**Corporate Health and Safety Team
Carlisle Community Fire Station
Eastern Way
Carlisle
CA1 3RA**

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Further information can be found on the council's website: <http://www.cumbria.gov.uk/council-democracy/accesstoinformation/internalreviewscomplaints.asp>

Yours sincerely,



Senior Manager – Performance and Risk