



MINSTHORPE ACADEMY TRUST

Lone Working Policy

Equality Statement

Minsthorpe Community College values diversity, and is determined to ensure that everyone is treated fairly, with dignity and respect; where the opportunities we provide are open to all; and that we provide a safe, supportive and welcoming environment - for staff, students and visitors.

Equality Impact Assessment (EIA)

This policy has been assessed with regard to its impact on equalities issue, with specific reference to the aims of the Equality Act 2010. The equality impact assessment focused on race, gender, disability, pregnancy and maternity, age, sexual orientation, gender identity and religion/belief.

EIA outcomes

- No areas of potential negative impact were found and actions resulting in positive impact are in place where appropriate.

Policy last reviewed:	Due for next review:	EIA:	Role Responsible:
Autumn 2020	Autumn 2021	Autumn 2020	S Cuthbert: Premises Team Leader J Collins – Assistant Principal SSW



Lone Working Policy

The Governing Body is committed to ensuring staff, volunteers and contractors enjoy a safe working environment. It is recognised that there are some occasions or times when teaching, support, administrative, grounds, caretaking/cleaning staff may be required, or choose, to work alone or in isolated situations or out of usual operational hours. This however may introduce risks for a normally non-hazardous work activity.

Under the Health and Safety at Work Act 1974 and the Management of Health and Safety at Work Regulations 1999, an Employer has a duty of care to advise and assess risk for workers when they work by themselves in these circumstances.

This policy applies to all situations involving lone working arising in connection with the duties and activities of staff.

This Policy should be read in conjunction with the Safeguarding and Child Protection Policy and Staff Handbook

Definition of Lone Working

Lone workers are those who work by themselves without close or direct supervision.

Categories of Lone Workers

A lone worker will most probably fall within one of the following categories:

- Staff that are required to work alone for all or most of the time, such as cleaning staff working in the evening or early mornings.
- Staff staying on to finish work after others have left, or those who regularly work late or start early, before anyone else gets into the building.
- Staff who are key-holders or who are left to turn out the lights, set the alarm and lock up the premises after everyone has gone home.
- Staff working away from College site, such as when working from home, attending an external meeting and when making home visits.

Aims of this policy

- Increase staff awareness of safety issues relating to lone working.
- Ensure that the risk of lone working is assessed systematically and ongoing way (Appendix 1 checklist) and that safe systems and methods of work are in place to reduce risks where possible.
- Ensure that appropriate support and training is available to all staff (Appendix 2 Tool Box Talk) that equips them to recognise risk and provides practical advice on safety when working alone.
- Ensure that staff know to report and record all adverse incident related to lone working.
- Reduce the number of incidents related to lone working.



Responsibilities

The Principals and Governing Body are responsible for:

- Ensuring that arrangements are in place to identify, evaluate and manage risks associated with lone working;
- Providing resources (Consultation and support via Peninsula) for putting policies into practice;
- Ensuring arrangements are in place for monitoring and evaluating any incidents and ensuring these are effective and that a regular review takes place of the Risk Assessments and arrangements in place.

Premises Team Leader and other Health and Safety Team Leaders are responsible for:

- Ensuring that all staff are aware of the policy;
- Taking steps to ensure that lone workers are not at increased risk than other employees;
- Supporting to identify instances where staff may work alone and taking action where possible to reduce tasks been completed in isolation;
- Ensuring that they inform the information used to complete risk assessments and their review;
- Ensuring processes and procedures are implemented to eliminate or reduce risks associated with working alone;
- Ensuring that staff identified as being at risk are given relevant information, instruction, training and induction including regular updates if needed;
- Managing the protective measures through robust systems for reporting and recording any incidents;
- Ensuring that appropriate support is given to staff involved in an incident;
- Providing safety equipment, contact information and methods of contact where this is needed e.g. a mobile phone.

Employees are responsible for:

- Taking reasonable care of themselves and others that may be affected by their actions;
- Follow all policies, processes and guidance that will help them to work safely and completing any additional training needed;
- Reporting all incidents that may affect the health and safety of all and asking for support and further guidance if needed;
- Reporting any dangers, potential dangers or concerns that they identify or may have in relation to lone working;
- Ensuring that permission has been granted by the Principals before attending meetings, homes or any remote working so that adequate measures and advice has been taken to reduce any potential risks;
- Ensuring that permission has been granted by the Principals before working alone on site or outside of usual operational hours;
- Ensuring that meetings are not scheduled outside of operational hours and making sure that where it is likely limited staff will be on site that measures have been taken to ensure that you are not working alone.





Risk Assessment

A lone working risk assessment (Appendix 3) has been completed for any identified staff who will carry out tasks and duties that will potentially see them working alone. A risk assessment for other staff who may at times need to work alone will be completed, as needed, by the Premises Team Leader with the support of other Health and Safety Team Leaders. The College will seek advice from Peninsula to ensure that all appropriate processes and procedures are followed.

Special considerations will be made when completing any risk assessment that considers the following:

- Medical needs which may impede the ability to work alone safely.
- Communication channels and resources that will be needed in case of emergency
- Consideration of any increased or special risks associated with the tasks to be carried out.
- Consideration of any risk of threat or violence, including any additional vulnerabilities to differing groups.
- Consideration to other suitable alternatives to any home visits carried out
- Consideration of safe travel needed
- Adequate access to enable prompt recording and reporting of any incident or concerns.
- Accuracy or tracking the location of staff lone working.

Good Practice for lone workers allegations

Please read this in conjunction with the Safeguarding and Child Protection Policy, Staff Code of Conduct

- During working hours staff must sign out and ensure that their Team Leader knows where they are going and when they are expected to return to site. On return they must sign back in.
- If for any reason the expected time shared changes contact must be made with the College and or Team leader to advise of an updated return time estimate.
- Telephone contact must be in place if working offsite at all times.
- Any identified Lone workers must carry a mobile phone with them whilst on site and any other identified personal safety equipment.
- Individual meetings both on and offsite must be avoided if it is likely that staff members or colleagues from other agencies will not be present or based close by in case of an incident
- If this is likely and unavoidable a risk assessment must have taken place and agreement obtained from your Team Leader and or Principals so that measures and steps can be taken to ensure that risks are reduced and your safety considered.
- Lone workers must ensure they are able to access First Aid Equipment and if you are mobile working carry a kit with you.
- It may be identified that some lone workers need to complete First Aid Training as part of the risk assessment, all steps must be taken to ensure this is completed.



- Staff must seek permission from their Team leader and or Principals to work alone in the building outside operational hours. Experience, training and the proposed activity will be taken into consideration before permission is given.
- Staff must ensure that they are protecting themselves from any potential by leaving the door to any space where after college activities open and by checking that other colleagues are on hand and present within the area at the same time
- Staff must ensure that the space they are working or holding a meeting within is visible to others by ensuring that the blinds are open and that windows (including glass in doors) are not covered so that other colleagues can ensure the safety of those inside.
- Staff must not spend any extended amount of time in places where visibility is difficult e.g. storage areas and cupboards unless other colleagues have been made aware and will therefore check on you if needed.
- It is advised that lone workers provide a relative or friend with a telephone contact number (Line Manager's mobile phone numbers) to call if the lone worker fails to return home at the expected time.
- Staff should not enter the college premises if there are signs of intruders but are advised to immediately call the Police.
- Staff should ensure that the areas of the college not in use are kept secure. Staff must not place themselves in danger by challenging intruders or vandals but should call the Police for assistance
- Staff should not work alone if they have medical conditions that might cause incapacity or unconsciousness.
- Only agreed tasks are to be undertaken avoiding high risk activities, i.e. working at height.
- Lone workers must be considered capable of responding correctly in an emergency situation by the Principal. Whenever possible it is recommended that staff work within the college.
- Lone workers should not undertake activities that have been identified as medium or high risk or which are potentially hazardous given their own level of experience and the nature of the task.
- Staff will receive information in the staff handbook and or training to help ensure they understand the risks associated with lone working and to minimise these risks.
- All lone workers, in an otherwise unoccupied building, should follow the Emergency Evacuation Procedures.
- All Staff have a responsibility for making themselves familiar with and following the college's safety procedures and location of safety equipment.
- In the situation where two or more people are working in isolated areas of an otherwise unoccupied building, personnel should keep each other informed about their movements.
- If staff are required to work remotely they must adhere to all College Policies and ensure they are adhering to all measures set out in all relevant documentation including Covid Addendums and protocols for remote learning.

Please refer to other relevant documents for further advice e.g. Offsite Policy and Procedures, guidance for remote teaching and learning, any Covid Addendums linked to policies referred to within this document.



Children and Vulnerable Adults:

Staff should **never** work alone with a child or vulnerable adult. If this is likely then a risk assessment must have taken place to ensure safety measures are in place to protect both staff and students.

Staff should **never** transport students on their own without seeking permission from the Principal or designated leadership member so that an adequate risk assessment can take place to protect both staff and students

Please refer to the Safeguarding and Child Protection Policy for further information about lone working.

Arrangements for Key Holders:

Key holders may need to attend the College site outside of normal business hours.

This may be to:

- carry out normal work activities;
- following the activation of an intruder alarm;
- some other emergency that might have occurred.

Key holders information is in the Emergency Evacuation Procedures file.

Good practice dictates that at least three key holders should be appointed in order to cover holidays and sickness etc.

(Appendix 4 intruder alarm activation procedure.)

It is the responsibility of all college 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 to the Premises Team Leader.

If members of staff fails 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.

Review of Policy and Procedures

The Governing Body review this policy and the procedures on an annual basis. A risk assessment is completed annually by the Premises Team Leader.

Furthermore the Staff Code of Conduct and Safeguarding and Child Protection Policy are reviewed annually to ensure that adequate lone working arrangements are in place to protect staff and students.



APPENDIX 1

Name of employee _____ Job Title _____ Date _____

No.		Y/N
	Has the worker received suitable training to carry out the task or activity?	
	Is the worker medically fit to undertake the task?	
	Has the worker sufficient information about the job, equipment or substances?	
	Does the work involve handling dangerous equipment or substances that require supervision?	
	If cash is being handled, will they be at risk of violence?	
	Have they been fully trained in strategies for the prevention of violence?	
	Do they know how to control and defuse potentially violent situations?	
	Is there adequate provision for first aid?	
	Does the worker have the appropriate PPE and are they trained in its use?	
	Are there facilities to be able to contact the worker at all times?	
	Are there suitable arrangements for the worker in the event of an emergency?	
	Have plans been made to keep in touch with colleagues?	
	Is there a means for them to contact line managers, including an alternative?	
	Are they in possession of emergency contact numbers?	
	Is the access to, or exit from, the workplace safe and well lit?	
	Does the workplace present special risks for someone on their own?	
	Do the arrangements cover out of hours working?	
<i>For mobile staff only;</i>		
	Do they leave an itinerary with another member of staff?	
	Are personal attack alarms provided where they are appropriate?	
	Do they carry forms for reporting incidents, including violence or threats of violence?	
Comments and further actions required:		

Prepared by: _____ Date: _____

Signature: _____



APPENDIX 2 – Toolbox Talk

Legal Stuff

There is no general legal requirement saying that an employee should not work alone. There are though some working situations where it is considered too dangerous or difficult for individuals to work unaccompanied. In these cases, for example work where work involves fumigation, transport of explosives, certain live electrical work and working in confined spaces special arrangements are required.

We are responsible for your health, safety and welfare whilst you are at work, wherever you are working. Provided we make an assessment of risks involved when you are lone working and take sensible steps, which are reasonably practicable, to control any identified risks there is nothing to prevent you working alone.

Information

Anyone who works by themselves without direct contact or supervision and where there are no other workers present for any period of time will be a lone worker. Lone workers could be a sales rep, a mobile maintenance engineer, long distance lorry driver, night security warden, travelling midwife and even a milkman on his round. It includes a person working at home or unsociable hours.

You can be a lone worker while working on a large site with hundreds of employed people. A boilerman working alone in a boiler house or a maintenance engineer working on a site based effluent treatment plant would be lone workers. Their work takes them to remote or unattended work areas where, although hazards and risks may normally be controlled, should anything go wrong they are on their own and may be unable to call for help.

Lone workers can also be at risk while travelling; for example, from adverse weather conditions, icy roads, and the lack of suitable welfare or rest facilities.

The risk of violence is an ever present risk to lone workers going to unfamiliar areas or while working at night; examples would include people making deliveries, visiting a client, leaving premises after cleaning them or opening and closing a shop early in the morning and late at night.

Control measures – avoiding the risk

There are a range of controls that can be used by employers and workers to reduce risks to lone workers;

- ✓ Use a buddy system, work in pairs.
- ✓ Carry a mobile phone with an ICE number or walkie-talkie; check reception first.
- ✓ Carry an alarm or lone worker monitoring device; make sure it works before you rely on it.
- ✗ Do not carry valuables.
- ✓ Make regular contact with a nominated person in the office and check in at the end of the day.
- ✓ Park in well-lit places.
- ✓ Tell someone if you alter your plans.
- ✗ Do not meet people you don't know in remote places; choose a public place.
- ✓ Be familiar with health and safety procedures.
- ✓ Tell your employer if your medical history and or level of fitness make it inappropriate for you to work alone.
- ✓ Know what to do in an emergency, when you feel threatened or in danger.
- ✓ Wear Personal Protective Equipment if required.
- ✓ Report problems and incidents that occur while you're working alone.



For your protection

For some lone workers the risks are low and no special measures are required; e.g. people with cleaning duties working as part of a team, or an individual staffing an out of hours phone line or monitoring a CCTV system.

We have assessed the risks to people who work alone and where we have identified that they are at risk we have introduced specific measures which have been explained to them. However you know exactly where you have to go, what you have to do and the tasks and places that are of greatest concern. If you have any concerns that you still face unacceptable risks you must raise them with your manager.

Do you know if you are a lone worker? If you don't know for sure and think you might be, speak with your line manager

You must

(Introduce and explain the detail of your own rules and procedures at this stage so that your employees are aware of them and understand their duties. Don't forget to include the staff who take calls from lone workers during the course of the day; they must know what to do, how to record contacts and the procedure to be followed when an expected contact is not received. Make sure you include the following points)

- ✓ Follow the lone working procedures explained to you by your supervisors and managers at all times.
- ✓ Comply with our monitoring procedures when you are working alone off-site - we need to know that you are safe.
- ✗ Not take risks, set yourself a reasonable time-frame and target to work towards.
- ✓ Contact your supervisor or manager if you feel unwell, in danger, have a problem or face an unexpected situation.
- ✓ Take breaks, especially if you feel tired; go for a short walk to get fresh air or stop for food and drink.
- ✓ Report accidents and incidents where you have felt under threat to your manager. If we are unaware of problems we can't make adjustments to our procedures.

Remember: If you do not feel safe working alone, then speak to your supervisor or safety representative.

Discussion questions

Note - If company vehicles are fitted with live tracking systems adapt the answers to these discussion questions.

1. If you were visiting a client and they suddenly became aggressive what should you do?
Leave the premises as quickly as possible, without further aggravating the situation and get yourself to a safe place. Record the incident and inform your manager.
2. What should you do if you are driving to your next job and suddenly start to feel unwell?
Find a place to safely stop the vehicle, a lay-by or car park. On a motorway slow down and leave at the next exit or service area if it is nearer and park up safely; if you feel that must stop immediately use the hard shoulder – but remember that is the last resort. As soon as you have stopped call work, let us know where you are and what is going on so that we take action to make sure you are OK or get assistance to you.
3. If you didn't arrive home safely from work and they couldn't contact you, what do you think your friends and family would do to find out where you were?
They would probably contact our office or colleagues to ask where you were. We don't want to have to tell them that we haven't seen or heard from you all day. We should be able to say where you were and when you left. Keep in touch; let us know where you are so we can manage these situations.
4. What needs to be considered in a lone worker risk assessment?
The nature of the work, the places where people work alone, access routes, the client, the equipment needed for the work, in fact all aspects of the working day away from the base site? An essential ingredient is the views and judgements of the lone worker(s) themselves. Other important factors include the workers knowledge of the tasks to be performed, the worksite, the people etc, their training, instruction and information.



Appendix 3 - Lone Working Risk Assessment

RISK ASSESSMENT FOR	Lone Working	
Establishment; Minsthorpe Community College	Assessment by: S Cuthbert	Date: 14th February 2020
Review Date Due; February 2021	Managers Approval:	Date:

Hazard/ Risk	Who is at Risk?	Normal Control Measures	Additional Controls Measured	Risk Rating - H/M/L
Working at Height	Premises Team, Cleaners and Teachers	No Work can be carried out at height when working alone unless risk assessment carried out by person competent person		
Locking Up College in the Evening	Premises Team	Staff to setup own checking in and out system. Advise colleague, family or friend that working alone and give return times expected	To have mobile phone on your person and telephone numbers of contacts including Line Manager.	
Open Site	Premises Team	Staff to setup own checking in and out system. Advise colleague, family or friend that working alone and give return times expected. All doors and gates to be locked by 6.00pm. Special events lock and secure site by 8.00pm		
Dealing with Trespassers	Premises Team	Ask Trespasses to leave site and escort off site. If they refuse to leave Premises, DO NOT engage and walk away and dial 999 for assistance.		
Severe Weather	Premises Team	Follow Bad weather procedure. Advice Principles of site conditions. If clearing pathways carry Mobile phone with Contact Numbers. Wear correct PPE.		
Fit For Work	Premises Team, Cleaners and Teachers	Minimum 2 Premises team to be on duty during College day, enough to cover holidays and sickness.		



Appendix 4 - Alarm Activation Procedures

On receiving telephone call notifying of intruder alarm activation establish the identity of the person making the call i.e. Monitoring Service.

Arrange with either a member of your family or other responsible person to call the Police to the premises if they have not heard to say that all is well. This call should be made between 30 to 45 minutes after the estimated time of arrival.

What to take:

- Identification of who you are, for example your employee badge. This helps if police do attend the site or are later called to the site.
- A torch of reasonable size and power.
- Your mobile phone.

On arrival at the Premises

If the Police are in attendance make, sure they have checked all sides of the building. Then enter with the Police and check all areas.

If the Police are not in attendance walk slowly round as much of the Premises as possible checking for forced entry e.g. broken glass, prised doors, windows etc. including the roof and walls. Evidence of flash lights being used or other lights left on within the building; noise from within the building or outside; suspicious/unfamiliar vehicles parked in the immediate area. If in any doubt, leave the site and call the Police by dialling 999.

If all appears to be quite, enter and check the premises. Switch on appropriate lights and proceed to reset the alarm. If there, are signs of a break in leave at once and call the Police as above.

If in doubt, leave the site immediately, even if you have used your mobile phone. Arrange to meet the Police nearby. This is for your own safety.

On entering the premises:

Carefully note all information displayed on the alarm controls. Take no action at the control panel beyond un-setting the protected areas.

Check that the telephones are in working order. If the telephones do not work, it is likely that intruders who have, or who may try again, to attack the college, have cut the lines. If the Police attend, they should be made aware that the telephones are not working.

If alone and, at any point, it is suspected there has been a break in, then leave the premises and call the Police.

If there has been a break-in, re-enter the premises, check carefully with the Police, and follow their instructions. Please note that a crime reference number will be required for insurance purposes.

After checking the premises:

Notify the member of family or other responsible person, who is expecting to be contacted, to let them know that all is in order. Consider arranging to make further calls if appropriate.

Arrange for any emergency repairs to be made so the premises can be secured.

If there is no apparent break-in, secure the premises and set the alarm.

If the reason for the alarm activation cannot be identified it may be necessary to arrange with the Premises Manager the following day to contact the alarm company to check the system for faults.