

PUBLIC FACING LONE WORKERS INFOGRAPHIC



Public-facing lone workers are staff that deal with the general public on a regular basis. They might encounter them in a public place, or be required to visit people in their homes.

EXAMPLES OF PUBLIC-FACING LONE WORKERS:



Estate Agents



Parking Enforcement Officer



Housing Officer



Social Worker



Community Midwife



Charity Donations Collector

Typically, this type of lone worker is most at risk from the 'People' element of our PET risk methodology (People Environment Task).

Who are they meeting: is it total strangers or people well-known to them; is their presence likely to be welcome or are they dealing with a difficult situation; does the person have a history of violence or aggression?



THE BIGGEST RISK FACTOR ACROSS ALL WORKPLACES IN THE UK IS DEALING WITH DIFFICULT CUSTOMERS, PATIENTS AND PUPILS (65%)

<https://www.hse.gov.uk/statistics/pdf/oshman.pdf?pdf=oshman>

Lone workers are often regarded as easier targets, making them higher risk for verbal and physical abuse depending on the nature of their work.



Working with vulnerable members of the public – a NHS worker treating mental health patients



Working behind closed doors with members of the public – an estate agent showing people around a property



Delivering bad news – a housing officer serving an eviction notice



Working with large sums of money – a corner shop owner cashing up at the end of the day

RISK CONTROL MEASURES

There are a number of measures that can be put in place to help reduce the risk of verbal and physical abuse towards public-facing lone workers.

EMPLOYERS

- Implement a lone worker service to provide additional support
- Training in conflict resolution and dynamic risk assessment
- Add CCTV where applicable



LONE WORKERS

- Don't engage with someone under the influence of alcohol or drugs
- Keep a clear route to the exit
- Remain professional – avoid using an aggressive tone of voice or body language

For advice on the best way to protect your public-facing lone workers, speak to one of our expert consultants. Get in touch with us today.

Visit peoplesafe.co.uk