



Highfields Inclusion Partnership

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Policy Title:	Lone Working Policy		
Last Reviewed & Updated:	Dec 2018	Due for Review:	June 2020

Title:

Lone Working Policy

Staff groups covered:

Staff who are, or may be exposed to the risks of Lone, Solitary or Peripatetic Work. This policy covers all staff based within Highfields PRU, including Cedars, home teaching, hospital teaching and members of the Jigsaw Project.

Key Objectives:

1. That Highfields fulfils its Statutory Obligations.
2. That Highfields has a safe and managed environment for Lone Workers.
3. That Highfields has sound internal control systems in place to identify and manage Health and Safety and other associated risks, in relation to lone, solitary or peripatetic work.
4. That the Lone Working Policy is seen as part of the Health and Safety Policy 2007 for Highfields.

Training Needs and Processes:

Identified by Risk Assessments and Training Needs Analysis.

Accountability

Highfields as a caring and responsible employer seeks to achieve high standards in the field of Health and Safety and Risk Management. Highfields does not pursue this aim simply to achieve compliance with current legislation, but because it is in the best interests of staff, visitors and students.

Highfields recognises its responsibilities for the health, safety and welfare at work of its employees, and the health and safety of those affected by the work activities. These responsibilities cannot be transferred to people who work alone.

Highfields believes establishing safe working for lone workers should be no different from organising the safety of others who might be affected by, the provision of its services. Highfields will endeavour to fulfil its duty to assess risks to lone workers and take appropriate steps to avoid, or manage and control risk, where necessary.

Definitions

Lone Working

Lone workers are those who work by themselves without close or direct supervision. They are found in a wide range of situations, for example:

People in fixed establishments where:

- * Only one person works on the premises
- * People who work separately from others e.g. outreach support staff
- * People who work outside normal hours e.g. caretakers
- * Mobile staff or workers working away from their fixed base
- * Staff classified as home workers.

Organisational Issues

In order to obtain a safe and managed environment for lone working, Highfields will maintain the effectiveness of the following management issues:

- * Control
- * Co-operation
- * Communication
- * Competence.

Control

Highfields will establish clear responsibilities, clearly defined standards and endeavour to ensure that they are met.

We will:

- * Ensure Risk Assessments are carried out in accordance with Highfields Assessment Process Document
- * Check that lone workers have no medical conditions, which make them unsuitable for working alone. Advice from Occupational Health Services will be sought if necessary.
- * Consider both routine work and foreseeable emergencies, which may impose additional physical and mental burdens on the individual concerned.
- * Set the limits to what can and cannot be done while working alone. They should ensure lone workers are competent to deal with circumstances which are new, unusual, or beyond the scope of training (e.g. when to stop work and seek advice from their line manager to handle aggression, etc.).
- * Place restrictions on the circumstances under which staff are allowed to work outside normal working hours, or when alone in a building.
- * Ensure systems are in place for checking that lone workers have returned to base or home on completion of a task.
- * Ensure that Lone Worker Risk Assessments are at a minimum reviewed annually.

It is the employee's responsibility to:

- * Take reasonable care for their own safety and that of colleagues and students, while carrying out their lone working activities.
- * Alert Headteacher, Deputy Headteacher and Assistant Deputy Headteacher to any situation, which might present a serious and imminent danger.
- * Obtain authorisation from their line manager before working late, to avoid inadvertently exposing themselves to the risks of lone working.

An employee's duty to inform management of any shortcomings in existing arrangements for Health and Safety Risks applies particularly to:

- * Lack of equipment
- * Injuries, accidents or near miss incidents
- * Pregnancy, illness or disability affecting capacity to carry out work
- * Circumstances where safe systems cannot be used.

Co-operation

Highfields will confirm effective methods are put in place to ensure co-operation on lone working. It is essential that where Highfields sends lone workers to other organisations, or vice versa, that both employers co-operate and co-ordinate, and share information to protect lone workers, regardless of who employs them.

Communication

Highfields will ensure that effective channels of communication exist so that **ALL** staff can communicate risks upwards, downwards and across the service.

Competence

Lone workers need to be sufficiently experienced and to understand the risks and precautions fully.

Lone workers must be capable of responding correctly to emergencies. Risk Assessments should identify foreseeable events. Emergency procedures, where necessary, should be established and staff trained in them.

Planning

It is important to plan lone working with lone workers and their safety representatives who Highfields recognise as a valuable source of information and advice. This will help to ensure that all relevant hazards have been identified and that appropriate controls are chosen.

Risk Assessment

Risk Assessments for staff exposed to lone working must be carried out to enable valid decisions to be made about measures necessary to control lone working risks that may be encountered. Highfields Risk Assessments demonstrate that all the relevant factors have been considered, that an informed and valid judgement has been reached about the risks, and the steps which need to be taken, to manage lone working risks to an acceptable level.

The Head or deputy in control of the lone worker and their activities must make an assessment of the risks and keep it under review. The assessment will determine whether or not to proceed and what precautionary measures (or controls) are required. The controls must be discussed and agreed with the individual involved.

Risk Control

Control measures may include instruction, training, supervision etc, or a combination of these.

Within the risk treatment plan, managers should firstly consider alternatives to avoid or minimise lone worker situations.

When risk assessment shows that it is not possible for the work to be done safely by a lone worker, arrangements for providing help or back-up must be put in place. Where a Highfields lone worker is working at another employer's workplace, the other employer should be requested to inform Highfields's lone worker of any risks and the control measures that should be taken. This will also help the lone worker's line manager to assess the risks.

Visiting a Student's Home

Staff will not be asked to visit any homes unaccompanied unless there has been a visit made by two members of staff, Headteacher, Deputy, Educational Key Worker or two allocated members of staff. Any visits to a student's home where access is expected should be arranged with the family before the visit, preferably in writing.

Staff visiting homes may feel it appropriate on occasions to be accompanied by an Education Welfare Officer, Social worker or other council employee.

Visits to homes should be kept to a minimum and staff are advised to request that carers meet with them at the Centre where another adult should be available.

Staff should record any visits made to a student's home and of the conversation that resulted in the pupil information log.

Staff should NEVER enter a student's house if there is no adult present.

Working within Schools

Staff visiting or supporting within school should make themselves aware of:

- * The procedure for signing in and out of the building
- * Fire regulations and exit routes in the event of an emergency
- * The nearest telephone point
- * First aid provision
- * The nearest toilets
- * How to access support from senior member of staff within school.

Working in the home

Teachers will not be asked to visit any home unaccompanied until the home has been risk assessed. The parents/carer are informed that a responsible adult must be present during every teaching session. A teacher must never be alone in the home with a student. In the even of any problem, the Coordinator must be informed immediately.

If a responsible adult is not available, the teaching sessions will be cancelled. In some circumstances an alternative base could be identified, i.e. the local library, the students mainstream school or Highfields.

Highfields

Highfields Lone Working Risk Assessment Form

Hazard(s)	Risk – L/M/H/U	Control Measures (i.e. alternative work methods, training, supervision, protective equipment).
Workplace: Identify any hazard specific to the workplace /environment, which may create particular risks for lone workers (e.g. confined spaces).		
Violence: Identify the potential risk of violence.		
Individual: Identify any hazards specific to the individual, which may create particular risks for lone workers (e.g. medical conditions, female, age, inexperience, etc).		
Work Pattern: Consider how the lone worker's work pattern integrates with those of other workers, in terms of both time and geography.		
Other:		

Persons at Risk

Identify all those who may be at risk.

Students/Young Persons		Office Staff	
Home Visitors		Others	

Training

Identify the level of information, instruction and training required. Consider the experience of workers.

Has the necessary adequate and appropriate information, instruction and training been given?	Yes	No
Expand and clarify, if necessary		

Supervision

Identify the level of supervision required.

	Yes	No	N/A
Is suitable supervision in place? (Identify all necessary supervisory measures). * Periodic telephone contact with lone workers * Periodic site visits to lone workers * Regular contact (telephone, radio, etc) * End of task contact * Other, specify			

Additional Information

Identify any additional information relevant to the lone working activity, including emergency procedures, first aid provision.

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Assessment Carried Out By

Name:	Date:
Signature:	Review Date:

Names of Persons Involved in Lone Work

Name:	Signature:	Date:

Highfields

Lone Working Checklist

	Discussed		
	Yes	No	N/A
<p>General Principles</p> <p>Report any health condition including illness, disability and pregnancy that may affect capacity to carry out lone working.</p> <p>Alert Head or supervisors to any situation, which might present a serious and imminent danger.</p> <p>Report injuries, incidents or near miss accidents in accordance with Highfields's Incident Reporting.</p> <p>Ensure that you are aware of local procedures to report emergency fire or security incidents.</p>			
<p>Off-Site Working</p> <p>When working in mainstream schools, ascertain local fire and security arrangements.</p> <p>Ensure vehicles are regularly serviced and in good working order.</p> <p>Parking should be in well-lit areas and if possible, in close proximity to visiting premises.</p> <p>When visiting students/parents at home, ascertain as much information as possible prior to your journey.</p> <p>Follow reporting systems in place for return to base or home, in accordance with Highfields arrangements.</p>			
	Discussed		
	Yes	No	N/A
<p>Security</p> <p>Ensure property and possessions are kept safe.</p> <p>Observe for warning signs of mounting aggression. Maintain your escape route in the event of potential violence and aggression. Try to ensure that the assailant is not between you and your exit.</p>			

Appendices

Hard copies included in policy in filing cabinet:

- Driving and Mobile Phones
- Accident/Incident Form