



Addison Gardens
Blythe Road
London W14 0DT

Addison Primary School



Lone Working Policy

Approved
Spring 2024



Contents

Introduction	3
Persons at Risk	3
Hazards	3
Scope of Guidance	4
Restrictions on Lone Working.....	4
Permissible Types of Lone Working	4
Assessing the Risks of Lone Working	4
Training.....	5
Arrangements for Lone Workers within the School	5
Lone Workers working at unfamiliar off site venues e.g. Home Visits	5
1) Planning a home visit.....	5
2) At the home visit	6
3) After a Home Visit	6



Introduction

Lone working is not covered by any specific legislation but the Health and Safety at Work Act 1974 and the Management of Health and Safety at Work Regulations 1999 apply.

This legislation 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 of his employees”* and *“It shall be the duty of every employee while at work to take reasonable care for the health and safety of himself and of other persons who may be affected by his acts or omissions at work; and as regards any duty or requirement imposed on his employer or any other person by or under any of the relevant statutory provisions, to co-operate with him so far as is necessary to enable that duty or requirement to be performed or complied with”*.

Employers and employees therefore have a duty to themselves and others with regard to safety and there is an increased risk to the health and safety of employees when they work remotely from other colleagues or other persons and/or outside ‘normal’ working hours.

“Lone Workers are those who work by themselves without close or direct supervision”.

The fact that someone works away from sources of support must not mean that their health or safety is placed at greater risk than someone else who does not work alone.

Lone Workers face the same types of hazards as other workers, but the control measures chosen to prevent these hazards may need to be slightly different because of their isolation.

Persons at Risk

The purpose of this guidance is to help protect the safety of staff who work alone, namely those people who work out of sight and hearing range of someone who could assist directly in the event of an incident or illness. This could include people who drive around the borough as part of their work, or staff working very early or late.

Hazards

These may include, for example:

- Violence and aggression towards a member of staff
- An outbreak of fire
- A health emergency
- The use of machinery, electrical or other equipment or chemicals
- Working in remote areas - particularly after dark and outside normal working hours
- Encountering intruders
- Working at heights, using ladders and lifting
- The competency, ability and medical condition of the individual

This is not an exhaustive list, individuals will be expected to report all situations which leave them open to any health and safety issues to the Head Teacher



Scope of Guidance

Due to the variety of risks affecting Lone Workers this guidance should be read in conjunction with other potentially relevant Health and Safety information, e.g. Fire Safety, First Aid, Moving and Handling, Critical Incident Plan

Restrictions on Lone Working

Two types of work **must not** be carried out by a Lone Worker:

- Working at height e.g. on a ladder or scaffold
- Working in a confined space e.g. in a service duct or manhole

Permissible Types of Lone Working

Generally speaking, there are three occasions when lone working occurs:

- In a room separated from other occupied areas of the premises
- Working away from the school e.g. a member of staff who visits a student's home; visits made by the Outreach Service
- Working alone in premises, e.g. site manager working alone in school during a holiday; staff working late

Assessing the Risks of Lone Working

We will identify all the Lone Workers, their tasks and the locations in which the work is done. When looking at risks we will consider:

- The Individual:
 - Is the person medically able to work alone? For example, does the person have epilepsy, or is their hearing impaired to a level which they could not hear a fire alarm?
- The Task:
 - Is the person experienced in carrying out the task, or likely to need advice or supervision from a colleague to do the work safely, especially if they are using machinery?
 - Is manual handling that poses a significant risk involved?
 - Is the member of staff required to speak face to face with members of the public (e.g. a child's parents) and does this run the risk of physical violence or verbal abuse?
- The Environment:
 - Is the lone worker able to summon help in the event of an emergency, e.g. fire, assault or medical emergency?
 - Is there adequate supervision of the lone worker?



- Is there communication with the Lone Worker? Can their safety be visually checked, or can they be contacted to check on their wellbeing?

Training

Lone Workers will be given information and training appropriate to their role, so that they can:

- Recognise the hazards and appreciate the risks of lone work
- Implement any identified risk control measures
- Act in accordance with school procedures in the event of an emergency e.g. a fire, or an intruder

Arrangements for Lone Workers within the School

- The Lone Worker will only use agreed equipment/machinery for which they have been trained
- School staff are trained in:
 - safe moving and handling
 - fire evacuation
 - physical intervention
- School staff will inform the Head Teacher & Site Manager if they are coming in during closure periods, or working late
- CCTV is installed around the school and some perimeter areas
- Permanent staff have a fob to gain entrance to the school grounds and building
- Entry doors to the school are kept locked
- Vegetation is regularly trimmed to diminish the chances of intruders hiding there

Lone Workers working at unfamiliar off site venues e.g. Home Visits

Home visits are an integral and essential part of the responsibilities of some staff. Within the context of this, our priority is to ensure, as far as is possible, that members of staff undertaking home visits are properly prepared and supported in this area of their work.

The following checklist is by no means exhaustive but offers some guidance on issues to consider.

1) Planning a home visit

- Be clear *why* you are visiting in your letter to the family
- Be accompanied by another colleague (always two's)
- Avoid appointments after dark if at all possible
- Know where you are going to avoid having to utilise mobile devices to check a route or location
- Gather as much information as you can about the family – if the family are known to other services, ask if others have any concerns about lone visiting
- If you have any concerns, ensure you visit with a colleague or offer an appointment at school. There should be absolutely no lone visit if there are any concerns.



- Ensure details of where you are going are clearly recorded in relevant accessible office systems – electronic calendar etc.
- Dress appropriately
- Avoid openly carrying electronic devices
- Park as near as possible to the visit venue, in open and well-lit positions away from possible assailant hiding places

2) At the home visit

- Make sure the people you arranged to see are present and if others are there, ask who they are
- You can ask to be called by a colleague during the home visit to ensure the visit is going as planned
- Try and avoid interviews in kitchens
- Ask for dogs to be locked away securely
- Always ensure you have a clear route of exit – ask for doors not to be locked.
- Trust your instincts – if you feel uneasy when you arrive, or if the interview becomes antagonistic and you feel unable to continue, do not hesitate to make your excuses and leave
- Consider implementing a team emergency ‘code’ to alert colleagues to a potential or actual issue

3) After a Home Visit

- Follow agreed procedures for ‘checking in’ that you are safe, particularly important if a visit is the last appointment of the day
- If there have been concerns at the visit about your safety, ensure these are reported to the Head Teacher immediately
- An unpleasant or threatening experience on a home visit can leave staff feeling deskilled and vulnerable. Managers and colleagues have a duty to ensure appropriate support is offered after any such occurrence.

Adopted: Spring 2024

Due for Review: Spring 2027