



LONE WORKING POLICY

APPROVED BY:		DATE:	
LAST REVIEWED ON:			
NEXT REVIEW DUE BY:			

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Introduction

Cleeve Prior CE Primary School are committed to ensuring staff, volunteers and contractors enjoy a safe working environment. It is recognised that there are occasions when staff may be required or choose, to work alone or in isolated situations. This however may introduce risks for a normally non-hazardous work activity. **Whenever possible it is recommended that staff should avoid lone working and work with a colleague or inform the Head of School who will monitor when the individual has left the site safely.**

This policy applies to all situations involving lone working arising in connection with the duties and activities of staff. The policy outlines lone working procedures and what is expected of employees who undertake lone working.

This policy aims to:

- Increase staff awareness of safety issues relating to lone working.
- Ensure that the risk of lone working is assessed in a systematic way and that safe systems and methods of work are put in place to reduce that risk so far as is reasonably practicable.
- Ensure that appropriate support and training is available to all staff that equips them to recognise risk and provides practical advice on staying safe when working alone.
- Encourage full reporting and recording of all adverse incidents relating to lone working.
- Reduce the number of incidents and injuries to staff related to lone working.

Legal framework

This policy has due regard to all relevant legislation and statutory guidance including, but not limited to, the following:

- The Management of Health and Safety at Work Regulations 1999

This policy operates in conjunction with the following school policies:

- Health and Safety Policy
- Lone Worker Risk Assessment
- Child Protection and Safeguarding Policy
- Manual Handling
- Allegations of Abuse Against Staff Policy
- Home Visit Risk Assessment

Definition of Lone Working

For the purpose of this policy, '**lone working**' refers to situations where staff, in the course of their duties, work alone either on or off the school premises and are physically isolated from colleagues, possibly without immediate access to assistance.

Due to the possibility of buildings creating isolated areas, it is possible for a staff member to be 'lone working' with other staff members in the building.

Roles and responsibilities

The Head of School is responsible for:

- Ensuring that there are arrangements in place for identifying, evaluating and managing the risks associated with lone working.
- Implementing this policy.

- Ensuring that there are arrangements for monitoring incidents linked to lone working.
- Reviewing this policy on an annual basis.

Line managers are responsible for:

- Ensuring that all staff are aware of this policy.
- Taking all possible steps to ensure that lone workers are at no greater risk than other employees.
- Identifying situations where staff work alone and deciding whether systems can be adopted to avoid workers carrying out tasks on their own.
- Ensuring that the relevant risk assessments are carried out and reviewed regularly.
- Putting procedures and safe systems of work into practice which are designed to eliminate or reduce the risks associated with lone working.
- Ensuring that staff identified as lone workers are given appropriate information, instruction and training that is updated as necessary.
- Managing the effectiveness of preventative measures through a robust system of reporting, investigating and recording incidents.
- Ensuring that appropriate support is given to staff involved in any incident.
- Providing lone workers with personal safety equipment, e.g., a mobile phone, where necessary.

Lone workers are responsible for:

- Taking reasonable care of themselves and others affected by their working.
- Following the school's policies and procedures for safe working.
- Reporting all incidents that may affect the health and safety of themselves or others and asking for advice as appropriate.
- Taking part in training related to lone working as required.
- Reporting any dangers or potential dangers they identify or any concerns they might have in respect of working alone.
- Seeking the permission of the head of school before working alone.
- Ensuring they have the necessary equipment with them while lone working.
- Adhering to all necessary policies and procedures at all times while lone working.

Authorisation

The Head of School, in conjunction with relevant staff members, will develop an approved list of lone working activities, outlining situations where lone working may be authorised and the necessary precautions and work methods to be followed.

Staff members will request authorisation from the Head of School to undertake lone working.

Subject to the completion of a risk assessment, lone working will be authorised if it is on the approved list. If the lone working is not on the approved list, it can only be undertaken following explicit authorisation from the Head of School.

Risk assessment

Prior to a member of staff undertaking lone working, a risk assessment will be conducted by the Head of School.

The risk assessment will cover all work proposed to be undertaken alone and where risk may be increased by the work activity itself or by the lack of available assistance should something go wrong.

Depending on the tasks the lone worker is proposing to undertake, the risk assessment will cover the following as appropriate:

- The staff member's medical fitness and suitability to work alone
- Channels of communication

- Any specific risks related to the lone working activity
- The risk of violence
- Access and egress
- Reporting and recording arrangements
- The ability to trace the staff member's whereabouts
- Situational hazards

A log of known risks, including locations, individuals and tasks, will be kept, updated and regularly reviewed. This log will be kept securely in the head of school's office and lone workers can request to see parts of the log relevant to their lone working.

Any person who becomes aware of circumstances involving lone working, where the existing control measures may not be fully effective, will inform the head of school as soon as possible.

Procedures for lone workers

A record will be kept in the school office containing details of all staff members that undertake lone working, including the tasks they undertake, where they undertake them and when.

During working hours, all lone workers leaving their workplace will provide written details with the school office of where they are going and their estimated time of arrival back at the school.

If, during a trip away from the school, a lone worker's plans change significantly, they will contact the school office to inform the school of changes to their schedule.

All lone workers will be provided with a mobile phone and other personal safety equipment where necessary. Lone workers will ensure they have all of their provided personal safety equipment with them prior to lone working and that the equipment is working.

Lone workers will avoid organising meetings where they will be alone with an individual or group. Where this is unavoidable, the lone worker will obtain prior approval from their line manager who will make any arrangements to ensure the staff member's safety. Any appointments of this nature will be recorded.

If a staff member is required to work alone with a child or vulnerable adult, they will follow the procedures outlined in the Child Protection and Safeguarding Policy.

Lone workers will have access to adequate first aid facilities and mobile workers will carry a first aid kit suitable for treating minor injuries.

Under no circumstances should a lone worker compromise their personal safety. If a lone worker feels in danger, they will remove themselves from the situation immediately.

The school operates a 'buddy' system, whereby lone workers have a designated member of staff that will:

- Be aware of the schedule and movements of the lone worker.
- Have all necessary contact details of the lone worker.
- Follow agreed escalation procedures and notify the head of school of any incidents.
- Attempt to contact the lone worker if contact is not made as agreed.
- Follow agreed escalation procedures and notify the head of school of any incidents.

Contingency arrangements will be in place for a member of staff to take over the 'buddy' role in case the nominated person becomes unavailable.

Where there is a genuine concern about the whereabouts or safety of a lone worker, the head of school will use the information held on record to try and ascertain the whereabouts of the worker. If contact cannot be made, the head of school will decide on the best course of action depending on the circumstances, which could include contacting the emergency services.

Key Holders:

- Key holders may need to attend premises outside of normal business hours. This may be to carry out normal work activities or following the activation of an intruder alarm or because of some other emergency that might have occurred.
- Key holders' information is registered with the Head of School.
- It is the responsibility of all school personnel and contractors to adhere to the lone working procedures and to report any difficulties, failure of equipment or general concerns on health and safety.
- If members of staff fail to follow procedures designed to protect their safety, this could result in a disciplinary matter as they will have contributed to their injury and any compensation claims for damages or unfair dismissal may be reduced accordingly.
- Staff should be proactive in bringing to the attention of the Head of School any aspect of work-related risks which may occur when lone working.
- The head of school will regularly monitor the implementation of these procedures. Following any incident an investigation will be carried out and its findings used to inform change to procedures and working practices.

Safeguarding

Where a lone worker is required to work with pupils, physical intervention will only ever be used as a last resort and will be conducted in line with the Manual Handling Policy.

If a lone worker is required to conduct one-to-one sessions with pupils, the following guidelines will be adhered to:

- A full and appropriate risk assessment will be undertaken prior to any sessions taking place
- The Child Protection and Safeguarding Policy will be adhered to at all times
- The worker will receive comprehensive and ongoing training in safeguarding, positive behaviour support, de-escalation techniques, and the safe and lawful use of restrictive interventions and reasonable force as a last resort.
- Meetings or sessions will never be held in remote or secluded areas
- At least one other member of staff will be informed of when and where a one-to-one session is taking place
- The lone worker will not use 'engaged' or equivalent signs on rooms used for one-to-one session
- Doors will be kept open during sessions – where this is not possible, the worker will ensure both parties are visible through a window
- Doors will be closed for therapeutic sessions
- When holding the session, the worker will talk to the pupil with a desk between them, or otherwise arrange the room or environment to avoid unnecessary physical contact
- Both parties will sit near to the door during sessions
- If a pupil becomes emotionally distressed or angry, the worker will seek assistance, and a record will be kept of the incident

Any allegations against a lone worker will be dealt with in line with the Allegations of Abuse Against Staff Policy.

Training

All lone workers will be fully trained in safe working practices.

Lone workers will undertake additional training that is relevant to their lone working, e.g. first aid.

Safety issues

Lone workers will report incidents such as accidents, near misses and threatening situations to the head of school.

Lone workers should raise any safety concerns with their line manager, who will arrange for additional precautionary measures to be put in place.

Monitoring and review

This policy will be reviewed **annually** by the Governing Body.

The next scheduled review date for this policy is **September 2027.**

Home Visit - Risk Assessment

Purpose of Visit	Visiting Professional(s)
Assessment by:	Risk assessment approved by:
1st Review date:	Date:
Description of activities:	Contact telephone number:

1.Hazards What could cause harm?	2.People Who might be harmed?	3. Severity of harm How badly could they be harmed? (Choose one only assuming a worst-case scenario)	4. Likelihood of harm	5. Impact if risk occurs	6. Risk Score (Pre-Controls)	7. Controls What controls are to be put in place?	8. Further action Do controls make risk adequate? If not, what else needs to be done, by whom and by what date?
EXAMPLES Vulnerable Adults, Violence, Abduction, Weapons, Poor food, Hygiene, Slips, Trips, Falls.	EXAMPLES Staff Children/ Young Persons Parent The Public Visitors Volunteers	EXAMPLES Death Major Injury or Illness (Fracture, dislocation, amputation, hospital treatment, asphyxiation, unconsciousness) Minor Injury or Illness (First aid needed/time off work) Superficial Injury or discomfort (No first-aid treatment needed)	CHOOSE FROM Certain – 4 Very Likely - 3 Likely - 2 Remote - 1	CHOOSE FROM High - 4 Medium - 3 Low - 2 Insignificant - 1	Likelihood x Impact	EXAMPLES Health and Safety Signs Information Instruction/Training Local Safety Rules Personal Protective Equipment Adequate Supervision Following Guidance Written Procedures	EXAMPLES Following Guidance Health and Safety Increased Supervision More Information Additional Instruction/Training Updated Safety Rules Personal Protective Equipment Written Procedures
Aggressive or violent parents/student/family member	Members of staff undertaking the home visit.	Major injury or illness	Remote – 1	Low - 2		- Lone Working policy adhered to. - Mobile phone taken and recorded of risk assessment. 2 person visit. - Family information reviewed before visit. - Time of visit recorded on risk assessment or schedule. - Address of home noted on risk assessment. - If member/s of staff hasn't checked phone call to mobile to check status. - If contact is not made, senior staff notified and liaison with police as necessary.	Controls are adequate

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Lone worker risk assessment template

Name of school

Assessment conducted by:	Job title:	Covered by this assessment: <u>staff</u> <u>volunteers, supervising adults</u> and <u>pupils</u> .
Date of assessment:	Review interval: <u>annually</u>	Date of next review:

Related documents
<u>Health and Safety Policy, First Aid Policy, Site Safety Checklist, Risk Assessment Policy, Lone Worker Policy</u>

Risk rating		Likelihood of occurrence		
		Probable	Possible	Remote
Likely impact	Major Causes major physical injury, harm or ill-health.	High (H)	H	Medium (M)
	Severe Causes physical injury or illness requiring first aid.	H	M	Low (L)
	Minor Causes physical or emotional discomfort.	M	L	L

Areas for concern	Risk rating prior to action H/M/L	Recommended controls	In place? Yes/No	By whom?	Deadline	Risk rating following action H/M/L
General	<u>H</u>	- The employee is assessed to determine whether they are medically fit and suitable to work alone. - Senior management ensures there are adequate channels of communication in an emergency. - The workplace and task are risk assessed and suitable for the lone worker. - Safe travelling arrangements are made. - Reporting and recording arrangements are made where appropriate. - The whereabouts of the worker is traceable. - Appropriate instruction and training are in place, where necessary.	<u>Y</u>	<u>Head of School</u>	<u>XX.XX.XX</u>	<u>M</u>
Policies		- A <u>Lone Worker Policy</u> has been implemented to ensure the safety of lone workers. - If a lone worker plans to work outside of their usual hours, this is supported by the school's relevant risk assessments and policies. - All relevant policies comply with the following legislation: - Health and Safety at Work etc. Act 1974 - The Management of Health and Safety at Work Regulations 1999				
Working from home		- The working space is well ventilated. - Access to water is readily available. - All electronic devices are checked and comply with health and safety regulations before work starts. - Regular screen breaks are taken to avoid fatigue and weariness. - Work is done in a comfortable setting; a chair with sufficient back support is required, to retain good posture and comfort.				
		Vehicles used have relevant and in-date service history, and a valid MOT.				

Areas for concern	Risk rating prior to action H/M/L	Recommended controls	In place? Yes/No	By whom?	Deadline	Risk rating following action H/M/L
Travel		- Any vehicles used are covered by a breakdown organisation. - Anyone driving is fully licensed and insured on the vehicle. - Any vehicles used have emergency and/or first aid kits, which include an extra coat or blanket, a torch, bottled water, spare change and a phone charger. - Vehicle doors are kept locked whilst driving. - If the driver does not feel confident in the vehicle, they are not to drive. - The route is planned, and alternative arrangements made if necessary. - Adverse weather conditions are prepared for. - The driver must park in a secure car park.				
Travel		- When approaching their vehicle, the worker must be aware of their surroundings, have their keys ready and check there is no one inside before entering. - If the worker is using public transport, they are to familiarise themselves with the routes they are taking. - The worker will wait in well-lit areas, near emergency alarms or CCTV cameras, when waiting for public transport. - The lone worker communicates with a colleague back at the school regularly and keeps them informed of their progress and wellbeing. - Personal belongings are kept hidden and out of sight, to avoid theft.				

Areas for concern	Risk rating prior to action H/M/L	Recommended controls	In place? Yes/No	By whom?	Deadline	Risk rating following action H/M/L
Working at heights		- Any access equipment that is used is up to standard and compliant with relevant regulations and is checked regularly to ensure there are no faults. - Only the safest equipment is used. - The worker is competent using the access equipment. - The worker is competent working at heights and has experience of working at heights previously. - Where required, additional ladder safety equipment is used, e.g., ladder stabiliser, rubber mats. - Working at heights risk assessment is consulted and reviewed before work begins. - The worker is to carry a mobile phone with them at all times. - The worker is to inform a colleague of the time they are starting and expecting to finish the job. - A first aid kit is on hand at all times. - Weather conditions that could compromise safety are taken into account.				
Fire safety		- Training is provided to ensure the lone worker is aware of what action must be taken in the event of a fire, e.g., sounding the alarm. - All fire exits and alarms are clearly marked and instructions for the nearest fire exit are provided in all rooms and buildings. - A Fire Safety Risk Assessment has been conducted. - The lone worker is familiar with the Fire Safety Policy. - Fire alarms are tested on a termly basis.				

Areas for concern	Risk rating prior to action H/M/L	Recommended controls	In place? Yes/No	By whom?	Deadline	Risk rating following action H/M/L
Incidents of violence or aggression		• If they are meeting someone they have not met before, the lone worker does not meet the individual alone. • The lone worker finds out as much as they can about an individual before meeting with them. • The environment in which the lone worker is working, or meeting people has adequate space and easy access to exits. • Clear exit strategies have been developed to help the lone worker leave a room or building shared with an aggressive person. • The lone worker is provided with a way of raising the alarm, should an incident occur, and their colleagues are aware of what to do if this happens. • Alarms are tested on a termly basis. • The lone worker does not approach anyone who they suspect to be intruding on the school site. They are to remain inside a locked building and contact a colleague or the site manager.				
Sickness and injury		• The lone worker contacts their colleagues if they become injured or ill. • A first aid kit is always on hand. • High-risk tasks are avoided whilst the worker is alone. • All relevant risk assessments are reviewed before completing works to ensure the risk of injury is minimised. • The lone worker does not have any pre-existing illnesses or injuries that may affect their health or work whilst completing tasks. • If the lone worker feels unwell before they start work, they contact a senior colleague, e.g., head of school, to discuss their health before attending. • Members of staff are not forced in to working if they feel unwell. • The worker is to always have a mobile phone number and relevant contact numbers with them. • Workers at the schools are in regular contact with their lone working colleague.				

Areas for concern	Risk rating prior to action H/M/L	Recommended controls	In place? Yes/No	By whom?	Deadline	Risk rating following action H/M/L
		The lone worker takes medicine as prescribed or when needed.				
Being in public		- The lone worker always remains alert and aware of their surroundings. - Personal alarms are carried at all times. - Workers are not to engage in any confrontation with the public. - Valuables are kept out of sight or disguised. - Personal belongings are surrendered if safety is at risk. - A fully charged mobile phone is carried at all times. - The worker has received conflict awareness training. - Colleagues are to be updated of the lone worker's whereabouts regularly.				
Home visits or appointments		- Home visits and appointments are arranged during daylight hours or when other people will be around. - Clear exit strategies have been developed to help the lone worker leave a room or building shared if a risk to their safety is apparent, e.g., scripted answers that can be used as excuses to leave. - The lone worker ensures a colleague is aware of their whereabouts at all times.				
Heavy lifting		- Appropriate footwear is worn, and surfaces are reviewed before lifting, to avoid slipping. - Lifting aids are on site if required. - Manual handling training is undertaken. - Lifting is not attempted alone if the load is too heavy.				

Areas for concern	Risk rating prior to action H/M/L	Recommended controls	In place? Yes/No	By whom?	Deadline	Risk rating following action H/M/L
Safeguarding		• All lone working is justified and recorded. • Lone workers are not exposed to unacceptable risk. • Lone workers avoid meetings with pupils in remote or secluded areas. • Staff members and parents are informed of meetings between the lone worker and a pupil before they take place and the need to have another person present or close by is assessed. • Doors are kept open during meetings with pupils or, if closed, the lone worker ensures they can be seen through a window. • Lone workers talk to pupils with a desk between them, or otherwise arrange the environment to avoid any unnecessary physical contact. • The lone worker sits in the seat nearest the door so they can exit the room quickly if necessary. • If a pupil becomes emotional, this is reported quickly and discreetly to a senior colleague.				