



Lone Worker Policy

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Together we **Exceed**



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1. Statement of Intent

- 1.1 Exceed Academies Trust recognises that some staff are required to work by themselves, without close or direct supervision and sometimes in isolated work areas or outside of office hours.
- 1.2 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.
- 1.3 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.
- 1.4 Nothing in this policy will affect the ability of any person to contact the emergency services in the event of a medical emergency. For the avoidance of doubt, staff should dial 999 in the event of a medical emergency before implementing the terms of this policy and make clear arrangements for liaison with ambulance services on the school site.

2. Legal Framework

- 2.1 This policy has due regard to all relevant legislation and statutory guidance including, but not limited to, the following:
- Health and Safety at Work etc. Act 1974
 - The Management of Health and Safety at Work Regulations 1999
- 2.2 This policy operates in conjunction with the following school policies:
- Health and Safety Policy
 - Lone Worker Risk Assessment
 - Child Protection and Safeguarding Policy
 - Complaints Policy
 - Home Visit Risk Assessment
 - Manual Handling training (annually)

3. Definitions

- 2.1 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.

2.2 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.

4. Aims of the Policy

2.1 The aim of the policy is to:

- Increase staff awareness of safety issues relating to lone working.
- Ensure that the risk of lone working is assessed in a systematic and ongoing way, and that safe systems and methods of work are put in place to reduce the 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 safety 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.

5. Roles and Responsibilities

3.1 **The Estates Team** are 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 in place for monitoring incidents linked to lone working.

3.2 **Headteachers and Health and Safety Representatives** are responsible for:

- Ensuring that all staff in their school 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.
- Ensure the lone worker is using the StaySafe Lone Worker App.

3.3 **Employees** are responsible for:

- Taking reasonable care of themselves and others affected by their actions.
- Following guidance and procedures designed for safe working.
- Reporting all incidents that may affect the health and safety of themselves or others and asking for guidance as appropriate.
- Taking part in training designed to meet the requirements of the policy.
- Reporting any dangers or potential dangers they identify or any concerns they might have in respect of working alone.
- Seeking the permission of the Headteacher / line manager before working alone on the school / trust premises outside normal school hours.
- Ensuring they have the necessary equipment with them while lone working.
- Always adhering to all necessary policies and procedures while lone working.
- The lone worker has the responsibility to take reasonable care of themselves and other people affected by their work.
- Ensure they are using the StaySafe Lone Worker App for periods of lone working.

6. Risk Assessment

- 6.1 Prior to a member of staff undertaking lone working, a risk assessment will be conducted by the headteacher.
- 6.2 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.
- 6.3 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.
 - Any specific risks relating to the person lone working (*are women more at risk?*)
 - Risk of violence
 - Access and egress
 - Reporting and recording arrangements
 - The ability to trace the staff member's whereabouts.
 - Situational hazards
 - Are there safer alternatives for the situation? (*Onsite meeting instead of home visit, contracted professional to do the work, working from home, remote meeting etc.*)
- 6.4 A log of known risks, including locations, individuals and tasks, will be included in the risk assessment and reviewed annually.
- 6.5 Any person who becomes aware of circumstances involving lone working, where the existing control measures may not be fully effective, will inform the headteacher as soon as possible.

7. Procedures for Lone Workers

7.1 It is expected that:

- A risk assessment will be held by the school office containing details of all job roles that may undertake lone working and will include the tasks that they may undertake along with when and where they may undertake them.
- During working hours, all lone workers leaving their workplace will provide details to 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.
- A system of communication should be agreed in advance to ensure the safety of the lone worker is monitored by a colleague.
- All lone workers have been provided with access to the StaySafe App which is a lone worker monitoring app.
- Lone workers will ensure they have all 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.
- Mobile workers will have access to a first aid kit suitable for treating minor injuries in the school minibus or pool car.
- 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.
- Where there is a genuine concern about the whereabouts or safety of a lone worker, the headteacher will use the information held on record to try and ascertain the whereabouts of the worker. If contact cannot be made, the headteacher will decide on the best course of action depending on the circumstances, which could include contacting the emergency services.
- Occasionally, risk assessments may indicate that lone workers need training in first aid.

8. Home Visits

8.1 A list of home visits will be recorded securely by the school office. This record includes details of the following:

- The address the lone worker is visiting.
- Details of the persons whom they are visiting.
- A known contact number for the lone worker and the persons they are visiting.
- How long the lone worker expects to be at the location.

8.2 Once in place, appointment arrangements should be adhered to. The lone worker will notify the headteacher of any changes to their schedule.

8.3 Visits deemed high risk, e.g., where there is a history of violence or the location is high risk, will only be undertaken if absolutely necessary. In these cases, the lone worker may request a meeting in a more suitable location or to be accompanied by another member of staff. A Home Visit Risk Assessment will be undertaken where necessary.

8.4 During a home visit, the lone worker will:

- Carry an ID badge and be prepared to identify themselves.
- Activate their lone worker app'.
- Carry out a '10 second risk assessment' when they first arrive at the location. If they feel in danger, they should have an appropriate reason to not enter the house and arrange an alternative appointment.
- Be aware of any animals in the house and ask for them to be secured in a separate room.
- Ensure that they shut the door behind them and make themselves familiar with the door lock in case an emergency exit is required.
- Not position themselves in the corner of a room or in a situation where it is difficult to escape.
- Remain calm and focussed at all times, and keep their possessions close to them.

9. Safeguarding

9.1 In general, staff should **never** work alone with a child or vulnerable adult.

9.2 Staff should never transport a child on their own and should assess any risk before transporting a vulnerable adult alone.

9.3 If a lone worker is required to conduct one-to-one sessions with pupils, then they must follow the guidance in the school's Staff Handbook and Child Protection and Safeguarding Policy.

9.4 Any allegations against a lone worker will be dealt with in line with the Complaints Policy and Procedures.

10. Training

10.1 All lone workers will be trained in safe working practices which also includes:

- Manual Handling
- Slips and trips.
- Working at Heights
- Fire Awareness

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

11. Safety Issues

11.1 Lone workers will report incidents such as accidents, near misses and threatening situations to the headteacher who will make a record.

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

12. Monitoring and Review

12.1 This policy will be reviewed annually by the Estates Team, and any changes will be communicated to all members of staff.