Brooke Weston Trust

Trust Handbook: Policies and Procedures

Title	Lone Working Policy

Associated Policies	• Health and Safety (TPO/HS/03)

REVIEWED: October 2015   NEXT REVIEW: October 2016

1. Policy Statement

1.1 Brooke Weston Trust acknowledges that lone working can increase the risks to individuals and commits that all reasonable steps will be taken to control as many of the identified hazards and subsequent risks for safer working practices, as is reasonably practicable.

1.2 Brooke Weston Trust is committed to ensure that no lone worker is at greater risk of injuries and ill health as a result of not being directly supervised or working alone whilst undertaking the Trust's work. This policy sets out the Trust's approach in both identifying these risks and managing them adequately.

1.3 Whilst lone working is not covered by specific legislation, the Health and Safety at Work Act (1974) and the Management of Health and Safety at Work Regulations (1999) apply. This states that "it shall be the duty of every employer to ensure, so far as is reasonably practicable, the health, safety and welfare at work of all employees" and "It shall be the duty of every employee while at work to take reasonable care for the health and safety of themselves and of other persons who may be affected by his/her acts or by any other of the statutory provisions, to co-operate with him/her so far as is necessary to enable that duty or requirement to be performed or compiled with."

2. Who does this policy apply to?

2.1 This policy applies to:
- All employees working at all locations, including those working from home; and
- Other workers (e.g. casual and agency workers, secondees) undertaking work on behalf of the Trust.

2.2 For the purposes of this policy, a lone worker is an individual who spends some or all of their working hours working alone without direct supervision. This may occur:
- During normal working hours (between 8.15-16.45) at an isolated location within the normal workplace
- When working outside normal business hours.

2.3 If an individual is working alone in the Academy during evenings, weekends and holidays they must conform to the requirements of the Academy's lone working in Academy arrangements. Individuals in these circumstances must ensure that they have informed a responsible adult that they are working alone in the Academy. The name of this person must be recorded on the alarm signing in board alongside the name of the person who is lone working.

3. Who is responsible for carrying out this policy?

3.1 The Board of Directors, Governors and CEO have responsibility to ensure the policy is being properly followed and adhered to, making adjustments or recommendations where necessary.

3.2 The Principal has a responsibility to:
- Ensure that lone worker risk assessments have been undertaken and suitable safe working procedures are in place to remove or reduce significant risks.
- Review and report to governors and CEO lone worker incident statistics, identify trends and take action as appropriate.
- Communicating the policy to all members of staff.

3.3 Line managers have a responsibility to:

- Ensure that the requirements of this policy are fulfilled.
- Undertake risk assessments of lone worker risk and ensure safe working procedures are in place to remove or reduce significant risks.
- Ensure that all relevant staff are provided with adequate emergency equipment and are able to raise the alarm as far as is reasonably practicable.
- Ensure that lone workers are provided with adequate training to ensure they are able to operate safely.
- Ensure employees understand the need to report concerns about safety associated with lone working.
- Ensure all staff are provided with appropriate equipment to be able to undertake their roles safely.

3.4 All employees have a duty to:

- Comply with the Academy's policy.
- Comply with any instructions provided for reasons of health and safety.
- Attend any training provided for health and safety.
- Report any incident for which this policy applies.
- Report any concerns or failures in safety systems.

4.	Procedures

4.1 The Principal and/or line manager are responsible for ensuring suitable procedures are in place for undertaking risk assessments for all situations requiring lone or unaccompanied working, within their area of responsibility and that any remedial action identified is implemented.

4.2 Lone working must only be carried out following authorisation of the Principal and/or line manager who have responsibility. Where appropriate, an 'approved list' of lone working activities will be drawn up within the Academy, outlining situations where lone working may be authorised and the necessary precautions of work methods followed. Provided such requirements can be met, lone working may be deemed to have been authorised and it is the responsibility of the individuals concerns to ensure all necessary precautions or work methods are adhered to at all times.

4.3 The Principal and/or line manager will conduct an assessment of the risk to lone worker employees to:

- Establish effective lone worker risk assessments and incorporate the process and assessment results into management activities i.e. supervision, appraisal, team meeting agendas and other procedures/management systems.
- Identify the severity and likeliness of the risk
- Where significant risks are identified, identify the severity and likeliness of such risks and put in place an action plan including suitable control measures to remove or reduce those risks and establish effective communication and monitoring of control measures.
- Set up effective emergency arrangements and reporting systems to protect lone workers from foreseeable risks.
- That all incidents and near misses are reported and investigated for the purpose of improving safety and preventing recurrences.

4.4 Risk assessments will cover all work currently undertaken alone (or proposed to be) where the risk may be increased by the activity by the work activity itself, or by the lack of on-hand support should something go wrong. Once all job roles involving lone working have been identified, the following factors will be considered:

- **Risk of violence** – all jobs involving an element of lone working will be assessed for any risk of verbal threats or violence. The priority will be those involving face-to-face dealings with members of the public and/or cash handling.

- **Plant and equipment** – plant and equipment used by lone workers will be assessed to ensure that it is suitable for use by one person.
- **Work at height** – working at height will not be undertaken when working alone.
- **Chemicals** – any existing or planned use of chemicals will be considered with regards to their suitability for use by those working alone.
- **Access and egress** – some lone working may require access to locations that are difficult to access or exit. Assessments will consider whether these tasks are suitable to be carried out by one person.

4.5 Examples of factors that will be taken into account when authorising lone or unaccompanied working include:
- The nature of the tasks involved
- The nature of any substances involved
- The nature of any tools or equipment involved
- Means available for raising an alarm in the event of an emergency
- Any known medical conditions of persons involved
- The level of knowledge, qualifications and experience of any persons involved
- The vicinity involved
- The time of day involved
- The means available for periodically checking the well-being of any persons involved
- Advise someone that they are in the Academy if possible
- Lock the doors at night.

4.6 The following control measures are to be considered for implementation:
- Do not undertake work for which they are not trained/qualified
- Take reasonable care of their own health and safety
- Not do anything to put anyone in danger
- Know and follow relevant safe working procedures and guidelines including operating machinery and using hazardous substances.
- Never cut corners or rush work
- Always follow reasonable targets
- Stop for regular breaks
- Inform the Principal and/or line manager of any relevant medical conditions.
- Inform the Principal and/or line manager of any hazards or accidents encountered. All accidents should be reported using the Academy's agreed procedures.

4.7 Such procedures must also ensure that all necessary personnel are fully aware of any precautions or specific methods of work to be followed, including action to be taken in the event of an emergency.

4.8 Where at all possible home visits will be made in pairs. If lone visits are made, the member of staff must inform the Academy Office where they are visiting, what time they expect to return, and ensure they have left their mobile phone number to enable contact in an emergency. For home visits where there is known to be issues with domestic violence and abuse the employer should ensure that staff members visit in pairs.

4.9 Staff members are advised to:
- Avoid lone working wherever possible by arranging to work in pairs or as a group
- Carry a mobile phone at all times when lone working. There may be the need to consider a radio or other hand held communications systems.
- Inform someone you are coming into work, how long you expect to be and when you are leaving. This is particularly relevant to those staff who are required to work during holidays.
- Comply with fire evacuation procedures and attend fire assembly points, ensuring that you are cleared to leave the site in the event of an incident.

4.10 For those working on the premises, first aid kits must be made available and communicated to the lone worker. It is best practice for all lone workers to be issued with a first aid pouch, allowing them to deal with any injury to themselves before summoning help or assistance.

4.11 Staff members are strongly encouraged not to arrange meetings with parents or members of the public when lone working or outside of core working hours.

5.	Policy Review

5.1 This policy will be reviewed annually as part of the Trust's internal review.