



Three Rivers District Council

SUPPLY OF LONE WORKING DEVICES

PROJECT INITIATION DOCUMENT (P.I.D. Lite)

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Document Control

Document Change History

Version	Status (Draft or approved)	Date issued	Comments / Reason For Change
1.0	Draft	8/11/19	First draft for comments by project team
1.1	Draft	12/11/19	Comments from KG and KR included

Distribution

Name	Position	Organisation/ Service
Kimberley Grout	Head of Housing	
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Approval

Name	Position	Date approved

Contents

- 1 INTRODUCTION 4**
 - 1.1 Purpose of the document4
 - 1.2 Executive Summary4
 - 1.3 Project Objectives4
 - 1.4 Current issues and priorities4
 - 1.5 Implications of project not being complete.....6

- 2 BUSINESS CASE 6**
 - 2.1 Project Definition.....6
 - 2.2 Outputs and Outcomes6
 - 2.3 Benefits.....7

- 3 PROJECT COSTS 7**
 - 3.1 One off project costs**Error! Bookmark not defined.**
 - 3.2 Financial viability.....7
 - 3.3 Resources and skills8
 - 3.4 Equalities8
 - 3.5 Risks.....8

1 Introduction

1.1 Purpose of the document

The Project Initiation Document (Lite) consolidates information required regarding the fundamental aspects of the project and is the basis against which the project is evaluated and prioritised.

- Why is this project important
- What will the project do, what outcomes will be delivered, what are the success factors and risks
- How much will it cost, what resources are required

1.2 Executive Summary

1.2.1 The employer has duty to protect the health, safety and welfare of their employees and other people who might be affected by their business. Employers must do whatever is reasonably practicable to achieve this.

1.2.2 The Council provides a range of guidelines and policies for staff to cover the requirements for lone working (lone workers are those who work by themselves without close or direct supervision), but there is no overall approach to the provision of safe working equipment for those who undertake lone working such as attending sites or field visits. This report makes recommendations for supplying staff with the relevant personal safety device to ensure, as far as is reasonably practical, that staff are safe while lone working. These recommendations, if approved, will result in a budget of £13,000 being identified for the hire/lease of appropriate equipment.

1.3 Project Objectives

1.3.1 To agree a corporate approach to the provision of personal safety devices for lone working staff.

1.3.2 To agree the corporate provider for personal safety devices.

1.3.3 To agree a corporate budget for the provision of personal safety devices and agree which service should hold the agreed budget.

1.3.4 To review the lone working policy and confirm it is **mandatory** for staff undertaking lone working to make use of the equipment provided

1.4 Current issues and priorities

1.4.1 The changing way we work means that staff may increasingly find themselves in lone working situations where they may experience abuse, threats or violence. Whilst there is no system for providing a 100% guarantee that employees will not be confronted by aggression, the Council as employer has a duty to look after the health, safety and wellbeing of staff at work. This is particularly relevant for those who may be 'lone working'.

An initial assessment has identified the following services have staff lone working:
Environmental Protection

Facilities
Community Partnerships
Development Management including Enforcement
Licensing
Parking and Transport
Housing
Revenues and Benefits
Leisure
Fraud
Trees and landscape.

This information will be checked and a further review undertaken to ensure lone workers in all services have been identified.

1.4.2 While equipment is provided to lone workers, there is no consistent approach regarding how this is used, for example one service has a device for all employees while another may have a few devices to share among those undertaking lone working. There is also a non-standard approach to funding available for such equipment to be leased. Historically a budget was available for a short term of 3 years within Regulatory Services for devices for Officers in Regulatory Services, Trees and Landscape, Housing and Community Partnerships and Property. However the budgets have now been removed and although the costs are still carried by the service for all equipment, no further budget has been identified, leading to a situation where this essential equipment is paid for from within existing resources. For Regulatory Services this is at a cost of £165 per month for 17 devices, which cannot be sustained. While some services are covered by the funding available by Regulatory Services, others such as Revenue and Benefits and the Depot, pay for their own equipment. This leads to individual services procuring their own devices at potentially a greater cost than a procurement on behalf of Three Rivers District Council, covering all services.

1.4.3 In the past Three Rivers has had a contract with 'Reliance' for the provision of equipment for lone working; however that contract has now expired and a new contract needs to be put in place. This will provide an opportune time to review what is available on the market, Watford for example use 'Solo Protect' for the provision of lone working safety equipment, as well as review the way the devices are used. For example with more mobile working staff should be allowed to take a device home if they intend to undertake a site visit or other lone working activity the following day. Currently the approach is not consistent and some staff are not allowed to take the device home as it is a shared device, to be kept in the office.

It should also be noted that there are inconsistencies in the approach taken by different services, whereby some make the use of a device mandatory while others make it voluntary.

1.4.4 The initial assessment has identified approximately 73 devices will be required; however that figure requires further clarification to ensure all services have been asked to submit their requirements. It does not include devices for Revenue and Benefits, which should be covered by this new approach. Currently it is estimated that about 5 devices are used by this service. The cost for providing 73 devices from Reliance is estimated at £12,045 inclusive of VAT per annum. This is based on information supplied on 25 April 2019 and will need to be verified in case there have been any price increases since then.

The devices from Reliance will need to be reviewed to ensure they remain fit for the purpose required and are suitable for all services. Watford for example use Solo Protect and if this was considered a better option, providing greater safety and security for staff,

the cost is £13 per month (£156 per annum) per device. For 73 devices the cost would be £11,388.

1.5 Implications of project not being complete

1.5.1 Personal safety devices may not be purchased as there is insufficient budget available for their purchase.

1.5.2 The safety of staff undertaking lone working cannot reasonable be managed.

1.5.3 The council does not comply with health and safety at work legislation.

2 Business Case

The business case for the project is about supporting strategic objectives relating to organisational efficiency and effectiveness and use of resources.

Why should this project be undertaken?

- To ensure the safety and wellbeing of staff who undertake lone working.
- To ensure compliance with health and safety legislation.
- To confirm a consistent approach to provision of personal safety devices for lone working staff.
- To provide an identified budget for the provision of personal safety devices which covers the requirements across all areas of the council.

How will project success be measured?

- A corporate approach to the purchase and management of personal safety devices for lone workers is agreed and put in place.
- A sufficient budget is identified for purchase now and in the future of personal safety devices.
- The chosen solution will provide lone workers with the reassurance they are protected, as far as is reasonably practicable, for their own personal safety.
- The Lone Working policy is reviewed and updated, including the recommendation that staff can take the device home the night before should they be undertaking lone working the next morning, rather than be required to come into the office to collect the device.
- The Lone Working policy is updated to include that it is a requirement for staff to use the device issued and if not could result in disciplinary action.

2.1 Project Definition

This project seeks to put in place a corporate budget for the purchase or lease of personal safety devices and a robust system for the management of such devices.

2.2 Outputs and Outcomes

Outputs

- An annual revenue budget to purchase or lease personal safety devices.
- A corporate and consistent approach to the provision of personal safety devices for staff who undertake lone working.

Outcomes

- A revised policy for lone working.
- A comprehensive list of services that have lone workers, to ensure they are provided with personal safety devices.

2.3 Benefits

- 2.3.1 A further review of lone working device requirements is undertaken during December 2019 to fully capture the requirements for all services;
- 2.3.2 Once the review has been completed, Reliance and Solo Protect (and any recommended providers) present in January 2020 to a panel of Heads of Service, Health and Safety Adviser and Unison representatives so that the most suitable device can be identified;
- 2.3.3 A budget to cover the cost of these devices is made available from 1 April 2020 and transferred to Facilities to cover the cost of all devices;
- 2.3.4 Facilities maintain a list of all devices provided and who they have been allocated to. Heads of Service maintain the responsibility for the retention of the devices when an employee leaves;
- 2.3.5 The Lone Working policy is reviewed and updated by 31 March 2020, to include the recommendation that staff can take the device home the night before should they be undertaking lone working the next morning, rather than be required to come into the office to collect the device.
- 2.3.6 As part of the policy review there will be a new clause stating it is a mandatory requirement for staff to use the device issued and if not could result in disciplinary action.

3 Project Costs

- 3.1 The final costs will be dependent on which device is chosen and how many people require them. Based on an estimate of 73 devices from Reliance, as the most expensive device, the maximum cost would be £12,045 per annum. This figure will need to be indexed linked for RPI increases.

3.2 Financial viability

There is also a non-standard approach to funding available for such equipment to be leased. Historically a budget was available for a short term of 3 years within Regulatory Services. However that budget has now been removed and although the costs are still carried by the service for all equipment, no further budget has been identified, leading to a situation where this essential equipment is paid for from within existing resources at a cost of £165 per month for 17 devices per month, which cannot be sustained. While some services are covered by the funding available by Regulatory Services, others such as Revenue and Benefits and the Depot, pay for their own equipment. This leads to individual services procuring their own devices at potentially a greater cost than a procurement on behalf of Three Rivers District Council

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3.3 Resources and skills

The project will be managed by staff from Facilities, HR, Housing and Regulatory Services.

Has the project been agreed by the Head of ICT?

Yes	
No	X

3.4 Equalities

Is this project responding to an Equality Impact Assessment?

Yes	
No	X

If yes, please provide brief details of the EIA...

Has an Equality Impact Assessment been undertaken for this project?

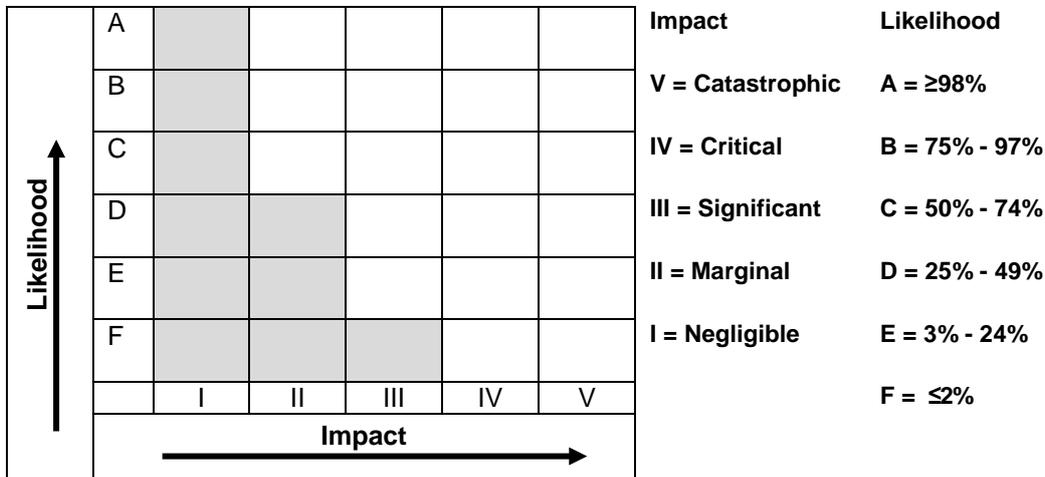
Yes	
No	X

If yes, what are the outcomes and how do these link to the project?

3.5 Risks

Initial Risk Log

Likelihood and Probability Key



Risk	Level of Risk		Required actions	Owner
	Impact	Likelihood		
The health and wellbeing of staff undertaking lone working cannot be provided	III	D	An agreed process is in place for the provision and use of personal safety devices	TB
The cost of personal safety devices exceed the budget available.	II	D	The estimate takes into account the maximum number of devices estimated and provided by the highest priced provider.	TB