




THE ST. BART'S
ACADEMY
— TRUST —

Lone Working Policy

June 2019

The St. Bart's Academy Trust

Lone Working Policy

Produced Date:	June 2019	
Approved by Trust Board:		Christopher Brislen Chief Executive Officer
Review Date:	June 2023	

Date	Section Amended	Signature
May 2019	Updated Template	S. Jones



Contents

1.	Statement of Intent	4
2.	Responsibilities	5
3.	Arrangements for Implementation	5
4.	References and Further Information	8

1. Introduction

Statement of Intent

The St. Bart's Multi Academy Trust (SBMAT) is committed to protecting the health, safety and welfare of all employees and others affected by its work. The academy recognises that working alone can sometimes create additional risks in a work activity. We will therefore, so far as is reasonably practicable, ensure that our employees are protected from any additional risks to their health and safety posed by working alone. The Principal will therefore ensure that:

- Lone working is avoided when possible
- Risk assessments for lone working activities are undertaken
- Employees play an active role in the risk assessment process
- Measures identified through risk assessment are implemented and monitored
- Employees are given access to information, training and supervision so they can carry out their duties safely and effectively
- Incidents and accidents are reported and investigated
- Lone workers are adequately supervised and supported by their managers.

The Law

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

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 Health and Safety (Consultation with Employees) Regulations 1996 requires employers to inform, and consult with, employees in good time on matters relating to their Health and Safety.

Definition of Lone Workers

Where staff are engaged in work (either outdoors or indoors) where there are no other people who could reasonably be expected to come to their immediate aid in the event of an incident or emergency.

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 undertaking their duties alone, with specific emphasis on direct contact with pupils and families such as making home visits.

2. Responsibilities

The Principal will:

- Ensure that adequate resources are in place to implement this policy
- Ensure that managers and supervisors are aware of their responsibilities under this policy
- Request feedback from lone workers and act upon the information provided
- Ensure local procedures are reviewed regularly and updated as necessary.

The Principal or Nominated Person will:

- Undertake risk assessment, ensure training, and introduce and monitor control measures
- Supervise the day-to-day implementation of this policy by the employees they are responsible for.

Employees will:

- Report incidents, accidents and near misses
- Raise health and safety related concerns with their line manager or supervisor
- Participate in training events and the risk assessment process
- Attend health screening and inform their manager of changes (e.g. pregnancy)
- Inform their manager if role and duties are not fully understood
- Comply with control measures designed to minimise risks.

3. Arrangements for Implementation

Lone Working Risk Assessment Procedure

The risk assessment works as an operational planning document, showing how you are managing risks of a particular issue or service, and what actions are still needed to reduce risk and improve working conditions.

1. Identify the hazards:

- Speak to staff and involve them in decisions that will affect them
- Observe workplaces and activities
- Look at past incidents.

2. Decide who or what could be harmed and how:

- Carry out a review to identify who your lone workers are, using the definition in this document
- Pregnant and young workers may be especially at risk
- Harm can include physical injury and psychological effects like stress, anxiety and fear of crime.

3. Assess risks and decide on control measures:

- Can lone working be avoided?
- What are you already doing to make lone workers safer?
- How serious are the foreseeable health effects or injuries?
- How often are staff exposed to risks related to lone working?
- Decide on a combination of risk control strategies as described in this document, and implement using the action plan on the risk assessment form.

4. Record findings and implement them:

- Use the academy risk assessment form
- The manager **MUST** sign and date the document
- Make sure it is accessible and communicated to lone workers.

5. Review:

- More regularly if risks are high
- For new work practices, new equipment or changes to premises
- After incidents and accidents.

For further information, please refer to the SBMAT Risk Assessment Policy.

High Risk Activities for Lone Working

Examples of activities where lone working risk control strategies are especially important.

- Handling heavy or bulky items, for example portable ladders
- Entry into confined spaces, for example, silos, deep inspection pits
- Handling biological substances, for example human waste
- Handling flammable substances, for example organic solvents, petrol
- Handling cash or valuables
- Travelling to very isolated locations where normal communications are not possible, e.g. outside mobile phone reception range
- Travelling home alone late at night
- Working directly with members of the public
- Working with service users or pupils where there is a known risk of violent and abusive behaviour
- Making home visits
- Work with high-pressure systems, for example steam boilers and pipelines
- Work with toxic substances, for example fumigants or water treatment chemicals
- Working in high temperatures, for example in boiler rooms
- Working with access equipment including step ladders/ladders
- Working with power tools including saws and angle grinders
- Working outdoors in extreme weather conditions.

Risk Control Strategy - Equipment and Technology

Lone workers will need personal protective equipment and work equipment as identified through risk assessment. Managers must make sure that employees know how to use and maintain equipment provided. Lone workers must be able to carry their work equipment (e.g. ladders, tools, laptops etc.) comfortably by themselves. Some examples of useful safety equipment for lone workers are:

- High visibility vest, all-weather clothing
- Safety shoes and torch
- Mobile phone or 2-way radio
- Portable First Aid kit.

Lone workers should always have a means of communication, in most cases this will be a mobile phone.

Risk Control Strategy – Ensuring Competence and Experience

1. Selection

A certain level of competence and experience is generally needed to work effectively and safely without direct supervision. This must be addressed at the recruitment and selection stage for lone working roles.

Existing employees who are being moved into a lone working role must first be assessed as suitable.

This should include the following:

- Consideration of age and maturity
- The need for a period of 'shadowing' a more experienced colleague
- Whether additional training is needed
- Medical conditions and the availability of first aid

2. Training

Training and information needs of lone workers must be identified and provided, before they start work.

Training needs must be based on risk assessment and should include:

- Lone working hazards
- Managing aggression
- First aid / emergency aid
- Use of tools and equipment
- Manual handling
- Working at height.

Risk Control Strategy – Good Communication

Lone workers must communicate their plans to their managers or supervisor's. Supervisors of lone workers should know where their lone working colleagues are, how to contact them, and when they are expected to return or make contact.

Staff must always ensure that the school diary is completed in full so that the Leadership Team are able to respond appropriately in the event of an emergency. Diary entries where staff are off site must indicate time, location, address details if a home visit, who you are seeing and estimated time of, finish or return to school. Record your exact location which is particularly important when making a home visit and/or where a possible ongoing risk has been identified. If your plans or estimated time of return change you must ensure you contact the school so that the diary can be updated on your behalf.

Risk Control Strategy – Security and Safeguarding

Lone workers should make sure all doors and windows are locked, use intercom/check on camera if available prior to opening up doors to callers, when opening and closing sites try to arrange the times so that you are on site just before others arrive and close sites just after the last person has gone, to keep the time that you are on your own to a minimum and keep a mobile phone or 2-way radio with you as you move round the building.

Visits must be discussed with a member of the Leadership Team, taking into account any risk factors that may be pertinent. Appropriate control measures, such as a buddy system must then be agreed and implemented. If no risks are identified normal protocols will apply. Wherever possible these visits should not take place alone.

Monitoring/Buddy System

In cases where a monitoring/buddy system has been agreed as part of a risk assessment process the following will apply:

- If during office hours admin will alert a member of the Leadership team if staff member has not returned to or contacted the school within 30 minutes of expected return time/finish time
- Leadership team member to contact the staff member by mobile, if unable to do so will inform the Police
- If out of hours it is the worker's responsibility to contact the agreed designated contact person (Member of the Leadership team) to advise they have finished and are on their way home
- If no contact is made within 30 minutes of expected finish time, designated contact person will attempt to make contact with staff member, and if unable to do so will contact the Police
- Mobile telephones must be kept switched on until contact has been made with the designated member of the Leadership team
- In both instances, if an individual staff member for any reason is aware that they will not be contactable on their mobile they must ensure that an alternative contact number is given
- A code word should be agreed so that emergency help can be requested during a phone call eg 'Please tell ERIC I will be late for my next visit'.

Risk Control Strategy - Learning from Incidents

1. Reporting

All incidents and accidents should be reported so that appropriate measures can be taken.

2. Investigation

In most cases, managers should investigate incidents so that lessons can be learnt and repeats avoided.

4. References and Further Information

The Suzy Lamplugh Trust

<http://www.suzylamplugh.org>

Health and Safety Executive: Working Alone in Safety INDG73

www.hse.gov.uk/pubns/indg73.pdf





THE ST. BART'S ACADEMY

— TRUST —

St. Bart's Multi-Academy Trust
c/o Belgrave St. Bartholomew's Academy,
Sussex Place, Longton, Stoke-on-Trent, Staffordshire, ST3 4TP
www.sbmat.org T: 01782 235524 F: 01782 235525