



# ACET

## LONE WORKING POLICY

DOCUMENT CONTROL			
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V 1.0	November 2022	Minor changes in red highlights. Change to Policy Lead.	
V 2.0	May 2024	Added additional points to Potential Hazard Generic Control Measures	

## 1. 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 cooperate 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.

The trust’s definition of lone workers is:

*“Those who work by themselves without close or direct supervision and/or those working in environments and positions away from immediate contact with another individual or group”.*

This policy should be read in conjunction with:

- Health & Safety Policy
- Fire Evacuation and Intruder Policy Procedures

## 2. Persons at Risk

A lone worker and therefore a person potentially at risk may include any member of staff who:

- comes into academy or trust offices alone during closure times
- is working in academy buildings or trust offices late in the evening
- is working in a remote location
- is visiting the home of a student alone

## 3. Potential Hazards

These may include:

- Violence, threatening or intimidating behaviour towards the lone worker
- Misuse or malfunction of machinery, electrical or other equipment or chemicals
- Encountering intruders whilst working in remote areas, particularly after dark and outside normal working hours
- Becoming seriously ill whilst working alone
- Becoming injured whilst working alone

This is not an exhaustive list and individuals will be expected to report all situations to their line manager which leave them open to any health and safety issues so that the risk can be assessed and control measures applied where necessary.

#### **4. Risk Assessment**

All staff who may potentially experience lone working should undertake a risk assessment process with their Line Manager and the HR Manager.

Through the risk assessment process, control measures will be identified and implemented.

Control measures will be assessed for their effectiveness annually through a review between the lone worker, the HR team and their Line Manager.

A review should also take place if there is any significant change in working practice

#### **5. Isolated Working**

As well as working alone, many workers are also required to work in remote and isolated areas. Where this is the case risk assessments should take account of, or provide for, the following:

- A safe means of travel where workers are required to travel from the normal place of work, including when working out of hours;
- The time it will take to do the work and how frequently the employee should report in and what will happen if they don't;
- Access to toilets, rest, refreshment and first aid facilities;
- Policy and procedures for reporting and responding to emergencies;
- The speed and ease with which emergency situations will be responded to.

Should a member of staff have health and safety risks when lone working, these should be reported to their line manager in the first instance who will then ensure concerns are brought to the attention of the ACET Estates Team.

#### **6. Generic Control Measures**

All staff will:

- Only undertake work for which they are trained and qualified
- Take reasonable care of their own health and safety so as not to put themselves in danger
- Know, and follow, relevant safe working procedures and guidelines including operating machinery and using hazardous substances
- Inform the HR team of any relevant medical conditions
- Make themselves aware of the location and use of the telephones around the building.
- Where possible, outside of normal working hours, staff should arrange to be in the academy with others.
- Make others aware of location and activity being carried out.

## **7. Visiting Homes of Students**

Where a member of staff visits the home of student they should preferably be accompanied by a colleague. If this is not possible, they should:

- Be fully trained in managing challenging (e.g., violent) behaviour
- Be briefed about the locations to be visited
- Be given all the available information about the people they are visiting (e.g., history of challenging behaviour)
- Have a clear schedule of visits which is shared with their line manager
- Inform their line manager of the time and location of the visit
- Take a mobile phone with them and inform a colleague in school when they arrive at and when they leave the property
- Conduct meetings in the open such as a garden if possible
- Avoid being alone with a student inside their home
- Avoid being alone with an individual adult inside their home
- Make a note of the details of the meeting during or immediately after the meeting
- Avoid entering the property if they have any concerns for their own safety or wellbeing
- Contact the police immediately if they have concerns over their safety, are threatened or intimidated

## **8. The HR team and the lone worker's line manager will:**

- Conduct a risk assessment in consultation with the lone worker which assess the risks and communicate the findings to the lone worker
- Provide appropriate training or resources such as protective equipment or clothing to minimise the risks
- Consider alternative work methods where possible to reduce exposure to the hazard
- provide panic alarms or an equivalent mechanism to raise alarm and seek support in the event of danger
- Provide any member of staff who can regularly be considered to be a 'lone worker' with a mobile phone with stored contact details for site staff and senior staff should they have any concerns.

## **9. The Site Manager will:**

- Ensure that extension numbers and emergency services information are displayed near to each telephone.
- Ensure that intruder alarms and procedures are in line with the intruder policy for the specific setting.
- Ensure that buildings are well lit and safe for all workers following the Health & Safety Policy

## **Useful Publications**

[https://www.unison.org.uk/content/uploads/2018/02/24830\\_Working\\_Alone\\_Web.pdf](https://www.unison.org.uk/content/uploads/2018/02/24830_Working_Alone_Web.pdf)