Lone Working Policy

Approved by: Samantha Coxon-Smith – Director
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The Health and Safety Executive (HSE) defines lone workers as "those who work by themselves without close or direct supervision". This means that staff who work unaccompanied for periods of time are classed as lone workers. In our setting, this can include staff who work by themselves in the following situations:

- making initial contact and assessment visits to pupils in their own homes
- working 1:1 with a pupil in the community or classroom
- transporting pupils between home and scheduled activities

A risk assessment is an important step to identifying all the risks associated with lone working and should be reviewed at least annually.

The Managing Director has a number of health and safety responsibilities relevant to lone working. The aim is to ensure that the lone worker is not at any more risk than other employees who work together. The Managing Director will:

- Carry out a risk assessment
- Put systems in place to ensure staff who work alone are safe
- Record all assessment and safety measures identified to alleviate risk
- Regularly evaluate the systems to ensure they are still valid
- Ensure that if a risk cannot be made safe, two workers carry out the task
- Ensure staff training takes place
- Know where lone workers are during the day
- Ensure lone workers are supervised regularly, even if this is carried out differently from workers who work together
- Ensure that the company is insured to cover lone working.

Staff must also play their part in maintaining their own personal safety by adhering to the safety measures put in place by the organisation to protect them:

- Take reasonable care of their own and other people's safety
- Have an awareness of their surroundings and the possible threats to their personal safety when working alone
- Be involved in assessing risk and identifying safety measures
- Leave the working environment if there is an imminent danger to their safety or that of their pupil
- Undertake and follow training provided to ensure their safety
- Follow the organisation's policies and procedures set up to protect their safety
- Use equipment in accordance with the training given and not misuse it
- Tell the employer when safety measures are not adequate
- Tell the employer when they have encountered a 'near miss' or have identified additional risks to their safety that were previously unidentified
- Report to the employer any actual accidents or incidents that occur, using proper organisational procedure.

Our policy is to avoid lone working as far as possible by careful timetabling and scheduling shared use of resources but this may not always be practical, especially in the area of pupil transport.

This will normally occur during pupil transition to the school and in exceptional circumstances. Transport is generally carried out by school staff using their own vehicle to pick up and return the pupil from home.

In this situation staff should:
• text in when they pick the student up
• if the student is not ready or willing to leave the house allow 10 minutes waiting time before returning to the house to try again one more time
• immediately report any areas of concern to the organisation
• if members of the student household become aggressive or violent; leave the house immediately, drive away from the area and report the incident to their line manager as soon as is practical
• text once they have dropped the student off at the end of the day
• Do not take any unnecessary risks, if the member of staff is concerned they should remain in the car with the student and keep the car doors locked. If necessary they should drive away from the area of risk. Notify their line manager as soon as is practical to seek further instruction

In the event of an accident or breakdown staff should:
• call their line manager immediately to report the incident (and make alternative arrangements to transport the student to their destination. Advise if any staff or students feel ill and report any injuries for both staff and student and take appropriate action.
• Staff to take appropriate action for the safe recovery of their vehicle
• Keep a First Aid kit in car in case of minor injuries.

While waiting for services (unless attending an injured person), staff should:
• stay in the car with the doors locked (except if on the hard shoulder of a motorway or similar road, as per Highway Code guidance.) If anyone stops to help, staff should be aware of the possible motives of anyone stopping to help and let them know, without fully opening the door or window, that the emergency services will be arriving in two minutes.
• If a worker is in any way concerned, they should also tell the person that the police will be arriving in two minutes, then summon the help of the police as soon as possible. For more detailed advice, see the Highway Code, sections 274 and 275.

If a requirement arises to undertake work with students in their own home, the situation will be fully risk assessed prior to commencement of this activity.

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