PERSONAL SAFETY PARTNERSHIP
WORKING TOGETHER TO KEEP YOU SAFE

FREE RESOURCE
LONE WORKER SAFETY

CHECKLIST

# LONE WORKER SAFETY CHECKLIST

A practical checklist for managers and staff who work alone, visit people in their homes or work out of sight of colleagues. Tick what is in place, and act on what is not.

## BEFORE THE SHIFT OR VISIT

- [ ] A risk assessment covers lone working for this role, setting and time of day.
- [ ] Known risks and history are checked and shared with the person going.
- [ ] Someone knows where you are, who you are seeing, and when you expect to finish.
- [ ] You have a charged phone, and any alarm or device is tested and working.
- [ ] You know the check-in times and what happens if you miss one.
- [ ] Your route, parking and arrival plan are sensible, with a fall-back if plans change.
- [ ] You are fit to work and have what you need, such as ID, keys and water.

## ON ARRIVAL

- [ ] Park facing out, close to where you are going, in a lit area where possible.
- [ ] Stop, look and listen before you go in. Does anything feel wrong? If so, do not go in.
- [ ] Note the exits, and keep your way out clear.
- [ ] Tell the person you are meeting who you are and why you are there.
- [ ] Keep your phone and keys on you, not in a bag across the room.
- [ ] Sit or stand nearest the exit, where you can.

## DURING THE VISIT

- [ ] Keep a dynamic risk assessment going. Watch mood, alcohol, other people and the setting.
- [ ] Use calm communication and de-escalation early.
- [ ] Do not be afraid to leave. Making an excuse and leaving is always acceptable.
- [ ] Check in as agreed. Never skip a check-in because you are busy.
- [ ] Know your code word or phrase for “I need help”.

## AFTERWARDS

- [ ] Report your safe finish to your contact.
- [ ] Record any incident, near miss or concern the same day.
- [ ] Update risk information for the next person.
- [ ] Take time to talk it through. Support is there to be used.
- [ ] Managers: review reports and act on patterns.

**Personal Safety Partnership Ltd**
ICM, NFPS and MMVA accredited conflict management and physical intervention training

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## FOR MANAGERS AND EMPLOYERS

- [ ] Lone working is covered by your health and safety risk assessments and policies, in line with the Health and Safety at Work etc. Act 1974 and the Management of Health and Safety at Work Regulations 1999.
- [ ] Staff are told clearly which tasks they may and may not do alone.
- [ ] There is a reliable way to know where lone workers are, and a clear process if someone does not check in.
- [ ] People have the right equipment, communications and training for the risks they face.
- [ ] Staff can say no, stop or leave without blame.
- [ ] Incidents, including verbal abuse and near misses, are reported, reviewed and learned from.
- [ ] Policies are reviewed regularly and after every serious incident.

## IF SOMEONE DOES NOT CHECK IN

1. **Try to make contact**
   Call, text and use any tracking or alarm system, following your agreed procedure.

2. **Escalate**
   Contact the named backup or manager. Check the last known location and plan.

3. **Call for help**
   If you believe someone is at risk, call 999 and give the last known location and visit details.

4. **Support and review**
   Look after the worker and the team afterwards, then review what happened and why.

## TRAINING YOUR LONE WORKERS

We help teams build practical skills in personal safety, risk awareness and de-escalation, tailored to your setting.

**Request a quote or book a free 30-minute intro call at personalsafetypartnership.com**

General good-practice guidance only. It does not replace a suitable and sufficient risk assessment, your organisation's policies or professional advice.

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