



# Lone Worker Survey Executive Summary

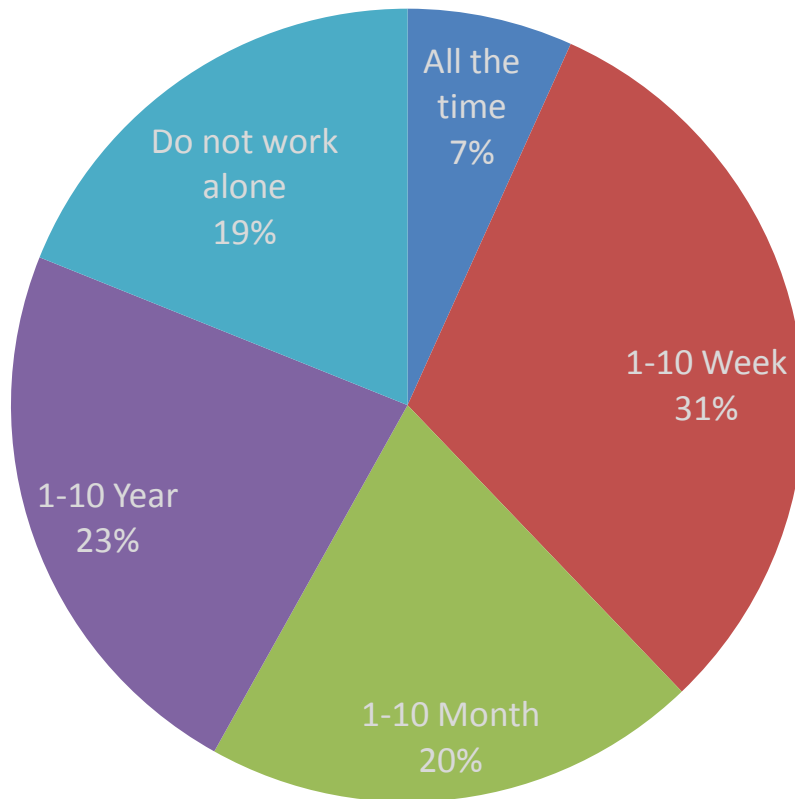


# Summary

- 81% of the survey participants are lone-workers.
- 53% of lone workers have been verbally abused, 15% have been physically abused.
- Of the 38% of lone workers who visit service users at home, all indicate 'alcohol abuse' is an issue amongst their service users.
- 19% of lone workers do visits out of hours.
- In the last 3 years only 19% have been given training to assist their safety during lone working.

## Lone Worker Survey

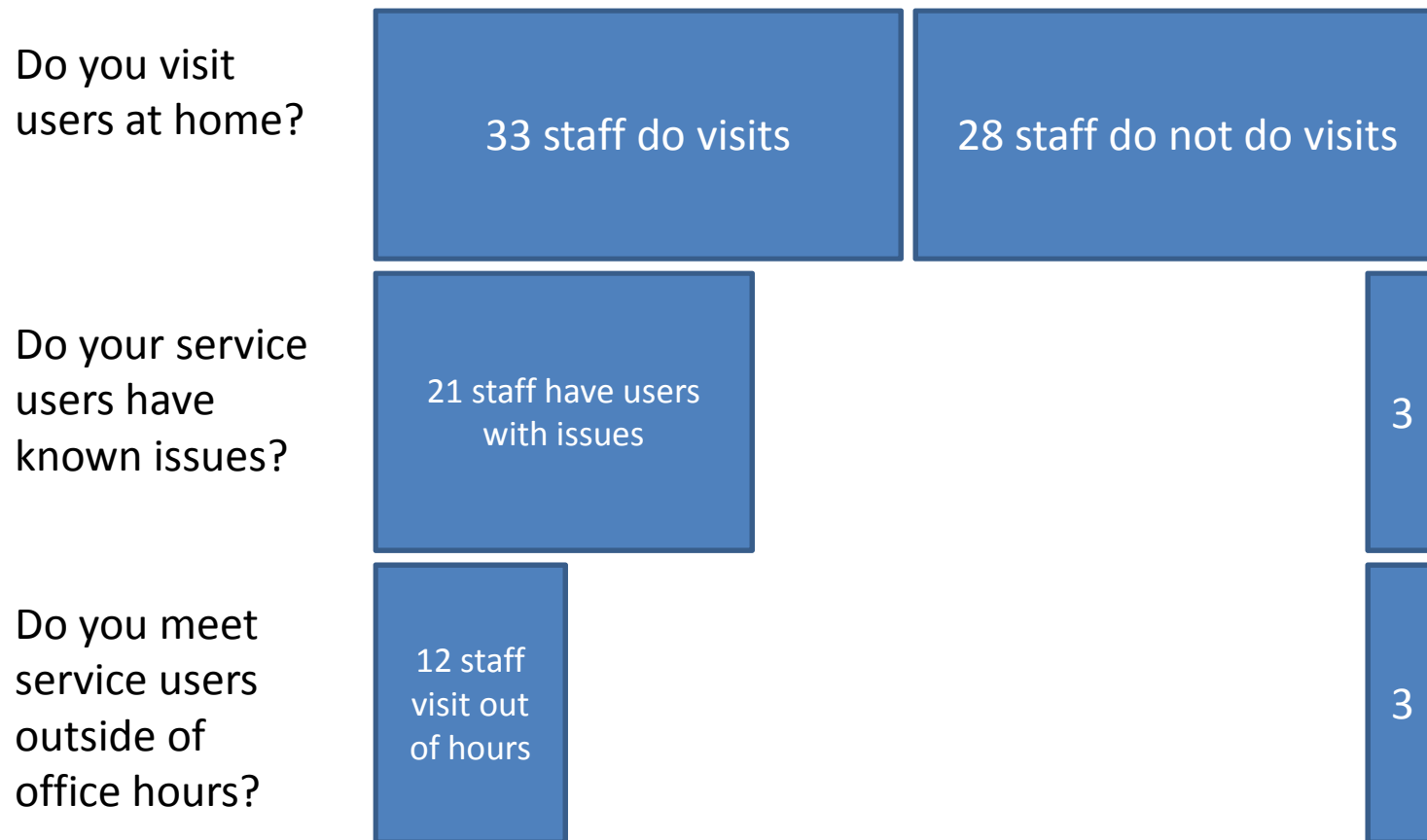
Lone Working Frequency



58% of the respondents are involved in frequent lone working, more than 1 occasion per month

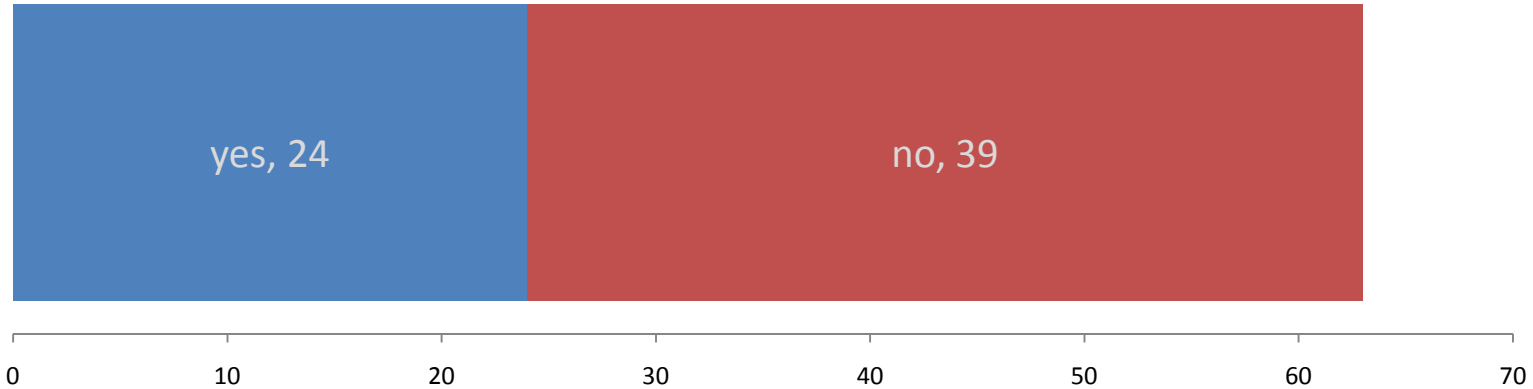
Of the 77 who took part in the survey 63 confirmed they did some lone working (81%) – this group then continued to answer further questions.

Of the 63 lone worker respondents, how many go out for visits to users with known risks, outside of working hours?

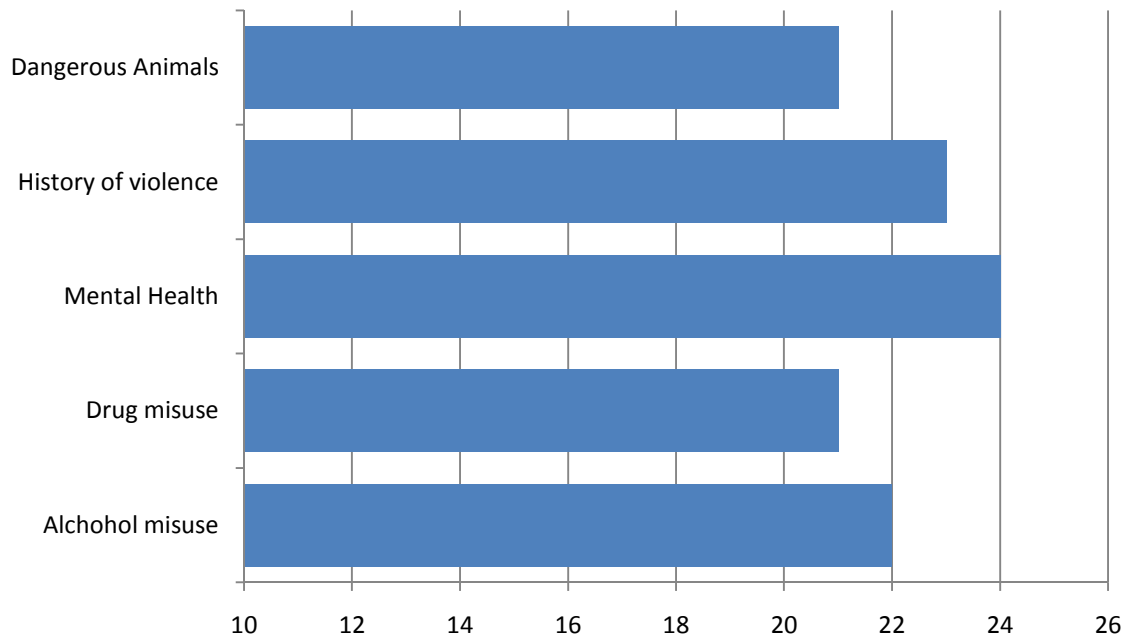


A known risk would be users with; Drug or Alcohol Addiction, Dangerous Animals , Mental Health Issues or a history of Violence.

## Do you visit service users in their home?



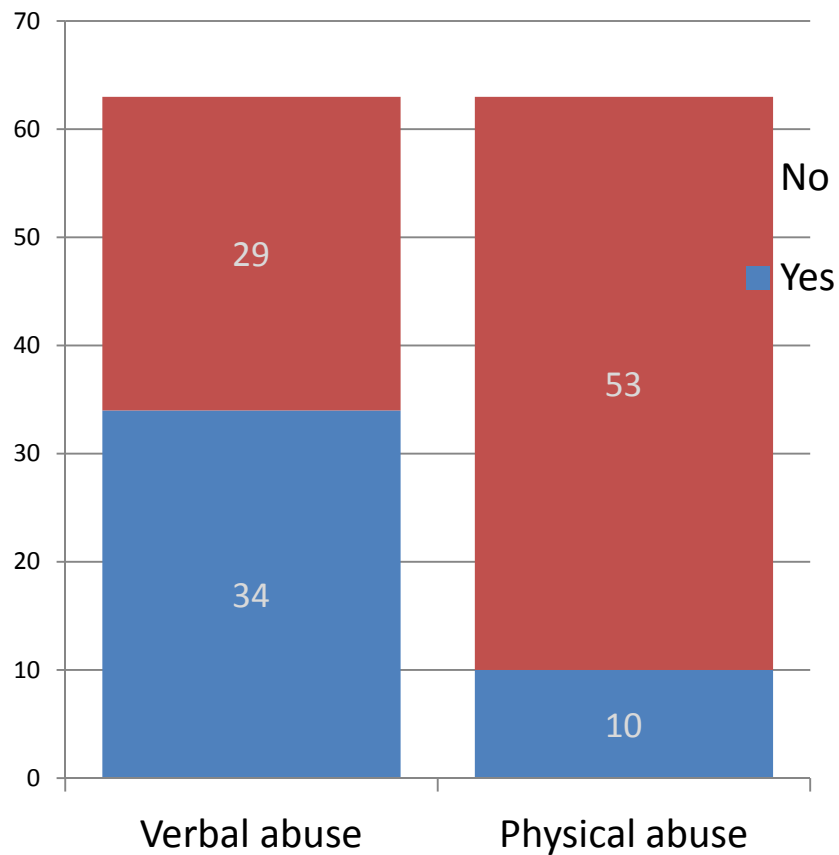
## If yes, do the users you visit have any of the following issues?



24 workers confirmed they visited service users in their own home.

Of those 24 ALL indicated that they were aware of potential risks that could clearly effect their safety during a visit.

During your lone working have you suffered any abuse?

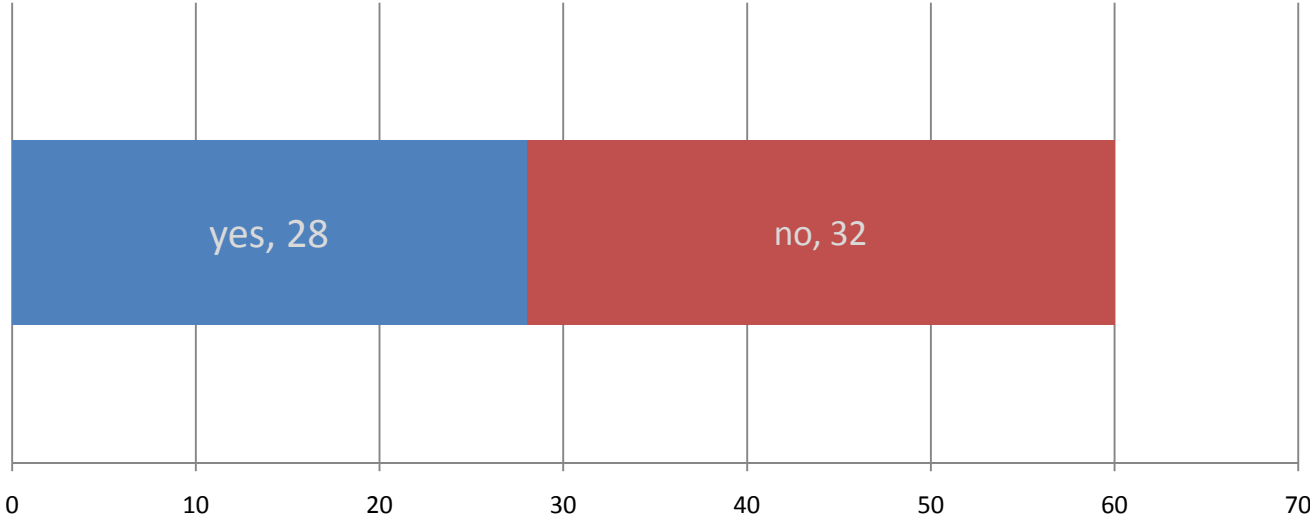


Positive responses to this question give clear evidence,

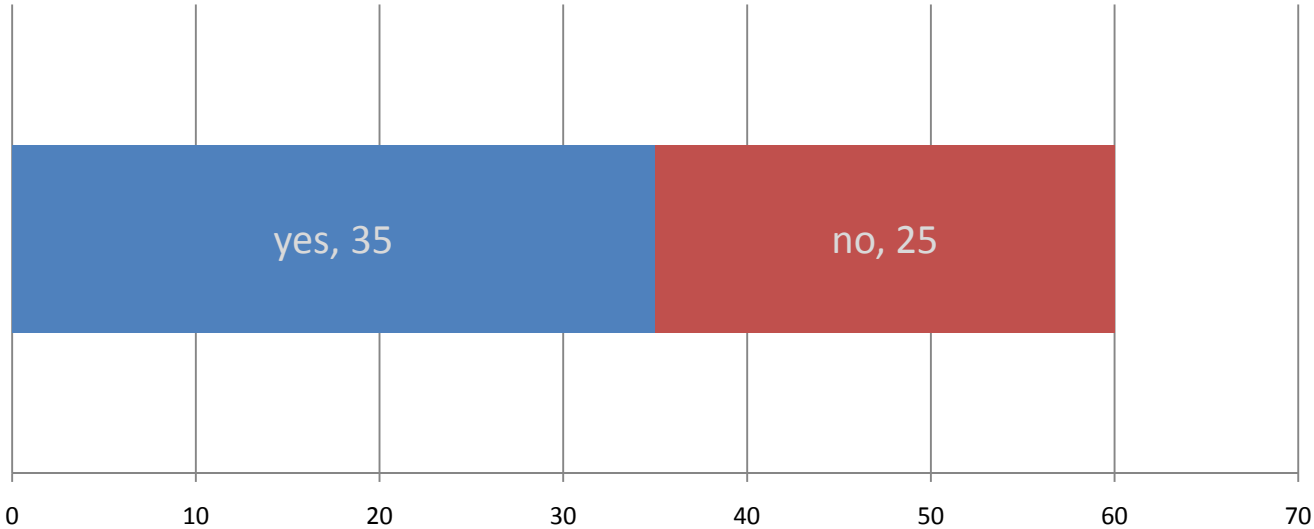
Clearly any abuse is unacceptable and workers need to be equipped to deal with these situations.

Policy, training and safety devices should be considered.

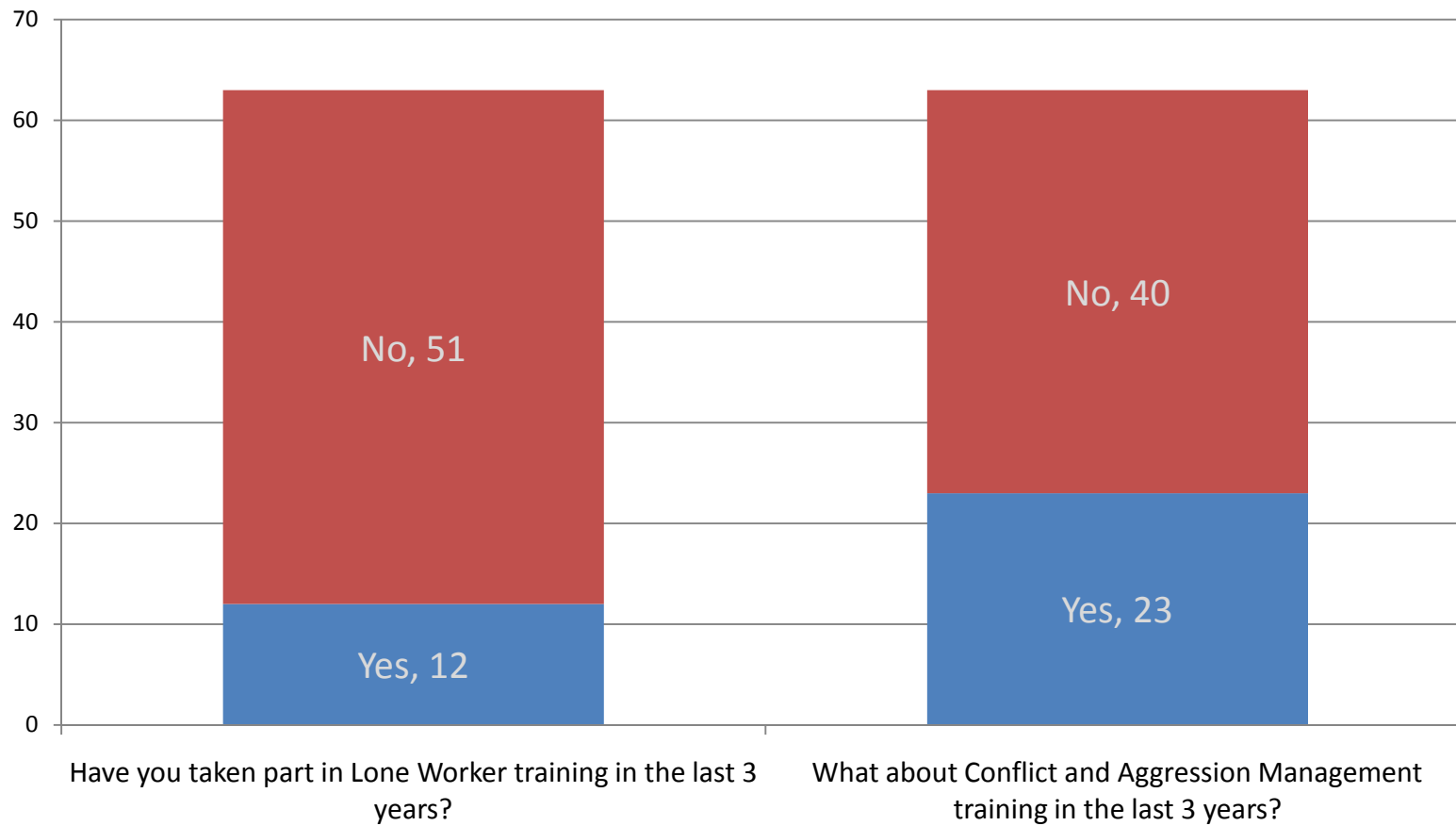
Do you ever have to give bad news to service users or tenants that may lead to increased levels of emotion?



Do you ever have to enforce statutory legislation?



Of the 63 people who work alone how many have received training recently?



- Organisations have a responsibility to consult staff on their experiences and their work patterns.
- This staff feedback is a vital component of the risk assessment process which is mandatory part of Health and Safety Law.
- All organisations require a clear and practical Lone Worker Policy, this should include access to training and the use of safety devices.
- Further analysis of this survey is available.