SITE survey. APP

SITE SURVEY REPORT

Lone Working Risk Assessment

Prepared for	Northgate Housing
Date	21 Sep 2026
Site	Riverside Court, 12 Quay Road, Hull
Prepared by	A. Okafor

FORM

Lone Working Risk Assessment

1. Details

Project	Riverside Court, 12 Quay Road, Hull
Customer	Northgate Housing
Site	Riverside Court, basement plant room
Site address	Riverside Court, 12 Quay Road, Hull
Date of assessment	21 Sep 2026
Assessor	A. Okafor, maintenance supervisor, Elmfield Facilities Ltd
Who works alone?	Mobile maintenance engineer on the evening and weekend call-out rota
What work do they do alone?	Responding to plant alarms and faults: resetting boilers and pumps, checking the booster set, isolating and making safe until the day team can repair. No live electrical work.
Where?	On site out of hours
Days and times	Monday to Friday 17:00 to 22:00, weekends 08:00 to 20:00

> HSE says employers must manage any health and safety risks before people can work alone. That applies to anyone contracted to work for you, including self-employed people. It means assessing the risks, training, supervising and monitoring lone workers, keeping in touch with them and responding to any incident. Sources: The Management of Health and Safety at Work Regulations 1999, regulation 3 (risk assessment), and HSE leaflet INDG73, Protecting lone workers: how to manage the risks of working alone.

2. What could go wrong

Could they meet violence, threats or abuse?	No
Does anyone have a medical condition that makes working alone less safe?	No
Does the work include high risk tasks?	Yes
Which, and can they be done safely by one person?	Isolating pumps and electrical supplies. Allowed alone for isolation only, using the lock-off kit. Any repair or work on live equipment waits for two people.

> Some work should not be done by one person. Check the rules for the task, such as confined space entry, before deciding it can be done alone.

Can one person safely handle everything that has to be lifted or moved?	Yes
Is there driving for work?	Yes
What driving, and how is it controlled (hours, breakdown, fatigue)?	Engineer drives the company van from home to site, up to 30 minutes each way and often in the dark. Weekly van checks and breakdown cover. No calls taken while driving: the helpdesk waits for the arrival check-in. The rota limits the working day to 12 hours, and an engineer too tired to drive safely calls the helpdesk, which books a taxi.
Are there places with no phone signal?	Yes
Could isolation or the nature of the work affect their stress or mental health?	No
How would help reach them, and how long would it take?	Plant room is in the basement, 2 minutes from the main entrance. Ambulance to the site about 10 to 15 minutes. Concierge holds the plant room key.

3. Keeping in touch

How do they keep in touch?	Lone worker device or app
How often?	On arrival, every 60 minutes, and on leaving
Who is watching for the check-ins?	Elmfield Facilities 24-hour helpdesk
What happens if a check-in is missed?	Helpdesk calls the engineer, then the concierge. If there is no answer within 15 minutes the concierge goes to the plant room with the on-call supervisor on the phone. If the engineer cannot be found, the helpdesk calls 999.
How do they raise the alarm?	Red button on the lone worker device. Plant room landline if there is no signal.
Are they trained for the work and for what to do if something goes wrong?	Yes
Do they know they can leave or stop if they feel unsafe?	Yes
First aid arrangements	Engineer holds an emergency first aid at work certificate. First aid kit in the van and in the plant room.

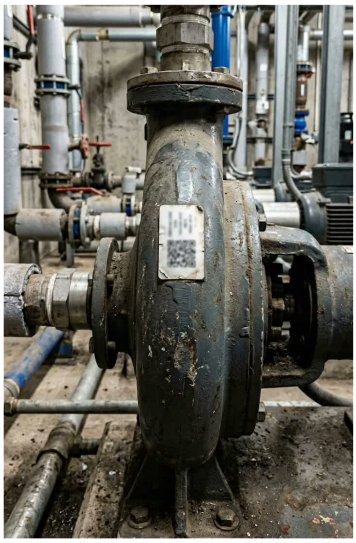
4. Hazards and scores

Hazards 1: Rotating pump shafts and couplings

Hazard	Rotating pump shafts and couplings
Who could be harmed, and how?	Engineer, caught by a moving part while checking a running pump

Controls in place	Coupling guards fitted on all pumps. Pumps isolated and locked off before any guard is removed.
Likelihood of harm with these controls	2. Unlikely
Severity of the harm	4. Major injury
Risk score	8
Risk	Medium
Further action, who and by when	Check every coupling guard is in place at the next planned maintenance visit. A. Okafor, by 31 October.

Photos



Hazards 2: Electric shock at distribution boards

Hazard	Electric shock at distribution boards
Who could be harmed, and how?	Engineer, while isolating circuits
Controls in place	Isolation only, no live work alone. Lock-off kit and voltage indicator in the van. Boards labelled.
Likelihood of harm with these controls	1. Very unlikely
Severity of the harm	5. Death
Risk score	5
Risk	Medium
Further action, who and by when	Refresher on safe isolation for all call-out engineers. Training lead, by 30 November.

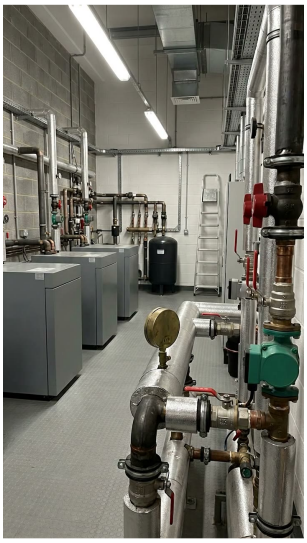
Photos



Hazards 3: Slips on wet floors in the plant room

Hazard	Slips on wet floors in the plant room
Who could be harmed, and how?	Engineer, after a leak or while draining down
Controls in place	Plant room lit and kept clear. Absorbent granules and a wet floor sign kept by the door.
Likelihood of harm with these controls	2. Unlikely
Severity of the harm	2. Injury needing first aid
Risk score	4
Risk	Low

Photos



Hazards 4: Driving to and from call-outs

Hazard	Driving to and from call-outs
Who could be harmed, and how?	Engineer and other road users, driving in the dark or in bad weather, sometimes after a day shift
Controls in place	Company van with weekly checks and breakdown cover. No calls taken while driving. Rota set so no one works more than 12 hours in a day.
Likelihood of harm with these controls	2. Unlikely
Severity of the harm	4. Major injury
Risk score	8
Risk	Medium
Further action, who and by when	Add driving to the call-out briefing and check driving licences each year. C. Whitfield, by 31 October.

Hazards 5: Taken ill or injured with no one nearby

Hazard	Taken ill or injured with no one nearby
Who could be harmed, and how?	Engineer, may not be found quickly in the basement
Controls in place	Lone worker device with hourly check-ins and a man-down alarm, but it has no signal in the plant room. Concierge told on arrival and on leaving.
Likelihood of harm with these controls	3. Possible
Severity of the harm	4. Major injury
Risk score	12
Risk	Medium
Further action, who and by when	Ask Northgate Housing to fit a mobile signal booster in the basement. Until then the engineer checks in with the helpdesk from the plant room landline every 30 minutes. A. Okafor, by 31 October.
Hazards recorded	5
Highest score	12

> Likelihood times severity: 1 to 4 is Low, 5 to 12 is Medium and 15 to 25 is High. Scoring is a common way to rank hazards, but it is not required by law and the bands are this form's own.

5. Briefing, review and sign-off

Have the people doing the work been briefed on this assessment?	Yes

Who was briefed, and on what date?	On-call engineers K. Barnes, S. Doyle and L. Ward, and the helpdesk team leader, at the call-out briefing on 24 September 2026
Review date	21 Mar 2027
Days to the review	182

> Review it sooner if the work, the place, the equipment or the people change, or after an incident or near miss.

Assessor name	A. Okafor, maintenance supervisor, Elmfield Facilities Ltd
Assessor signature	
Manager or supervisor name	C. Whitfield, operations manager
Manager or supervisor signature	