



Fairway
Primary
School

Lone Working Policy

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Date policy written:	SMBC 2013
Date to be reviewed:	Every 3 years
Date approved by Governing Body:	March 2025



STOCKPORT
METROPOLITAN BOROUGH COUNCIL

≈ Responsible ≈ Ambitious ≈ Individual ≈ Explorers ≈

INTRODUCTION

STATEMENT

Where the conditions of service delivery or associated tasks require employees or others who may be affected to work alone, both the school managers and individual employee have a duty to assess and reduce significant risks which lone working presents, to as low as it is reasonably practicable to do so.

The lone working procedures and guidelines will only be effective if individuals and teams work together to safeguard their own and their colleague's wellbeing.

This guidance should be read in conjunction with the authority's Corporate Lone Working policy and other relevant Health & Safety policies e.g. Safeguarding, Assaults against Staff in Schools and Other Educational Establishments, Risk Assessments, Accident/Incident reporting, Fire etc.

PURPOSE

This guidance is designed to:

- Alert staff to the risks presented by lone working.
- Identify the responsibilities each person has in this situation.
- Describe procedures which will minimise such risks.
- Provide staff with a framework to adopt in potentially difficult situations.

If you are a lone worker, it is important that both you and your employer give particular consideration for your health and safety.

SCOPE

This guidance applies to all employees that may lone work at any time that carries with it risk, in any of the situations outlined in the definition below and as found via the risk assessment process.

CONTEXT

The number and type of lone workers in the public sector is increasing rapidly.

The Council and Fairway Primary School as an employer has a responsibility for the health, safety and welfare of its employees and a duty to assess and manage risks to those employees who work alone in significant risk areas to ensure that they are able to work alone safely.

It is recognised that school staff may lone work at some time and that there may be a greater potential for ill health, injury and/or liability claims which result from lone working accidents and/or incidents.

DEFINITION

For the purpose of this policy, a lone worker is an individual who spends some or all of their working hours working alone. This may occur:

- During normal working hours at an isolated location within the normal workplace.
- When working outside normal business hours. These are deemed to be earlier than 7am and after 6pm within the normal workplace.
- A combination of the above during non-term time i.e. when the general populace of the school is deemed to be on holiday.

In the above circumstances, individuals will be physically isolated from colleagues and without access to immediate assistance. The latter situation may also arise where there are other employees in the premise but due to the layout of the building etc. isolated areas are created.

STATEMENT OF INTENT

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PROCEDURES AND PRACTICE

PERSONAL INFORMATION

It is the employee's responsibility to provide accurate and up to date personal information to their Line Manager. This information must include:

- Home address.
- Home telephone number.
- Personal mobile telephone number.
- Make of car, model and registration number.
- Next of kin/emergency contact person.
- Information that would increase the hazards of lone working.

SECURITY OF BUILDINGS

Managers are responsible for ensuring that all appropriate steps are taken to control access to the building and that emergency exits are accessible.

- Risk assessments should be completed with particular respect to the potential for unauthorised access, likelihood of confrontation or theft and the potential for out of hours working.
- Alarm systems must be tested regularly and records maintained.
- Key codes for access should be changed periodically and as a matter of course if a breach of security is suspected.
- If there is an indication that a building has been broken into, employees must wait for support before entering.
- Risk assessments should be completed for cash handling tasks.
- Key holders should have an individual risk assessment. Including opening up buildings at the start of the day, closing at the end of the day and responding to alarm activations with reference made to the potential of unauthorised entry and personal attack.
- In certain circumstances the last employees to leave the building may be responsible for completing the relevant security checks, shutting the windows, closing blinds, locking doors and setting alarms etc. There should be communication between the employee and caretaker to avoid any presumption that the other is completing these tasks.
- Appropriate written safe systems of work/procedures shall be created from the results of any risk assessments.
- Employees and others who may be affected will be inducted into the employers systems by their Line Manager.

SAFE WORKING WITHIN SCHOOL

- All buildings should provide a safe and secure environment for employees, pupils/students and visitors. Installation of CCTV, panic alarms etc. may assist in the achievement of the latter.
- Managers who have employees working alone must ensure that they are familiar with the emergency exits and emergency alarms.
- Employees working alone must ensure that they are familiar with the emergency exits and emergency alarms.
- Lone workers must have access to a telephone and first aid equipment.
- Managers must ensure that their employees working alone have a means of communicating with others.
- Employees must ensure that they have a means of communicating with others.
- Panic alarm procedures should be documented and understood by all employees, in order that an efficient and co-ordinated response can be provided if an incident occurs.
- The sound of the security alarm should be understood by all employees.
- Should the fire alarm sound then all members of staff/pupils/visitors/volunteers should follow the instructions detailed in the buildings fire policy.
- It is recommended that a minimum of two employees where possible are present in buildings at all times.
- Make sure that cash is kept out of sight.
- All staff must comply with the building opening times as stipulated.
- In buildings where employees may be working with individuals in relative isolation managers should ensure there is an agreed system in place to alert colleagues in an emergency and summon assistance if required. The latter should be understood by all employees' and tested regularly.
- Given the services provided by the school, there may be occasions where pupils/students potentially present a risk of harm to employees in the work environment.

In order to minimise any harm being caused to employees there are a number of strategies that should be implemented for example:

- Be aware of any risks associated with the pupil/student.
- Sit closest to the door.
- If the session may cause conflict ask another practitioner to attend the meeting.
- Stop the meeting if it becomes too heated.

NB: All of the above strategies will be evaluated from the risk assessment

WORKING OUT OF THE SCHOOL

- Schools undertake a variety of work with pupils/students and often this will involve being outside of the school environment.
- Within agreed working hours, employees must use the agreed mechanisms, identifying where they are visiting and the estimated time of return. If while the worker is out they think that they will be returning later than recorded they must contact the appropriate personnel.
- Throughout agreed working hours it is recommended that the identified mechanism to monitor the whereabouts of out of school workers is regularly reviewed to check on their situation. If contact can not be made with the worker, a member of the management team should be informed.
- Where out of school work starts after the close of business in the week or at weekends the employee should contact the nominated member of staff to inform them when they are about to start work and confirm what time the work will end.
- If an out of school work task is running late and will not finish at the expected time the employee should inform the nominated member of staff.
- At the end of the work session the employee should contact the nominated member of staff to confirm.
- Should the worker not contact the nominated member of staff at the end of the work session the nominated member of staff will contact the worker. If it is not possible to make contact, they will contact the emergency contact for that worker. **If contact still can not be made the nominated member of staff will contact the Police and report the worker missing providing the work task/visit information and the details of the worker's car if applicable.**
- Managers are recommended to speak to all temporary/casual support staff who are working evenings or at weekends to confirm details and provide information with regards to the procedures of risk assessments for their work activities inclusive of providing the appropriate work place contact numbers and contact details to the nominated member of staff.
- Temporary/casual support staff shall ensure they know who the nominated member of staff is and know of and act as needed with regards to the procedures of risk assessments for their work activities inclusive of having the contact numbers, associated risk assessments and working procedures for the work being undertaken before the school closes.
- Managers shall ensure that records of all emergency contact, address and car details are maintained.
- Employees have a responsibility to inform their Line Manager/Administrative Support/Human Resources of

changes to details. The information should be kept in a secure location and passed to the nominated member of staff.

WORKING OUT OF HOURS

- It is imperative that the nominated member of staff is aware of planned out of hours work and that information is recorded accurately.
- It is important that any changes, additions or deletions to the planned out of hours work are passed to the nominated member of staff, in order that up to date information is maintained.
- It is recommended that information is collated into a master list of all employees, inclusive of temporary/casual support staff who are working out of hours and passed to the nominated member of staff to co-ordinate.
- It is the responsibility of the nominated member of staff to ensure that they have all the relevant information regarding out of hours work being undertaken for the period that they are responsible.

HOME VISITS

- Whilst it is expected that the majority of appointments will take place within school premises which offer a safe and appropriate environment to undertake structured interventions, it is also acknowledged that in certain situations home visits are required.
- When scheduling appointments, employees are expected to take into consideration, school and work commitments or religious observance. In addition employees should be sensitive to cultural norms of different communities.
- It is important that risks to staff are identified and safeguards implemented when undertaking a home visit.
- When completing any assessment, the following should be considered:
- Does the pupil/student pose a risk to members of staff through either verbal or physical assault?
- Are staff at risk from visiting the pupil's/student's home address? E.g. Due to the pupil's/student's behaviour, the behaviour of another person who lives at the address or the behaviour of a person who is known to visit that address.
- If there are concerns about an address, further checks should be instigated using the appropriate mechanisms.
- The assessment should also set out how the level of risk is managed when attending a pupil's/student's home or another associated address where there is a potential risk. Consideration should be given to either:
- Not making any unannounced or unplanned home visits.
- Always completing home visits in pairs where possible/deemed appropriate.
- Not undertaking the home visit until the risk is reduced.
- Pupils/Students should be made aware of these arrangements and the reasons for such actions being taken.
- Employees should give some thought before they conduct a home visit as to what exit strategies could be adopted if they felt uncomfortable or threatened.
- Employees should follow the guidance for working out of the school as per section 4 of this document.

STAFF WORKING AT HOME

- Staff working from their own homes should take every reasonable precaution to ensure that their address and telephone number remain confidential.
- Employees working from home should be aware that even ex-directory and mobile numbers will show up on Caller Display and can be retrieved on 1471. To prevent the person you call accessing your number, dial 141 before their number, or check the instructions for your mobile phone.
- There should be regular contact with Line Managers or another designated person if working at home for extended periods and an appropriate reporting in system should be used if making visits from home.

TEMPORARY/ CASUAL STAFF

Risk assessments connected to any lone worker activity undertaken by temporary/casual staff should be shared and understood at the beginning of their employment and corresponding training needs identified.

VOLUNTEERS

Specific risk assessments should be carried out for volunteers' dependant on individual circumstances.

TRANSPORTATION OF PEOPLE

Occasionally there may be a requirement to transport individuals within staff vehicles. In these circumstances a risk assessment should be undertaken to ensure employee safety. This assessment will involve:

- Considering whether it is necessary/appropriate to carry the individual by car.
- Ascertaining whether the individual has any previous history of aggressive or inappropriate behaviour.
- Considering the route and likely travel time involved.
- Considering whether it is appropriate to carry the individual unaccompanied.

It is good practice to ensure that details and times of transporting individuals are recorded using the appropriate mechanisms.

All employees transporting people must have the following and copies of these documents should be collected and stored by the respective administration support:

- Insurance (Including Business insurance).
- Up to date MOT.
- Full Driving Licence.
- Seatbelts in the rear of the vehicle (if the young person will be sitting in the back).

In September 2006 new regulations came into practice concerning the enforced use of child car seats in the UK. Therefore, Booster seats must be used when transporting a young person under 12 or less than 135cm in height. All young people being transported must wear a seatbelt.

A person can only transport people in their vehicle up to the number of professionally fitted seat belts that are in their vehicle and it is recommended that a Manager's agreement is received prior to transporting more than 2 young people.

It is the responsibility of the Head Teacher to assess the suitability of an individual to be transported. Where an individual is assessed as high risk, a two to one staff ratio should be considered. Should the individual be considered too great a risk to transport then this should be documented using the relevant mechanisms. When assessing whether an individual is suitable to be transported within a vehicle then the Head Teacher must take into consideration not only the risk of harm being caused to the worker transporting them but also the potential for allegations to be made. The Head Teacher may decide that employees should never transport an individual student.

PERSONAL SAFETY

- Employees should not assume that having a mobile phone and back-up plan is a sufficient safeguard itself. The first priority is to plan for a reduction of risk.
- Staff should take all reasonable precautions to ensure their own safety as they would in other circumstances (See Appendix 2).
- Before working alone an assessment of the risks involved should be made in conjunction with the Line Manager.
- Employees must inform their Line Manager or other identified person when they will be working alone, giving accurate details of their location and following an agreed plan to inform that person when the task is completed. This includes occasions when a staff member returns to home following a visit rather than to their base.
- Managers must ensure that there is a robust system in place for signing in and out and that staff use it.
- Employees, who work to pre-planned programmes of visits, must inform their Line Manager if they deviate from their programme.
- If a member of staff does not report in as expected, an agreed plan should be put into operation, initially to check on the situation and then to respond as appropriate.
- Arrangements for contacts and response should be tailored to the needs and nature of the school. Issues to take into consideration include: staffing levels and availability, the identified risks and control measures in place to reduce the risks.
- Where staff work alone for extended periods and/or on a regular basis, managers must make provision for regular contact, both to monitor the situation and to counter the effects of working in isolation.
- Employees working in the community should be issued with a mobile phone or remote working device. Staff are responsible for checking that equipment is charged, in working order and in relation to mobile phones with sufficient credit remaining with the relevant provider if appropriate. Personal alarms could also be considered and if provided should be regularly tested with records maintained.
- Staff should take particular care if transporting people in their own cars.
- 'Reasonable precautions' might include: checking directions for the destination, checking whether a person is known to present a risk and the agreed plan for working with them, ensuring your car, if used, is road-worthy

and has break-down cover, avoiding where possible poorly lit or deserted areas, taking care when entering or leaving empty buildings, especially at night, ensuring that items such as laptops or mobile phones are carried discreetly.

ASSESSMENT OF RISK

- Risk assessment and risk management inclusive of creating written safe systems of work developed from the risk assessments are legal requirements.
- For off site visits they involve the careful examination of what could cause harm during the visit and whether enough precautions have been taken or if further controls are required. For further guidance see Appendix 3.
- Anyone who writes a risk assessment for the purposes of a lone working activity must have received appropriate training. (*Risk assessment should be a team activity).
- In devising and recording an assessment of risk the following issues should be considered, as appropriate to the circumstances: the environment – (location, security, access), the context (nature of the task, any special circumstances e.g. medical needs or special educational needs), the individuals concerned (indicators of potential or actual risk), history (any previous incidents in similar situations) and any other special circumstances.
- All available information should be taken into account and checked or updated as required.
- Where there is any reasonable doubt about the safety of a lone worker in a given situation, consideration should be given to sending a second worker or making other arrangements to complete the task.
- While resource implications cannot be ignored, safety must be the prime concern. See Appendix 5 for lone working risk assessment documentation.

PLANNING

- Employees should be fully briefed to risk and control measures as well as the task itself.
- Plans for responding to individuals who present a known risk should be regularly reviewed and discussed with relevant personnel.
- Communication, checking in and contingency arrangements must be in place.
- The Head Teacher is responsible for agreeing and facilitating these arrangements, which should be tailored to the operating conditions affecting the school.

EMERGENCY RESPONSE

The agreed plan for contact or emergency response may be a standard one for the school or specific to the individual situation. It should be recorded and readily accessible by the identified person and updated as necessary. It may be appropriate to agree a code word or phrase to indicate that assistance is required. Managers should be particularly aware of the importance of such arrangements for staff that live alone.

REPORTING

- If an incident occurs, the reporting and de-briefing should follow the guidance in the Policy on Assaults against Staff in Schools and Other Educational Establishments and Violence at Work Guidance.
- Accident/Incident reporting in relation to RIDDOR should also be followed as appropriate.
- Accident/Incident reporting in relation to non-RIDDOR should also be followed as appropriate.
- The identified person should be debriefed in the first instance. If this is not the staff member's Line Manager that Manager should be informed as soon as practicable and the process continued.

SUPPORT FOLLOWING AN INCIDENT/ ASSAULT

The support available should be as described in the Policy on Assaults against Staff in Schools and Other Educational Establishments and Violence at Work Guidance.

ALLEGATIONS

The process for dealing with an allegation made against an employee is held in the LSCB Policy and Procedure for managing allegations against people who work with children and young people. This can be found on the safeguardingchildreninstockport.org.uk website under the Policies and Procedures section 10.13.

MONITORING AND REVIEW

The on-going implementation of the Lone Working Policy will be monitored through the supervision and Personal Development Review process.

Lone working and written lone working procedures will form part of the induction process, including the identification of required training/personal protective equipment and be a regular agenda item for team meetings.

Any employee with a concern regarding these issues should ensure that it is discussed with their Line Manager or with the whole team, as appropriate.

The Lone Working Policy will be reviewed as part of the regular cycle of reviews, unless changing circumstances require an earlier review.

LIST OF APPENDIX

Appendix 1	Lone Workers
Appendix 2	Personal Safety
Appendix 3	Assessment of Risk (Visits)
Appendix 4	Manager's Check List (Manager Responsibilities)
Appendix 5	Conducting Risk Assessments

APPENDIX 1 LONE WORKERS

Requirements of lone workers

It is important that lone workers are considered for any known medical conditions which may make them unsuitable for working alone. This aspect of the risk assessment is conducted by the manager undertaking the risk assessment using appropriate support as necessary e.g. through Occupational Health/Corporate Safety & Health Team. Consideration will be given to routine work and foreseeable emergencies which may impose additional or specific risks.

Lone workers must be suitably experienced, have suitable instructions and training on the risks they are exposed to and the precautions to be used.

All lone workers will be fully trained in the safe working practices to be adopted in order to carry out their tasks safely and remain safe themselves. This will apply to employees and other workers where applicable, such as agency staff and contractors.

It is the policy of Fairway Primary School to ensure adequate supervision is provided. The adequacy of the supervision will depend on the level of the risk, types and duration of exposure.

Adequacy of supervision may involve some of the following:-

- a) Periodic checks on lone workers i.e. visual.
- b) Periodic contact with lone worker i.e. telephone.
- c) General or specific alarms for emergencies.
- d) Checks on lone workers to ensure they have returned to the school on completion of extra-curricular activities.

Lone Working - Staff

All lone workers are expected to co-operate fully with any instructions given by their Managers. They are also expected to follow the school's safe systems of work and any associated procedures.

- Be aware that you should not be on your own after 7 p.m. in an outer building and are advised to move into a designated area (staff room, library) in the main building as this can be the time when incidents are most likely to occur.
- In exceptional circumstances i.e. meetings, exam preparation a member of the site team will need to be informed of your location and expected time of departure.
- Staff must vacate the premises by 6 p.m., unless they are an authorised key holder.

Lone Working – Pupils/Students

Though not considered to be "workers" in the general sense of the word we nevertheless have a duty of care towards pupils/students. There also should be a consideration of any safeguarding issues.

- No pupil/student should be left unsupervised.
- All pupils/students unless supervised shall vacate the site before 3.30 p.m.
- The school must make clear to pupils/students and parents' expectations regarding appropriate times of arrival and departure when duty staff are available.
- All teaching and meeting rooms used with pupils/students must have a glass panel fitted and this must be left unobstructed.

Control Measures

Communication

Teaching and support staff should seek permission from a member of the SLT if they wish to work in school beyond their normal hours. These are deemed to be from 7am to 6pm. If any member of staff is to be in school alone the site manager/caretaking staff must know. Checks of those considered to be lone workers will be made by the nominated member of staff.

First Aid

For those working on our premises, first aid kits can be found at the following nearby location:

APPENDIX 2 PERSONAL SAFETY

It is not wise to rely on alarm systems or breakaway techniques to get you out of trouble – there are a number of strategies that can be implemented to avoid difficult situations in the first place. The school has a responsibility as an employer to ensure the health, safety and welfare of staff, but employees also have a duty to take reasonable care themselves.

This guidance is to assist in recognising potential dangers and consider positive steps to reduce risk, for yourself and for pupils/students in your care.

Be aware of the environment

- Know what measures are in place where you work: check out alarm systems and procedures, exits and entrances, and the location of the first aid supplies.
- Make sure that your car and mobile phone are in good working order, and that electrical and other mechanical equipment is safe to use. Check the instructions for use, and ensure that faults are reported/dealt with.
- If your work takes you into areas which are isolated, poorly lit at night or known for high crime rates, check in when the visit is over, or work with a partner.
- If a potentially violent situation occurs, be aware of what might be used as a weapon against you and of possible escape routes.
- Try to maintain a comfortable level of heating and lighting in buildings you control.

Be aware of yourself

- Think about your body language. What messages are you giving?
- Think about your tone of voice and choice of words. Avoid anything which could be seen as sarcastic or patronising.
- Think about what you are wearing. Is it suitable for the task? Does it hamper your movement? What signals does it send out? In a potentially risky situation, does a scarf or tie offer an opportunity to an assailant? Similarly pens, pencils, keys or heavy bags may be used to cause injury.
- Be aware of your own triggers – the things that make you angry or upset.

Be aware of other people

- Take note of their non-verbal signals.
- Be aware of their triggers.
- Do not crowd people – allow them space.
- Make a realistic estimate of the time you will need to do something and do not make promises that can not be kept, whether on your own or on someone else's behalf.
- Be aware of the context of your meeting – are they already angry or upset before you meet, and if so for what reason?
- Give people an idea of how long the meeting will take and try to adhere to this.
- Listen to them and show you are listening.

APPENDIX 3 ASSESSMENT OF RISKS AND VISITS

Staff making an initial visit should have access to all available relevant information in order to make a reasoned judgement of any potential risk. Agencies must be encouraged to share all relevant information when making a referral for a service, and protocols agreed where appropriate.

The following issues should be considered, as appropriate to the circumstances:

- The environment – location, security, access.
- The context – nature of the task, special circumstances, likely outcomes.
- The individuals concerned – indicators of potential or actual risk.
- History – any previous incidents in similar situations.
- Any other special circumstances – may include the most recent events and the individual's response, the indication of alcohol or substance use, the presence of a dog or other factors specific to the situation which might affect the assessment.

1. ASSESSMENT

The environment

- It is the responsibility of the manager to assess the risks presented by the building itself – access, lay-out, furnishings, lighting and temperature control – and to take appropriate action.
- Alarm systems must be accessible, tested regularly and records maintained.
- All staff must be familiar with the alarms and be given clear instructions on how to respond to them.
- If people are being accompanied on transport or in a public place, or visited at home, there must be an appropriate assessment of the risks this might present.
- Employees conducting home visits should carry out their own risk assessment on the door step before entering. If staff feel uncomfortable or unsure, they should make an excuse and leave. Workers should trust their instincts.
- Staff should be mindful of the fact that when completing home visits you are entering someone else's territory and your presence there may be unwanted and/or pose a threat.
- Employees conducting home visits should make a note of how the door opens and closes so that they can leave quickly, if necessary.

Personal

- In order to make a complete assessment, any history of challenging behaviour should be investigated.
- Any information regarding known triggers must be recorded.
- Staff must be aware of the effect they may have on the situation through their verbal and non-verbal communication, take steps to avoid provocation and avoid actions and words which may appear judgmental, aggressive or an invasion of privacy/space. (*See Appendix 2*).

Sharing Information

- Information should be shared with due regard to issues of confidentiality and data protection.
- Information concerning violent or abusive individuals must be shared appropriately with other establishments or sections and documented using the relevant mechanism.

2. PLANNING

- If visiting a person where a risk has been identified, always consider a joint visit or a school-based meeting as alternatives.
- Ensure there are agreed contacts in case of an emergency and a system for reporting back at the end of a visit.
- Take into consideration the current situation and any previous events which have caused problems.

3. FURTHER CONSIDERATIONS

- Employees should always carry ID badges when working or visiting pupils/students.
- Care should be taken when parking cars e.g. in well lit areas.
- Do not leave files or valuables on show.
- Check the back seat space in your car before getting into it.
- Assess the situation when approaching the house.
- Always check that you have enough petrol before the visit.
- Reverse your car into the parking space so you are able to drive away quickly if necessary always facing the direction you need to drive away.
- After dark park under a street light if possible.
- Remove any identification from your car that proves you are a council worker.
- When driving through busy areas where you have to stop regularly at traffic lights/traffic jams always keep

your car doors locked.

- When returning to your car after a home visit always have your car keys ready in your hand.
- If you feel you are being followed by another driver, drive to a busy place such as a petrol station/police station/supermarket.

APPENDIX 4 MANAGER'S CHECKLIST/ RESPONSIBILITIES

Purpose

The purpose of the Managers Checklist is to ensure that managers and employees are aware of their responsibilities with respect to lone worker safety.

The checklist is designed to offer guidance to managers in:

- Identifying Lone Worker Posts and Completing Risk Assessments for Lone Worker Posts and Lone Worker Activities.
- Developing and implementing local processes to improve lone worker safety.

Managers should recognise that each lone worker post and each lone working activity pose different levels of risk. It would not be appropriate therefore to stipulate the processes that should be adopted locally to improve lone worker safety. However, in adopting local processes managers are advised to consult this checklist and accompanying guidance.

Manager's Checklist

Managers must identify whether any of the posts for which they are responsible are, or have the potential to be, lone working posts.

A lone worker is anyone who works without close or direct supervision or support and on their own in an isolated place. Such workers are found in a wide range of situations. Some common examples found within the school are:-

- A person working on their own in a workshop or laboratory.
- Persons working in an office or a classroom.
- People working outside normal hours on their own.

ACTION

- Identify all persons who are lone workers.
- Identify the locations and tasks they carry out.
- ✓ Managers must identify whether a lone working post presents a high, medium or low risk.
- ✓ Managers must ensure that an overview risk assessment is carried out for each of the lone working posts for which they are responsible.
- ✓ Managers must ensure that an individual risk assessment is carried out for each employee within a lone working post where the overview risk assessment indicates the need. Managers must identify an employee's personal situation that would carry a higher risk when that employee is lone working.
- ✓ If the nature of the tasks changes in any way that increases significant risk, the Manager must ensure that a new risk assessment is carried out.

ACTION

- Risk assessments to be carried out on all lone working activities/areas.
- Control measures to be identified, prioritised and implemented.
- Higher risk activities/area identified and formal decisions made on authorisation of lone working.
- Formal systems/procedures developed for particular activities/areas as required.
- ✓ Managers must ensure that all employees receive a full induction. This includes ensuring that all employees are aware of the School Lone Worker Policy and local guidance, risk assessments, emergency systems and procedures that are in place. Managers must ensure that employees are aware of their individual responsibilities, as well as the responsibilities of their Manager, with respect to Lone Working and Health & Safety.
- ✓ Managers must ensure that all employees are aware of their own responsibilities with respect to Lone Working and Health & Safety. Employees are responsible for taking reasonable care of themselves and other people who may be affected by their work. Employees are also expected to co-operate with their employers in meeting legal obligations. This includes following Local Authority procedure and School guidance in relation to lone working.
- ✓ Managers must ensure that any equipment or training an employee requires has been issued/undertaken. Equipment and training requirements should be linked to the type of post an employee holds e.g. lone worker, and the risk level attached to the post and activities.
- ✓ Managers must ensure that employees are aware of and understand any processes in place designed to improve lone worker safety. Irrespective of whether individuals work within or outside of normal working hours, it is essential that there is a process in place to establish where an employee is at any given time.

To ensure mechanisms in place are robust, managers should ask themselves the following questions by means of example:

- How do I know where an employee is?
- How do I know if an employee fails to return from a visit in the community?
- If an employee is working in the school and goes out on a visit but intends to go straight home afterwards, how would I know if they didn't return safely?

- ✓ Managers must not only ensure that there is a process in place to establish where an employee is at any given time, they must also ensure that mechanisms are in place for dealing with incidents arising from lone working activities.

To ensure mechanisms in place are robust, managers should ask themselves the following questions by means of example:

- How would I know if there was an incident involving an employee?
- What would I do once notified of the incident?
- What if I could not respond to the incident? Who else would be responsible for responding? How would this other person/team be notified?
- How would I access the personal details of an employee if required?

- ✓ Managers must ensure that processes in place for dealing with incidents arising from lone working activities have a clear escalation process.
- ✓ Managers must ensure that mechanisms in place to establish the whereabouts of an employee and to respond to incidents arising from lone working activities are appropriate to out of hours working.
- ✓ Managers must be confident that the measures in place are sufficient to support lone working employees.

ACTION

- Check and monitor adequacy of supervision.
- Ensure any emergency equipment i.e. alarms, mobile phones, walkie talkies are regularly checked and maintained.

APPENDIX 5 CONDUCTING RISK ASSESSMENTS

The procedure for carrying out risk assessments is no different from the normal work place assessment process i.e.

1. Identify the hazards.
2. Decide who can be harmed and how.
3. Evaluate the risks and decide on precautions.
4. Record your findings and implement them.
5. Monitor and update them as necessary.

1. The Hazards (things with the potential to cause harm)

Whilst the hazards are similar to everyday working situations they may be exacerbated by the fact that a person is alone and perhaps not in the immediate vicinity of aid and assistance.

The following list is not designed to be comprehensive but a guide to the hazards which may exist in any working environment. It is not specific to lone working which may heighten the risk when taken into consideration. You should consult with your employees and their representatives to get an all round view of the work undertaken and known hazards.

- Abusive customers or clients
- Access and egress - some lone working may require access to locations which are difficult to access or exit. Where this is the case, an assessment will consider whether this type of task is suitable to be carried out by only one person.
- Animal attacks
- Cash handling
- Confined spaces
- Driving or road rage
- Drowning
- Electric shocks
- Exposure to chemicals or biological agents - any existing, or planned use of chemicals will need to be considered with regards to their suitability for use by those working alone.
- Faulty equipment
- Fire/explosions
- Inappropriate or no personal protective equipment provided
- Infection
- Manual handling – especially heavy or unwieldy loads
- Noise
- Physical attack
- Poisoning
- Poor illumination
- Poor or lack of training
- Pregnant or young workers
- Remoteness or isolation
- Road traffic accidents
- Slips, trips and falls
- Sudden illness rendering the worker unable to summon help
- Tools and machinery - the plant and equipment used by lone workers will need to be assessed to ensure that it is suitable for use by one person.
- Unknown area or workplace
- Use of vehicles
- Vehicle movements
- Verbal abuse
- Vibration
- Violent clients, members of the public or other staff - all jobs involving an element of lone working will be assessed for a risk of verbal threats or violence. The priority will be those dealing face to face with members of the public or cash handling.
- Working at height

Each hazard should be suitably assessed to the threat or risk it poses to employees and others who could be affected by the nature of the work being undertaken. Where the risk is not being controlled to the lowest reasonably practicable level, new precautions must be devised and implemented.

2. Who can be harmed?

Employees or other people who may potentially be injured or ill as a result of work being carried out. In particular you should consider vulnerable groups such as those with special needs, young or pregnant workers and those called upon to rescue or give aid to injured people.

3. Evaluate the risks and decide on precautions

In consultation with employees and their representatives decide on the level of risk posed by the situation and whether or not extra precautions are required or whether or not the job can be undertaken safely by a single person. Depending on the results you may need to introduce new precautions, safe working practices or provide personal protective equipment.

The following list is again not designed to be comprehensive but a guide to some of the precautions which may be taken to reduce the risk to lone workers. You should consult with your employees and their representatives to get an all round view of the work undertaken, known hazards and the precautions already in use.

Access to communications – lone workers should have immediate access to communications to summon assistance whether by phone, mobile, alarm system or radio. The risk assessment process should identify the type, given the nature of the environment, telephone/mobile or radio coverage and distance from support.

Alarms – manual alarms which work by pressing a switch or button to summon assistance.

Ensure people are trained in the use and the assistance which is required and that the system is maintained.

Automatic warning devices – similar to alarms to summon assistance, but could also take the form of a pendant or device carried by a person which triggers when all movement ceases for a period of time.

Fire extinguishers – people working within environments with a medium to high fire risk should have access to suitable extinguishers and be trained how to use them.

First aid equipment – the provision of first aid equipment may be necessary for anyone working away from immediate medical or first aid assistance.

Further specialist training – training in the procedures, safe systems of work and equipment provided is a necessity, it is a Line Manager's responsibility to ensure that all staff are provided with and attend suitable training.

Introducing a buddy system.

Lifting equipment – where work requires the movement of heavy or unmanageable loads it may be necessary to provide special lifting equipment such as hoists.

Maintenance on equipment and vehicles - a routine maintenance regime should be undertaken on all school owned vehicles; vehicles owned by individuals should be subject to licence and document checks (at least annually).

Periodic supervisory checks – for people working alone a periodic visit or phone call will assist in providing support and reducing isolation.

Personal protective equipment – identified through the risk assessment process and provided to everyone as necessary.

Records of visits – it is imperative that people conducting visits or working away from the school have a procedure in place for recording times of visit and estimated time of return. For those people not returning to the school the Line Manager must ensure that there is a procedure in place to locate the person if necessary.

Regular supervisory meetings – regular contact and supervision meetings to discuss progress and targets, and general health and safety issues or other issues that may arise as a result of working alone.

Safe systems of work – Line Managers will ensure that safe systems of work are identified through the risk assessment process, devised and implemented as required.

Security staff – in certain circumstances it may be necessary to obtain the services of security personnel to provide support and assistance to employees.

4. Record your findings & implement them

Keep records of the significant findings of your risk assessments. Ensure people are informed of the results and any new safe working practices. Records of risk assessments should be retained for as long as they are effective or superseded. In the majority of cases they should be held for the minimum of one year.

5. Monitor and update findings as necessary

Risk assessments and the outcomes will be monitored as often as required to ensure they remain effective. They should be reviewed or updated when there are major changes to the organisation, work practice or working environment. Should an accident or incident occur which indicates a failure of the precautions that have been developed then they should be reviewed immediately, all risk assessments should be reviewed at least annually.

Example – Risk Assessment Template Continued

Training	Yes	No	N/A
Has necessary information, instruction and training been given?			
Expand and clarify, if necessary.			

Is Suitable Supervision in Place? Identify all necessary supervisory measures	Yes	No	N/A
Periodic telephone contact with lone workers			
Periodic site visits to lone worker			
Regular contact (telephone, radio etc.)			
Automatic warning devices e.g. motion sensors etc.			
Manual warning devices e.g. panic alarms etc.			
End of task/shift contact			
Other specify			

HEAD TEACHER: _____

DATE: _____

CHAIR OF GOVERNORS: _____

DATE: _____

Example Lone Working – Record of Control Issues

1		2
	Significant questions:	Relevant concerns:
1	Are there any known access and egress issues?	Does the layout prevent safe entry/exit for worker? Describe local issues as known.
2	Is the workplace isolated from routine contact with other persons?	If yes, is this a problem? Does the lone worker need regular contact with others?
3	Is the work fixed by appointment? (I.e. timing is outside of staff control).	If outside normal hours, how is any necessary 'support' made available?
4	Are there any hazardous substances (or plant) involved in the task?	What if PPE reduces ability to hear/see warning signals? Is plant maintained?
5	Is there a potential for violence and/or criminal activity from others nearby?	How is the chance & effect of a worker being attacked/verbally assaulted managed?
6	What would be the nature of any injuries sustained?	What if unexpected accident resulted in electric shock, burns, sprains, etc.?
7	Is the lone workers personal health and fitness an issue?	Can the task be completed safely? What about reaction to an emergency situation?
8	Is general communication between worker and office an issue?	What about during an emergency? Can the worker summon help if needed?
9	If any local emergency procedures, are these known, and understood?	Is location familiar to person? Do they know how to react in a local emergency?
10	Can a single person complete the task safely in an appropriate time?	After all the above (+ other issues), can work be completed safely by lone person?

Example Home Visit – Monitoring Form

Service:	Date of visit	Purpose of visit:	Member of staff visiting Mobile no.
Address to be visited:	Person(s) being visited	Contact no of person being visited	Mode of transport Car reg no.
Base contact:		Base contact no:	
Departure time:	Entry time:	Exit time:	Return time:
Actual	Actual	Actual	Actual

1	The guidance provided in the Lone worker policy has been followed.	<input type="checkbox"/>
2	The member of staff has been trained/advised on making home visits.	<input type="checkbox"/>
3	The member of staff is fully aware of their roles and responsibilities on this visit.	<input type="checkbox"/>
5	A full risk assessment has been undertaken for all aspects of the visit and all staff involved are aware of its content.	<input type="checkbox"/>
6	This form has been copied to the Line Manager.	<input type="checkbox"/>
7	An agreed appointment has been made for the visit.	<input type="checkbox"/>
8	The appointment is not at the end of the day.	<input type="checkbox"/>
9	The family contact names/titles have been confirmed.	<input type="checkbox"/>
10	The family is clear about the purpose of the visit.	<input type="checkbox"/>
11	Cultural differences/requirements have been taken into account.	<input type="checkbox"/>

12	Language/literacy difficulties have been considered.	<input type="checkbox"/>
13	Information on pets has been obtained and provision made to have them secured.	<input type="checkbox"/>
14	Information/Risk Assessment on the family/environment has been consulted.	<input type="checkbox"/>
15	The staffing level meets with guidance for the visit.	<input type="checkbox"/>
16	The Line Manger is confident of the employee's competence to undertake the visit.	<input type="checkbox"/>
17	The route and location of the visit has been planned.	<input type="checkbox"/>
18	A fully charged mobile phone will be carried.	<input type="checkbox"/>
19	An up to date ID badge will be worn.	<input type="checkbox"/>
20	No valuable property will be carried on the visit.	<input type="checkbox"/>
21	Appropriate footwear/clothing will be worn.	<input type="checkbox"/>
22	On arrival base will be contacted to confirm times.	<input type="checkbox"/>
23	The visit will be postponed if the family are unavailable on arrival.	<input type="checkbox"/>
24	The member of staff has a planned exit strategy.	<input type="checkbox"/>
25	The member of staff will observe polite protocols.	<input type="checkbox"/>
26	The member of staff has been advised to politely refuse hospitality.	<input type="checkbox"/>
27	Note taking will be kept to a minimum but sufficient to write an accurate record.	<input type="checkbox"/>
28	1:1 interviewing will be avoided if possible.	<input type="checkbox"/>

29 AFTER THE VISIT: safe exit will be confirmed with base



Feedback – any causes for concern

Employee Signature: _____

Line Manager Signature: _____