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# Working Alone

A health and safety guide  
on lone working  
for safety representatives



## Introduction

Many UNISON members work alone as part of their normal day-to-day work. Working alone can put people in a vulnerable position. It may be more difficult for them to summon help if things go wrong or if their health and safety is at risk. Whatever the reason for lone working, UNISON believes that members working alone should not be at greater risk in their jobs than other workers.

This guide has been developed to help safety reps and stewards tackle the health and safety issues surrounding lone working. It sets out what employers should do to ensure that staff are not put at risk because they work alone. The guide includes steps which representatives can take to check what their employer has done to assess and prevent risks to lone workers, and also gives advice on how to take up any problems they find with their employer.

Only health and safety issues specific to lone working are covered within this book. Information on other health and safety issues are included in the further information section.

### What is lone working?

In order to address the problem of lone working it is important to have a clear understanding of what it is. To be classed as working alone does not mean that the person has to be working in complete isolation all of the time. For example, a cleaner may enter a building whilst it is still very busy, but may be left alone to finish their shift; a medical secretary may work in a department which is busy during the day, but quiet and isolated at other times.

The Health and Safety Executive (HSE) defines lone working as “those who work by themselves without close or direct supervision”. UNISON prefers the definition set out in Croners Health and Safety, which is “A worker whose activities involve a large percentage of their working time operating in situations without the benefit of interaction with other workers or without supervision”.

Examples of UNISON members who may work alone include those working in leisure centres, maintenance staff, rent collectors, home care workers, community nurses, career advisers and grounds maintenance staff.

#### Hazards of lone working

People who work alone face the same hazards in their daily work as other workers. However, for lone workers the risk of harm is often greater. So it is essential that the risks of lone working are taken into account when risk assessments are carried out.

Hazards which lone workers may face include:

- Accidents or emergencies arising out of the work and the lack of first aid equipment
- Fire
- Inadequate provision of rest, hygiene, and welfare facilities
- Violence from members of the public, and
- Manual handling

#### Employers' legal duties

There is no general legal prohibition on working alone. However, under the Health and Safety at Work Act 1974 and the Management of Health and Safety at Work Regulations 1999, employers have legal duties to assess all risks to health and safety, including the risk of lone working. If the risk assessment shows that it is not possible for the work to be done safely by a lone worker, then other arrangements must be put in place.

Employers are also under a duty to provide:

- Facilities for first aid under the Health and Safety (First Aid) Regulations
- Welfare under the Workplace (Health Safety and Welfare) Regulations, and
- Suitable equipment and training in their use under the Provision and Use of Work Equipment Regulations and the Lifting Operations and Lifting Equipment Regulations.

Employers must also report certain accidents suffered by employees, including violent incidents, under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations. (This is separate from the duty to record all accidents in the accident book).

In certain high risk activities there may be specific prohibitions on working alone, for example, fumigation work, work in confined spaces, and electrical work near live conductors.

But for most UNISON members, their employers will need to ensure that in complying with their general legal duties to carry out risk assessments, they take full account of the risks of work carried out alone and make sure that these risks are avoided.

Assessing and preventing the risks of working alone — what does it involve?

To address the problems of lone working a risk assessment must be carried out. Risk assessment is a process of identifying what hazards exist in the workplace and how likely it is that they will cause harm to employees and others. It is the first step in deciding what prevention or control measures employers need to take to protect their employees from harm.

When carrying out risk assessments for lone workers, it is usual for employers to use a standard checklist and assess the physical environment, but not the actual work.

The risk assessment must be based on real risks, by using all available information including details from the accident book, and consulting with safety representatives.

Where the risk assessment shows that the work cannot be carried out safely by a lone worker, arrangements for providing help or back up must be put in place. UNISON has published detailed guidance on risk assessment. It explains what safety representatives should look out for when checking their employers action (see further information at the end of this booklet).

RISK ASSESSMENT:  
What your employer must do

The employer's main risk assessment duties under the 1999 Management Regulations are to:

- Make a suitable and sufficient assessment of
  - the risk to the health and safety of the employer's staff, and
  - the risk to others who may be affected
- Identify the preventative and protective measures needed (as far as is reasonably practical)
- Review the assessment if there is reason to believe that it is no longer valid
- Keep a written record, where there are five or more employees, of the findings of the assessment and any groups of employee particularly at risk
- Have arrangements for the effective planning, organisation, control, monitoring and review of the preventative and protective measures
- Provide any health surveillance identified in the risk assessment
- Appoint competent people to assist them
- Establish procedures to be followed in the event of serious and imminent danger
- Provide health and safety information, instruction and training for all employees, and
- Consult with safety representatives

Many people's perception is that for lone workers violence is the only hazard or the most significant risk that they face. This is not necessarily the case, as a proper risk assessment can show. Of course, violence is a very serious health and safety issue that must be taken seriously. However, lone workers face the same broad range of health and safety hazards as any other workers and these should not be forgotten in the risk assessments.

An illustration of the problem is shown below.

#### Case Study - 1

At a local school one member of the school meals staff is required to come into school early, before normal school opening, to set up the kitchen for the day and start the early preparations. The safe system of work devised for her requires her to lock the outer door behind her as a security measure, as she will be alone in the canteen area until normal working hours. While she is locked inside, a provision order, which includes sacks of vegetables and crates of foodstuffs, is delivered and left outside the door. As pupils and staff start to come into school the school meals worker unlocks the canteen and begins to bring in the food deliveries on her own before her colleagues arrive. There is a general risk assessment for manual handling in the canteen and staff have been given information about carrying pots and pans safely. However, the safe system of work for the early lone worker has failed to take specific account of the risks of lifting and handling food deliveries alone. The school meals worker has not been instructed not to lift, push, or pull heavy loads on her own and is therefore at serious risk of back injury.

As this examples shows, it is crucial that any risk assessment for lone working is thorough and takes account of all the potential risks a lone worker may face when carrying out their activities.

## Some Common Hazards

A few of the common issues which are of concern to UNISON members working alone are discussed below. There are many others and safety representatives and stewards should make sure that issues which are of particular concern in their own workplace are taken into account when the risk assessments are carried out. The HSE has produced guidance on lone working which includes a useful checklist for carrying out a lone working risk assessment (see further information).

### Manual Handling

The most common accidental injury at work is manual handling, with one in three accidents occurring as a direct result of this hazard. For many lone workers, the risk is higher and the figure is more likely to be one in two. Good prevention methods are therefore essential to reduce the risk of injury to lone workers.

It is important that the risk assessment identifies those lifting and handling tasks that cannot be carried out safely by a lone worker. A safe system of work which prohibits these tasks from being undertaken unless more than one staff member is available can then be identified. There should be established procedures for lone workers to request additional staff to assist in certain tasks.

A good example of how a safe system of work can be achieved when working alone is set out in the Health and Safety Commission's (HSC) guidance to community staff (see further information). It includes the following:

- Before staff begin work in a client's home, management should assess the premises, the client's needs, and the capabilities of staff assigned to the client

- Where necessary, management should install lifting and handling aids in clients' homes on a loan basis. Clients and their families should be given advice on equipment and modifications to premises
- If a client refuses a hoist, a manager should visit the client and explain why a hoist needs to be used. Continued refusal should result in nursing care or transportation involving lifting being withdrawn
- The assessment should include a review of staffing levels in the community where necessary. More than one staff member should be assigned to certain manual handling tasks
- Staff should be given information and training that is geared to the manual handling problems they face in the community, including how to make on the spot evaluations of the risks. They should be given advance warning of particular hazards and information on what precautions must be take
- Staff should be told who to contact for help when a manual handling problem arises

Although this guidance is aimed at patient and client handling, the general principles — of carrying out risk assessments before work begins, providing mechanical aids, reviewing staffing levels, providing information and training (including how to make instant evaluations) and providing back-up help — applies to all lone workers.

## Fire

Lone workers are particularly at risk if a fire occurs in the place or area of their work. This is because lone workers are less likely

to be aware of a fire until they themselves see or smell it. Under the Fire Regulations (see further information) employers must carry out risk assessments to identify fire risks in the workplace. They will therefore need to ensure that any risk of fire is taken into account when risk assessments for lone working are carried out.

Under the Fire Regulations employers must:

- Assess the risks from fire
- Check that fires can be detected in a reasonable time and allow workers to be warned
- Check that staff can leave the building safely
- Provide fire fighting equipment, and
- Check that workers know what to do if there is a fire.

In addition, employers will need to ensure that they take account of lone workers when carrying out fire instructions and drills.

## Case Study - 2

Mr B is a security guard in a large office. Once an hour he makes an inspection of each of the 12 floors. This takes approximately 10 minutes. He has to clock in on each floor. At other times he is expected to watch the CCT monitors in the basement. In practice, in between inspections he studies for an Open University course he is doing and listens to a walkman. The fire alarm goes off. He does not hear it because of the music. The fire

brigade arrives four minutes later. He only becomes aware of their presence when he notices movement on the screen.

Naturally the security guard was blamed for listening to his personal stereo. However, the issue is not his individual actions, but whether the employer considered the position of the security guard when developing their fire procedures.

Security staff often listen to a radio, or watch T.V. etc. An employer should have ensured that the fire alarm is loud enough to cope with that. The alarm's volume should have been measured in the control room. The nearest bell was almost 50 metres away and was not particularly loud anyway.

A risk assessment would have seen these dangers and considered introducing either a bell actually in the control room, or a light, or both.

Incidentally, in this case, the guard worked for a private contractor and had been given no information or training on any aspect of fire safety, including evacuation procedures.

### Hazardous Chemicals and other Substances

Some lone workers may be required to work with and handle hazardous chemicals. Employers must carry out a risk assessment under the Control of Substances Hazardous to Health Regulations (COSHH), before any workers use hazardous substances. They should take account of any special risks that may be faced by people working alone and set out a safe system of work which will protect them from exposure. It is essential that lone workers know what substances or infectious agents they are working with, what the hazards are, what precautions are needed and what to do in an emergency such as accidental spillage. They should be trained in the

correct use of any personal protective equipment (PPE) needed and there should be clear procedures for reporting any defects in PPE and for exchanging it immediately. In addition, lone workers should have access to adequate first aid facilities and mobile workers should carry a first aid kit for treating minor injuries.

### Violence

Violence at work is an increasing problem for many UNISON members. However, staff working alone are potentially more vulnerable.

Employers should ensure that they assess the risk of violence and implement measures which will prevent or reduce this risk. The risk of violence to lone workers should be no greater than for other workers, and alternative arrangements or additional staff to deal with high-risk situations should be available.

In general, employers will need to look at all aspects of the work activities including working practices and systems of work, the workplace, staffing levels, the information and training provided and reporting procedures.

They should also consider:

- Avoiding the need for lone working as far as possible
- Changing the way the job is done
- Improving information gathering and sharing about patients or clients with a history of violence
- Have arrangements for meeting clients, or patients away from the home where home visits are not essential



- Identifying visits which should not be carried out in the evening or night or by lone workers, and
- Ensuring that staff who work in the community, away from base, leave details of their itinerary and report back to base, at regular intervals

In buildings, procedures should exist:

- To prevent members of the public wandering round the building unchecked
- So that interview rooms give staff a means of easy retreat and of communicating with colleagues, whilst also ensuring privacy for the client, and
- To move staff working in isolated offices or work areas to safer work locations

Employers should also ensure that there are enough staff at all times to deal with any foreseeable violence. They should have written procedures for safe working, specifying the staff needed to implement them; have sufficient flexibility to adjust staffing levels to meet actual needs, and ensure that young or inexperienced staff do not work in isolation.

UNISON and the HSE has produced detailed guidance on work-related violence (see further information).

The following checklist was taken from the HSE's guidance for the health service on violence (see further information).

Home Visiting: Checklist for Managers etc.

#### ARE YOUR STAFF WHO VISIT:

1. Fully trained in strategies for the prevention of violence?
2. Briefed about the areas where they work?
3. Aware of attitudes, traits or mannerisms which can annoy clients etc?
4. Given all available information about the client from all relevant agencies?

#### HAVE THEY:

5. Understood the importance of previewing cases?
6. Left an itinerary?
7. Made plans to keep in contact with colleagues?
8. The means to contact you – even when the switchboard may not be in use?
9. Got your home telephone number (and you theirs)?
10. A sound grasp of your organisation's preventive strategy?
11. Authority to arrange an accompanied visit, security escort, or use of a taxis?



## DO THEY:

12. Carry forms for reporting incidents?
13. Appreciate the need for this procedure?
14. Use them?
15. Know your attitude to premature termination of interviews?
16. Know how to control and defuse potentially violent situations?
17. Appreciate their responsibility for their own safety?
18. Understand the provisions for their support by your organisation?

## WHAT ELSE IS NEEDED?

The above checklist is not exhaustive.

## HOMEWORKING

Many UNISON members are now being given the option of working from home. UNISON members working from home are likely to be teleworkers, who use computers and other forms of information technology. It is therefore likely that the Display Screen Equipment Regulations apply. These regulations cover display screen equipment such as visual display units (VDUs), microfiche, and process control screens. The regulations apply wherever DSE is used. They include the requirement for employers to carry out a risk assessment of the workstation to ensure it meets health and safety standards. In addition, eye and eyesight tests must be provided (if requested by the worker) and glasses must be provided for VDU work if necessary. Additional training will be needed and should be tailored to the particular needs of homeworking, covering the risks, the precautions needed and the arrangements in place for reporting hazards, incidents and illness. The training should ensure that the homeworker knows to take regular breaks and to stretch and change position to avoid work related upper limb disorders.

## CASE STUDY - 3

Sarah is a keyboard operator who works from home. Her work is delivered by post and she e-mails it back. A computer was issued to her by her employers, but they did not provide any seating nor a desk. She usually works in the kitchen. She has been getting backache and pains in her shoulders for some time.

In this case, the employer should have done an ergonomic assessment as required by the Display Screen Equipment Regulations. In fact, not only did they not check Sarah's house before the equipment was delivered, they did not even give her advice on how to set it up. Nor was advice on sitting and posture given.

## Bullying and Harassment

Managers will, from time to time, need to visit homeworkers to discuss working arrangements and carry out risk assessments, etc. Procedures should be in place so that home workers can request that managers are accompanied by a colleague, safety rep or steward on home visits.

## Stress

People who work at home or alone will have a particular problem with isolation. In order to reduce this risk, arrangements should be made for these workers to keep in touch and up to date. Possible methods include regular newsletters, seminars and training sessions, regular staff meetings and a combination of office and lone/home work. These workers should have the same access to vocational training and personal professional development as other employees.

### Checklist for safety representatives:

- Do you have members who work from home?
- Is home working included in a risk assessment?
- Is there a policy on home working ?

#### Does it include:

- An assessment of the workstation, i.e. desk, chair, document holder, and any necessary footrest?
- Advice on seating and posture?
- A procedure for reporting and recording accidents and ill health, including symptoms of work-related upper limb disorders?
- An agreed system of work, including when to take rest breaks?

- Does it take account of work-related bullying?

- Does it include measures to prevent work-related bullying, harassment and stress?
- Does training include these issues?

## Working on another employer's premises

Some UNISON members are required to work on other employers' premises. Their own employer's risk assessment should identify the risks of their work and any special risks arising from the fact that they work alone. The risk assessment should also identify whether any aspect of their job could be hazardous to the health of other employees.

There are duties on employers to co-operate and co-ordinate their health and safety arrangements wherever their work activities interact. This is sometimes achieved by having contracts with proper health and safety clauses in them, setting out clearly who is responsible for what. Factors that need to be covered include the provision and maintenance of equipment, the provision and maintenance of protective clothing, training, first aid provision, the procedure for reporting accidents, incidents (including violence and abuse), and ill-health, and a named competent person to contact if there is a problem.

Employers should also ensure that visiting staff are informed of other relevant health and safety policies such as their policy on violence to their staff. Safety representatives should try to negotiate a clause in the agreement allowing them to visit the employer's premises where their members work. Where employees visit other employers premises there should be proper procedures for signing in and out and for ensuring that relevant staff know that there are visitors on site.

## Information, instruction, and training

Where employees work alone, it is particularly important that they have the information and training they need to avoid panic reactions in unusual situations. Information should be adequate to ensure they understand the risks of their work, the precautions that are needed and what they should do in an emergency.

Employers should establish clear procedures to set limits on what can and cannot be done while working alone. Training should be comprehensive enough to ensure that employees are competent to deal with circumstances which are new, unusual or beyond the scope of training, for example, when to stop working and seek advice from a supervisor. Employees should have the competence to know when it is unsafe to continue work and feel able to stop any work which would put them at risk without fear of reprisal.

In addition to providing information to their own staff who work alone, employers must provide information to other employers' staff who may be visiting their premises on their own. They will also need to know about any risks and health and safety procedures in operation at the site.

## Supervision and reporting

The Health and Safety at Work Act 1974 requires employers to provide information instruction, training and supervision to ensure employees' health, safety and welfare at work. The nature of lone working means that employees are not under constant supervision, so alternative arrangements must be made by the employer. Although proper information, instruction, and training can provide employees with the competence to work on their own, there still needs to be some method of monitoring lone workers to ensure that they remain safe. The risk assessment should identify the level of supervision required and the means of providing it. The risk assessment should also set out the

procedures under which the lone worker reports to base.

Where employees work alone away from base, there should be procedures for leaving details of their itinerary and work schedule for the day, their expected arrival and departure times, etc. and contact names and telephone numbers. There should be a system for the lone worker to report in at regular intervals and procedures for raising the alarm if this does not occur, and the worker cannot be contacted. The provision of mobile phones is a useful way of maintaining contact. However, the possible health risks associated with their use need to be assessed and employees must be given advice about using them safely.

In addition, where employees work alone on site, there should be a means for them to keep in contact, to call for assistance, or raise the alarm if necessary.

## Driving

Some members may have to spend long periods driving alone as part of their work activities. The main risk for drivers working alone is the possibility of breaking down in an isolated area. This risk could be increased by employers expecting staff to use their own vehicles. Low pay in the public sector could mean that some vehicles are poorly maintained, and this should be taken into account when risk assessments are carried out.

The Royal Society for the Prevention of Accidents (RoSPA) have published a useful guide to managing road risk, which includes a road risk assessment (see further information).

#### CASE STUDY- 4

Carol is a community nurse in Gloucestershire. She visits patients by car. It is her own vehicle and is now 10 years old. On two occasions in the last year the car has broken down on country roads.

It is quite common within the public sector for employees to have to use their own car for work purposes. Rarely is there any control over the condition of the car or whether it is fit and safe for the purpose. In fact, given the low pay of many of the employees involved, it is hardly surprising that a lot of the vehicles used are old and badly maintained.

Where the work involves travel outside urban areas, there is always the possibility that the vehicle could break down on a rural road with no access to breakdown services, possibly in bad weather or at night. This is particularly the case, where the employee covers a wide geographical area. However, the risk is not confined to rural areas. In urban areas the vehicle could break down in a place where there is the potential for violence.

The employer has a responsibility to ensure that the car used is suitable, even when the employee uses their own car. They should ask to see the MOT, insurance and licence. They should do a risk assessment and, if necessary, provide mobile phones to allow employees to summon help if they breakdown. The employer could also consider obtaining cover with one of the breakdown organisations.

#### Safety representatives

Safety representatives have a legal right to be consulted on any health and safety issue relating to members working alone. Branches will need to ensure that safety reps are involved in any discussion concerning lone workers, and that they are fully consulted before any arrangements for lone working are implemented. Branches will also need to ensure that they keep in touch with members who are lone workers and that members know how to contact their UNISON safety representative.

Safety representatives can find out whether UNISON members work alone and whether they are experiencing any problems by talking to members on their regular workplace inspections and by carrying out surveys. You will need to explain what UNISON means by 'working alone' so that members realise it is not just about working in total isolation or working alone all the time but includes short periods of lone working and what happens when there is staff shortages. You could do this in a letter or by using a survey. A sample survey is attached as Appendix 1, which can be modified, photocopied, and used to gain members views.

#### Keep in touch with members

Make sure that you keep in touch with your members, especially home-workers and those who work alone who may feel cut off from the union. Always report back the results of your surveys and any action you have taken. Branches also have an important part to play in making sure that lone workers do not feel isolated and ensuring that they know who to contact for advice and help, and where to find them. Holding regular networking days or by having some sort of telephone help-line, are two possible examples. Branch secretaries should ensure that home-workers and lone workers who may not see union notice boards very often, are notified of and invited to attend branch meetings and events.

Although safety representatives have legal rights to inspect any part of the workplace where their members work, this does not extend to sites that are not under the control of their employer. However, you should negotiate with the employer to ensure that you are consulted about the health and safety agreements they make with other employers whose premises your members visit. You should make sure that these are as strong and detailed as possible. Also, make sure that you are consulted about the risk assessments your employer carries out for work in the community, to ensure that members are not sent into potentially risky situations on their own. In some cases it may be possible to get your employer to come to an agreement with other employers whose sites are visited by your members so that you can accompany them on a visit.

## APPENDIX 1

### Working Alone: Survey for Members

#### 1. As part of your job do you ever have to work:

- |  |     |    |
|--|-----|----|
| a. on your own in the community?                   | Yes | No |
| b. on your own visiting other employers' premises? | Yes | No |
| c. in isolation from others at the workplace?      | Yes | No |
| d. in isolation from others out of doors?          | Yes | No |
| e. on your own at home?                            | Yes | No |

#### 2. If you answered yes to any of the above, do you work like this:

- |   |     |    |
|---|-----|----|
| a. all of the time?                       | Yes | No |
| b. most of the time?                      | Yes | No |
| c. some of the time?                      | Yes | No |
| d. at certain periods of the day or week? | Yes | No |

#### Or, do you work like this:

- |                                  |     |    |
|----------------------------------|-----|----|
| e. as a normal part of your job? | Yes | No |
| f. because of staff shortages?   | Yes | No |

#### 3. If you work alone away from base:

- |   |     |    |
|---|-----|----|
| a. is your daily itinerary known at base? | Yes | No |
| b. is there a procedure for reporting in? | Yes | No |

#### 4. Have you been given information and training about the health and safety risks of your job and the preventative measures in place, for example:

- a. how to lift safely? Yes No
- b. how to use equipment safely? Yes No
- c. how to use chemicals safely? Yes No
- d. how to avoid infection hazards? Yes No
- e. how to avoid violence and aggression? Yes No
- f. other (please specify) Yes No

5. Have you been given information and training about what to do in an emergency? Yes No

6. Is there a policy which ensures you work in pairs if the job involves:

- a. lifting or handling heavy or awkward loads? Yes No
- b. using hazardous equipment? Yes No
- c. using ladders or scaffolding? Yes No
- d. working with live electricity? Yes No
- e. working in or near water? Yes No
- f. potential exposure to harmful substances or infectious organisms? Yes No
- g. providing care or other services to people with a known history of violent or aggressive behaviour? Yes No

7. Do you know how to summon assistance? Yes No

8. If you work at a fixed location but in isolation from others:

- a. is there a procedure for checking in and out? Yes No
- b. have you been given information and training about the safety risks of your job and the precautions in place? Yes No
- c. is there any means of raising the alarm or calling for assistance? Yes No

9. If you work on your own at home:

- a. has your workstation been assessed by your employer and proper equipment provided? Yes No
- b. have you been given information and training about the health and safety risks of RSI from excessive keyboard work or prolonged awkward postures and the need to take frequent breaks? Yes No
- c. are there procedures for keeping in regular contact with your work base so that you don't feel isolated and suffer stress? Yes No
- d. do you know what to do if things go wrong? Yes No

Thank you for completing this survey. The results will be used to help your safety representative improve conditions for staff who work alone.

Please return to:

Name of Safety Rep.....

Address:.....

.....

.....

Further information

### UNISON Publications

The following UNISON publications are available from the Communications Department, at Mabledon Place. Please quote the stock number.

Stock no.	Title
1351	Work – it's a risky business. A guide to risk assessment (A4 booklet).
1660	The health and safety six pack. A guide to the six pack set of regulations (A4 booklet).
1346	Violence at work. Guidelines for branches, stewards, and safety representatives (A4 booklet).
848	Stress at work. Guidance for safety representatives (A5 pamphlet).
1057	Repetitive strain injury. Guidance for safety representatives (A5 pamphlet).
1281	Bullying at work. Guidance for safety representatives (A4 booklet).

### HSE publications

The following are available free from HSE Books, PO Box 1999, Sudbury, Suffolk, CO10 6FS. Tel: 01787 881165. Web site: [www.hse.gov.uk/hsehome.htm](http://www.hse.gov.uk/hsehome.htm)

Working alone in safety (INDG73) revised 1998.  
Homeworking – guidance for employers and employees on health and safety (INDG226).

5 Steps to Risk Assessment (IND163). A Guide to risk assessment requirements.

**The publications below are also available from HSE Books, but they are priced items. You should try to get your employer to buy these, rather than using branch funds to do so.**

Violence and Aggression to staff in the Health Services, ISBN 0 7176 14662.

Manual Handling in the Health Services, ISBN 0 7176 12481.

### Other publications

Managing Occupational Road Risk – The ROSPA guide. Available from ROSPA, Edgbaston Park, 353 Bristol Road, Birmingham, B5 7ST. Tel: 0121 248 2000. Fax: 0121 2482050. Priced: £20.00

The Fire Precautions (Workplace) Regulations 1997 are available from HMSO.

### Advice

If you have any specific health and safety queries, your branch health and safety officer or branch secretary may be able to help. If they are unable to answer the query, they may pass the request to the regional office or to the Health & Safety Unit at head office. UNISON's Health & Safety Unit is at:

1 Mabledon Place,



London WC1H 9AJ  
Tel: 020 7551 1446  
Fax: 020 7551 1766  
E-mail: [healthandsafety@unison.co.uk](mailto:healthandsafety@unison.co.uk)

### **Your comments**

UNISON welcomes comments on this booklet from branch health and safety officers and safety representatives. Either write or e-mail to the Health & Safety Unit at the address above.