



FOI Ref: 2016/022

19th August 2016

REQUEST UNDER FREEDOM OF INFORMATION (SCOTLAND) ACT 2002

Thank you for your request for information under the Freedom of Information (Scotland) Act 2002, received by email on 10th August 2016. Your specific requests and the relevant information held by the Park Authority are provided below.

Q1: Does your National Park issue guidance to those who work on their own?

The Park Authority has a 'Lone and remote working operating procedure', which is attached.

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

There are no employees of the Park Authority classed as lone workers, although many have the potential to work alone.

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

Any staff who have the potential to work alone in situations that may require the above are provided with this training, such as our Rangers.

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

The majority of staff have mobile phones, however the Park Authority also operates a lone working system and uses spot trackers as there are areas of the National Park that have no mobile signal coverage at all.

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

The Park Authority provides all equipment and the Scottish Environmental Protection Agency [SEPA] provides the lone working system.

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

LOCH LOMOND & THE TROSSACHS NATIONAL PARK AUTHORITY

National Park Headquarters, Carrochan, Carrochan Road, Balloch, G83 8EG Long: 4°34'24"W Lat: 56°00'12"N
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None

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

Mrs Elaine Wade, HR Manager has this responsibility.

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

Mrs Elaine Wade, 01389 7227710, Elaine.Wade@lochlomond-trossachs.org

Yours sincerely

Information Officer
info@lochlomond-trossachs.org

Review Procedure

If you are dissatisfied with this decision, or the way in which the Authority has dealt with your request, you are entitled to require the Authority to review its decision. Please note that in order for a review to take place you are required to:

- Send your request for review in writing, setting out in full the reasons why you are requesting a review.
- Submit your review request within 40 working days of either the date on which you received a response from the Authority or the date by which you should have received a response under the terms of the Freedom of Information (Scotland) Act 2002, whichever is the later.
- address your review request to the Governance & Legal Services Manager:

Amanda Aikman
Loch Lomond & The Trossachs National Park Authority
National Park Headquarters
Carrochan
Carrochan Road
Balloch
G83 8EG
E-mail: info@lochlomond-trossachs.org

The review will be handled by staff who were not involved in the original decision. You will receive notice of the result of your review within 20 working days.

If you are not satisfied with the response to your request for review, you can contact the Scottish Information Commissioner, the independent body which oversees the Freedom of Information (Scotland) Act 2002, at:

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Scottish Information Commissioner
Kinburn Castle
Doubledykes Road
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Lone and Remote Working Operating Procedure



Lone and Remote Working – Operating Procedure

Version: November 2014
Owner: HR / Corporate Services

Lone and Remote Working Operating Procedure

What is lone and remote working

For the purpose of the NPA lone and remote working will include the following:

- Staff working on their own away from the office or in any building which has unrestricted public access
- Staff travelling alone between offices or to meetings. Note that it is acceptable during the day when travelling between NPA offices to use a 'buddy' system, all other journeys must be covered by SCC.
- Staff leading public events (even if more than one member of staff is present)
- Staff undertaking work which (even with controls in place) has a higher risk associated with it, based upon your risk assessment, regardless of the number of staff present.

Planning the activity – assessing the risk

Identify the hazard – complete a hazard identification form if required

Remove the hazard – do we need to undertake the trip, visit, work, can we meet elsewhere, can the trip wait for better weather or longer hours of daylight? Can we buddy up to avoid lone working? NB certain tasks e.g. using power tools, or patrolling in the evening should never be undertaken alone.

Assess the risks – undertake a risk assessment, using existing models and put appropriate controls in place. Refer to lone working risk assessment. Review risk assessment(s) in light of weather, changing conditions etc.

Identify equipment, PPE etc required – produce a method statement for more complex tasks

SCC should be used whenever you are lone or remote working. The only exceptions are:

- It is not necessary to use SCC if you are out on Loch Lomond on the Brigadier or RIB as other systems are in place
- If you are travelling between NPA offices during the daytime, you will use a **buddy system** instead. **Responsibility lies with you** to phone ahead to the office that you are going to and ensure that another member of staff is expecting you and knows to raise the alarm should you not arrive. Do not simply expect someone to notice and report your absence as this is not a sufficiently robust system. If you are returning straight home or arriving at an office when staff will have left or are not expecting you, you **must** use SCC and arrange to log off on safe arrival either home or to your base. If travelling within Balloch it is acceptable to write on a wipe board your return time but only if someone has been alerted to check for your return.

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To use SCC

You have only 15 minutes grace from your due log off time. Repeated failure to log off on time may be subject to disciplinary action

- 1) Review hazard id form, risk assessment(s) and method statement (as applicable) in light of the conditions.
- 2) Complete form **LR1** – identify where you are going, who you are meeting, which vehicle you are taking etc and email to **oncall@lochlomond-trossachs.org**. In the event of a non return this is what we will look for to help find you and your vehicle.
- 3) If you are walking a significant distance from your vehicle, particularly in an upland/wild environment, or off a well marked trail complete form **LR2** which will give greater detail on where you are going. Note the group that you are leading if applicable, including group number. Email to **oncall@lochlomond-trossachs.org**.
- 4) Phone SCC (**01698839037**) and log on giving relevant information and note what time you are due to log off.
- 5) If you are out for a long day on multiple sites you can use interim log on time(s) to minimise your risk. This is at your discretion but you must make it clear on both LR1 and to SCC when the interim call(s) are due.
- 6) If you are lone or remote working you must carry a mobile phone, PPE and equipment identified in your risk assessment/method statement and a SPOT GPS tracker if you are going out of mobile range.
- 7) Use interim calls to SCC to update information if your plans change.
- 8) It is your responsibility to log off on time. If you know that you are going to be delayed you must contact SCC and delay your log off time accordingly to prevent a false alarm. You have only 15 minutes grace after your due log off time before emergency procedures will be activated.

You have a legal responsibility for your health and safety and you have a shared responsibility for the health and safety of those around you. If in doubt STOP what you or others are doing. The NPA would prefer to fail to complete a task and maintain staff safety than continue and have an accident. If you are asked to do something which you feel is unsafe report your concerns immediately.

What to do in the event of an emergency or accident

- 1) Put your safety first
- 2) Prevent others around you from coming to harm or coming to further harm.
- 3) Stabilise casualties as possible
- 4) Phone for police, fire, ambulance, coast guard as required.
- 5) Once the situation is contained make the following contacts:

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- a) For staff, during office hours Carrochan reception on 01389 722600 and they will assist you. If you cannot get anyone at HQ contact the ONCALL for assistance.
 - b) For all staff out with these hours contact the emergency cover '**ONCALL**' **07798928928**. There will always be a nominated 'on call' with these contact details. They will help to co-ordinate the incident for you.
 - c) Phone SCC and let them know that there has been an incident, which is under control but that you will now not be logging off that day.
- 6) In the event of an incident occurring in a location where there is no or limited mobile phone reception you can activate the **help** (non life threatening –i.e my car has broken down) or the **911** (international rescue) function on your **SPOT GPS Tracker**. **NB it is also always worth sending a text as it may get through even in areas of poor reception and this will give us more information.**

SPOT GPS Trackers

These are for emergency use only.

They only work where they have access to satellites (i.e. not in vehicles, or buildings and they may be slow to activate in very dense forestry). They are ideal if you are walking or working on a site where there is no mobile phone reception. Messages are single line automated responses so there is no detail as to what the problem is only that there is a problem. Messages on the HELP and OK function can be delayed by up to 20 minutes so it is important that handsets are not activated by mistake. Make sure that all buttons (other than on/off) are covered by thick tape to minimise the risk of accidental activation.

How to use:

- 1) It is essential that you record on form **LR1** which spot tracker you are using as all messages will be coded to that tracker.
- 2) Once out of the car and starting your work/walk press **ON**. This enables the tracker to make contact with satellites and makes communication faster in the event of needing to send a message. Carry the tracker attached to the outside of a jacket or rucksack as it must retain contact with the sky.
- 3) In the event of a minor –non life threatening problem, press **HELP**. An email and phone message will be sent to the ONCALL mobile and email inbox to note that SPOT TRACKER NO X needs help. The messages will also log where the HELP message was sent from as a Grid ref. The Oncall member of staff will implement the minor emergency procedure to come to your aid. If you press HELP accidentally, press OK immediately and try to make contact with Oncall.
- 4) If you resolve the minor problem –press the **OK button** and this will automatically be phoned /emailed to FIRST CALL and the Slipway. NB there is a time delay (up to 20 minutes) on these help and ok messages so the assistance may be coming to you by that time.

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- 5) In the event of a major, life threatening problem press the **911 button**. This will go straight to SPOTs' own international call centre as a life threatening problem with your location details. SPOT will call ONCALL who will alert relevant staff (managers etc) but SPOT **will also automatically alert the emergency services** and send them out to you. SPOT will continue to manage the emergency until the emergency services reach you. The SPOT tracker will continue to send 911 messages every 5 minutes with an up to date grid reference. You can press OK but in reality the emergency service will already be on their way to you so please be careful.
- 6) SPOTs' run on batteries so it is up to you to carry spare batteries. Every 9 months these must be replaced.
- 7) Do not use the tracking element of the product or routinely try to use the I'm OK function as we have not established a system to deal with these messages.
- 8) Inappropriate use of the SPOT tracker may be subject to disciplinary action.

Accident and near miss reporting:

In the event of an accident, incident or near miss, please verbally inform your line manager **as soon as possible**. Then complete the appropriate forms, with your line managers signature and send them to HR.

Incidents arising from members of the public:

Rangers should report all incidents on the ironworks incident/intelligence reporting form. This will help the police get a greater understanding of problem areas. Where staff are subject to verbal abuse, staff are able to call for police assistance, but if dealt with independently note the incident on the form and note if alcohol was involved as this will help to get an understanding of how widespread this problem is. Please also let your line manager know if an incident has occurred. For all other staff please inform your line manager and HR if an incident has occurred with a member of the public.

Monitoring

The NPA will receive monthly reports from SCC so we will be able to see who is and is not using the system. Not using the system appropriately may result in disciplinary action.

If you encounter issues using SCC please feed these difficulties back to HR via an email, as we will be monitoring the effectiveness of this system.

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LR1-Lone and remote working

To be completed prior to logging on to the call centre. NB one form can be completed for all staff that will be present on each journey. All fields are mandatory. This form can be found on Park Central, Corporate templates, Health & Safety.

Contact for Call Centre **SCC – tel no:: 01698839037**

Staff name(s):			
Date:			
Vehicle registration:			
Mobile telephone number(s):			
Emergency home contact:*	Personal mobile phone no:		
Spot tracker number: NB this should always be taken when going out of mobile phone range			
Where are you going?	Time	Location	Vehicle Location (grid ref)
NB rangers can give patrol route numbers with an estimate of timings.	Time	Location	Vehicle Location (grid ref)
Who are you meeting?			
Contact number for them (if available)			
What time are you expecting to be back at your base, logging off?			
Arrangements for interim call (s) (if applicable)			
At what time? From where?	Completed form LR2 YES/NO		

This form must be completed electronically and emailed to oncall@lochlomond-trossachs.org. Please use the following naming convention for your email: **LR1- staff name – date**

* This information will be held in the 'oncall' email box for up to 7 days when it will be deleted. It will only be accessed by the 'oncall' officer in the event of an emergency or alarm being raised by FIRST CALL.

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LR2 – Route Card

This should only be used when staff are walking in upland or wild land, off way-marked routes or taking groups into upland areas. It must be used in addition to **LR1**. All fields are mandatory. Line Managers must sign off in advance of the visit. This can be found on Park Central, Corporate templates, Health & Safety.

Individual Details				
Staff Name (s):				
Group name and contact details:		Group number, adults/children:		Any known medical conditions within group:
Date:				
Route Details				
From (Name/Grid Ref.)	To: (Name/Grid Ref.)	Bearing	Distance (Km/M)	Time (min)
Escape Routes			TOTALS:	
			Start Time	
			Estimate Finish Time	
Line manager sign off			Dark at:	
Date			Vehicle parked at (Grid Ref.)	

This form must be completed electronically and emailed to oncall@lochlomond-trossachs.org. Please use the following naming convention for your email: **LR2- staff name – date**

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