



Learning together in faith

**Holy Cross Catholic
Multi Academy Company**

Lone Working Policy and Procedure

2024 - 2027

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1. Lone working policy

Lone working is at times necessary in Holy Cross Catholic Multi Academy Company (the '**MAC**').

The MAC recognises its health and safety responsibilities towards employees who are involved in lone working and to others who may be affected by this. Lone workers (employees of the MAC who are working alone at any time) should not, so far as is practicable, be exposed to greater risks than employees who are not working alone, and specific control measures may be necessary to reduce such exposure to a reasonable minimum.

This document outlines a sensible risk-based approach towards lone working. Safe lone working can be achieved if safe systems of work are made available through management processes used by all employees.

All employees are expected to report all incidents which occur in relation to lone working to ensure that the MAC can prevent future similar incidents by carrying out appropriate updated risk assessments.

2. Defining lone working

The Health and Safety Executive ('**HSE**') defines lone workers as '*those who work by themselves without close or direct supervision*'. Lone workers may be found in a range of situations:

- People in fixed establishments where:
 - Only one person is working at the premises at any time.
 - Persons are working separately from others (in isolated areas).
 - People work outside normal hours (such as maintenance employees).
- Mobile, or peripatetic workers operating away from their fixed base:
 - On repair and maintenance, or inspection activities (where sites may be unfamiliar to them)
 - 'Service' workers, for example, Social Workers, Tutors, Mobile Library Drivers, Enforcement Officers or Attendance Officers.

Where the expression '**client**' is used in this policy this includes pupils, parents, carers and any person standing in the place of a parent or carer at any relevant time.

3. Note on lone working risk assessment

Lone working is lawful, but an appropriate risk assessment of each lone working task must be carried out by the MAC.

Lone working can be included as part of an overall risk assessment for an activity, or a specific lone working assessment may be carried out. A Lone

Working Checklist and Risk Assessment Template are included in the appendices (Appendix 1 and 2).

Each lone worker is responsible for ensuring that a risk assessment has been carried out prior to commencing their task.

4. Identify the hazard

Activities identified needs to be assessed to determine the level of risk they present. This involves looking at factors such as:

- The potential for violence and aggression
- The environment and other activities taking place in the same working area.

Examples include the effect of adverse weather, or of working on an unfamiliar site.

Risk assessments must also take account of foreseeable emergencies which may arise, such as equipment failure, illness and accidents.

4.1 Potential for violence and aggression

It is recognised that the hazards presented by a particular lone working activity vary. Carrying out unwanted enforcement activities, cash handling or driving for school business are examples of activities where the risks differ.

The following table identifies four areas for consideration as they are applicable when assessing lone working risks. This table does not contain an exhaustive list and should be used as a starting point.

Parents, carers and the general public.	Individual characteristics can have the potential to contribute towards violence and aggression (account should be taken of previous history, or the fact that the person is unknown and there is no available information to use as part of the risk assessment).
The employee who is lone working	Factors which may increase or decrease the chances of violence and aggression occurring (account should be taken of lone worker competence - level of training, experience, cultural awareness etc, role - representing authority in enforcement work, and the required tasks – such as home visits).
Interaction	The interaction which takes place between school staff and parents or carers, the public (which may involve enforcing rules, asking questions about family backgrounds, carrying valuable or personal items, home visits).
The work environment	Off School Sites Such as a home visit on another person’s property, visiting rural areas that are without lighting, school trips etc. The table below provides further information about the work

	<p>environment.</p> <p>On School Sites</p> <p>Lone working employees need to be able to work in a safe and secure space and raise the alarm in the event of an emergency.</p> <p>Where there is the potential for violence and aggression employees and visitors need to be able to move to a place of safety if a conflict arises.</p>
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4.2 Physical hazards

The working environment and activities may present particular hazards and should be considered as part of the lone working risk assessment, for example:

Work environment	<p>The level of risk varies from one working environment to another; higher risk environments include: construction sites, docks, zoos and farms, and working on or near to water (including the coastline). Lower risk lone working environments can include working at offices that are secure and driving alone on short duration journeys in built up areas.</p> <p>There must be a safe way in and out of the workplace. This can be difficult to achieve when working on premises which are not under the control of the school, for example when making a first home visit.</p> <p>Other areas for consideration include the use of third party owned electrical appliances or possible poor lighting.</p>
Activity being undertaken	<p>The level of risk varies by activity. Examples of higher risk activity includes working on ladders or using hazardous machinery. Lower risk lone working activity includes attending meetings at another school site belonging to the MAC and home working.</p>
Communication with others and supervision.	<p>Means of communication vary depending on the work activity and location. There are areas in Coventry and the surrounding areas where a mobile phone signal is weak or not available. This could adversely impact the ability to summon assistance in the event of an emergency and should taken into account.</p>

5 Who is at risk (and when)

The lone working assessment must consider who might be harmed as a result of the relevant activities, including, for example, employees, visitors, parents, carers and contractors.

The following table provides details of some specific aspects for consideration when assessing the suitability of lone working for School employees:

New and expectant mothers	Impaired ability to carry out physically strenuous work. Later stages of pregnancy may increase the risk of falls through reduced visibility and changes to mobility. Risk of early labour or miscarriage through physical assault. Please note: a specific risk assessment for New and Expectant Mothers is available within the MAC.
Young people	Lack of experience and level of maturity. Inability to concentrate for long periods.
Disability	Impact on ability to make unassisted evacuation. Ability to identify that evacuation is required.
New employees, trainees including inexperienced volunteers	Lack of familiarity through level of experience or training needs.
Specific medical conditions	Some individuals may have medical conditions that make them unsuitable for working alone. These may include some health conditions, such as unstable epilepsy or diabetes. The consideration of medical conditions should include both routine activities and foreseeable emergencies, which may impose additional physical and mental burdens on the individual.

The following table provides examples of individual consideration for non-employees.

Contractors and visitors	Unfamiliar with site layout and emergency procedures.
Person who uses the service attending the school site for a one-to-one meeting.	Unfamiliar with exit route from meeting room, may become agitated and need to leave the room in anger.

A lone worker may be seconded to other schools or vice versa, in both cases adequate lone worker arrangements must be put in place.

Lone working may be encountered during part of a working day as well as for lone working occupations, for example, locking and opening up an office base, driving to different work bases to attend meetings.

All of the above considerations are just a guide and are not exhaustive. Each risk assessment must consider the vulnerabilities of the person involved in the relevant lone working task, and identify controls to reduce risk to an acceptable level.

6 **Controlling the risk**

It is important to ensure that control measures are proportionate to the risk.

A key factor in controlling lone worker risk is to ensure that lone workers are competent in adapting to a foreseeable range of changing and developing situations with little or no contact with their supervisor. The extent of supervision must be

proportionate to the risk and the competency of the lone worker. The manager is responsible for ensuring that safe working arrangements are in place for all stages of the activity, from task planning to implementation and completion. These arrangements include ensuring that lone workers are competent in adapting to a foreseeable range of changing and developing situations with little or no contact with their supervisor.

6.1 Withdrawing from lone working activity

Head Teachers /Managers must ensure that the lone worker is supported if they decide that they need to terminate the work they are carrying out to protect their (or others') safety. For example, increases in wind speed when working at height or visiting a person who uses a service who becomes verbally aggressive and threatening. In this instance a review of the arrangements for similar future work must be carried out.

6.2 Unsafe lone working

In circumstances with all control measures in place, if the assessment identifies that it isn't possible for the task to be carried out safely then lone working should not proceed.

If you are unsure about what controls are needed because the task is considered higher risk or requires more technical/specialist knowledge, further guidance should be sought from the Safeguarding Team or the MAC's Health & Safety Adviser via the MAC's head office team.

6.3 Supervisory monitoring of lone working

The relevant senior leader must ensure that lone worker monitoring takes place. Monitoring can include:

- Signing off and reviewing risk assessments for lone working
- Making regular contact with the lone worker using mobile phones or telephone to call or text (please refer to Emergency Arrangements in this document for the arrangements needed if a lone worker cannot be contacted). An overview of contact systems is detailed below.

6.3.1 In house contact systems

A contact system is used to maintain telephone contact at pre-determined intervals between a nominated contact and lone worker in order to confirm safety. The lone worker must provide the contact with an itinerary. In-house contact systems rely on:

- All contact employees knowing the actions to be taken in the event of a lone worker either raising an alert or emergency.
- Employees having the time and concentration to be able to fulfil the requirement of the role
- Full participation of all employees who are involved in system use in order to ensure that it remains robust and has credibility.

A contact can also be used to monitor lone workers in person and respond to meetings for example, when meeting with a service user at the work base. The contact can check through a door vision panel into the room where meetings are carried out /or come into the room and ask a set question at a predetermined time; if assistance is needed it can be established through the response made without raising an alert to the other person(s) in the room.

6.3.2 Lone working Alert Response

In addition line managers of all employees who may be involved in receiving an alert must be able to deal with the response procedure effectively. The type of lone working device selected will depend upon the type of lone work activity involved.

6.4 Mandatory control measures for potentially violent and aggressive situations

Where there is the potential for violence and aggression the following three risk categories and mandatory control measures are provided. Some employees may fall into more than one category of lone working, therefore all control measures against each individual category may apply.

Additional information is provided for consideration, this information is a guide only and is not a fully-inclusive list of control measures.

Risk Category	Control Measures
<p style="text-align: center;">Category 1</p> <p>Employees working in offices or other secure locations outside of normal working hours or who routinely work in these locations on their own. Work of a low-risk office type.</p> <p>Examples would include: Teachers, office based employees, travelling to meetings.</p>	<p style="text-align: center;">Mandatory</p> <ul style="list-style-type: none"> • Employees must be briefed on the measures required to ensure their workplace is secure if they are lone working and on emergency procedures. • All employees must record an itinerary of their movements that is accessible to their manager/colleagues. Details made available should include location, car make, model, registration number and mobile phone number. <p style="text-align: center;">For guidance and consideration</p> <p>Refer to low risk office lone working procedure</p>

Category 2	Mandatory
<p>Employees working in locations where security is inadequate or where shared premises would allow non-authorised access to their work area. Employees working in unfamiliar locations but not meeting members of the public. Employees visiting established clients who have been assessed as presenting no risk to employees. Employees responding to intruder alarm calls for school property out of hours.</p> <p>Examples would include: Groundsmen / school caretakers, employees whose duties include responding to out of hours intruder alarm calls and MAC employees working in shared offices with poor security arrangements.</p>	<ul style="list-style-type: none"> • For out of hours alarm calls each team must have clear instructions for employees. • Employees who are expected to respond to alarm call-outs must have access to a personally issued work mobile with appropriate reception or have indicated that they are willing to use their personal mobile in such circumstances and that it has appropriate network coverage for the area in question. Where practicable, lone working to respond to an alarm should be avoided through the use of contracted key holder arrangements. Where it is not possible then a contact arrangement must be put in place. • Where dealing with violence and aggression training is not provided, the line manager should give clear information to lone workers on what work can and cannot be done alone; when to withdraw or stop work; communication and check-in procedures; signs of escalating violence and aggression and emergency procedures. • Where the problem relates to poor security allowing unauthorised access to work areas, the security of the building should be reviewed (if necessary, with other occupiers) and appropriate measures introduced. • Daily work tracking arrangements must be put in place in line with the level of risk involved • All employees must record an itinerary of their movements that is accessible to their manager/colleagues. Details made available should include location, car make, model, registration number and mobile phone number. • Consider issuing a personal safety alarm. • Provide all other relevant assessment information, for example, where alarms are located in private meeting rooms. <p>For guidance and consideration Consideration should be given to ensuring that employees receive appropriate training in dealing with confrontational situations such as the <i>Suzy Lamplugh Trust's dealing with Violence and Aggression 1 day course</i> available through HR Learning and Development.</p>

Category 3	Mandatory
<p>Employees who visit unknown clients or clients who are known to present challenging or aggressive behaviour in their own homes in order to provide a service. Employees who routinely work alone in remote locations.</p> <p>Examples would include: Attendance Officers and family support workers.</p>	<ul style="list-style-type: none"> • Employees dealing with clients would benefit from receiving training on dealing with confrontational situations such as the <i>Suzy Lamplugh Trust's dealing with violence and aggression 1 day course</i>. • Information to include what work can and cannot be done alone; when to withdraw or stop work; communication arrangements and emergency procedures. • A form of employees tracking system must be introduced and its use enforced. This could be a contact system. The Safeguarding Team or the MAC's Health & Safety Adviser will be able to advise on which system would be most suitable. • Employees must be briefed on the procedures for lone working before they start such work for the first time and at least 6 monthly thereafter. Records of these briefings should be maintained. • Where a client presents a known risk of violence, then the visit should be re-arranged for a venue where appropriate levels of security or assistance are available. If there are particular reasons for the visit to take place at the client's home, then at least 2 people should attend. • Consider issuing a personal safety alarm. • Provide all other relevant assessment information

6.5 Personal safety - guidance on lone working control measures

A guide on control measures can be found on Schools PeopleNet. This guide includes information that can be used in the development of a lone working risk assessment, for example, issuing personal safety alarms, the use of alarms in meeting rooms.

6.6 Violence at work

Detailed guidance for Head Teachers/managers can be found on the MAC's Website and should be used alongside this document as it applies to lone working activities.

7 Emergency arrangements

Lone workers should be capable of responding to foreseeable emergencies through the development of planned arrangements, for example, fire and first aid

need (see policy on the MAC's website). The requirements for emergency will depend on the nature of the work being carried out.

Where it is possible a lone worker should withdraw from circumstances of escalating violence and aggression towards them.

Where a lone worker monitoring system is used it must include a means to raise the alarm in the event of (a) failure to contact a lone worker (b) an emergency request for assistance. The school lone worker contact system on the MAC's Website outlines a recommended system. When using a 'buddy system', as outlined above, staff must ensure that there is no delay in raising the alarm with the police. If there is no response from a lone worker to confirm their safety the police should be contacted and informed of the last known whereabouts after no more than a 30 – 45 minutes of first attempting to make contact.

8 Risk assessment recording

Lone working issues may be considered as part of an overall risk assessment of a job role or activity. However, where lone working has not been considered as part of other risk assessments, a specific risk assessment must be carried out. It is important to note that the original risk assessment may change as the activity itself progresses and further information on the competency of lone workers has been provided in this guide.

9 Risk assessment review

Lone working risk assessments must be regularly reviewed in line with changes which have been identified, for example, a violent incident has occurred during the last visit and it is no longer safe to work alone in the future. All incidents and/or previously unforeseeable risks must be reported by the lone worker as soon as possible, reviewed by the senior staff and flagged on any systems which will warn other workers of the risk. If no changes have occurred within 12 months of the making of a risk assessment that lone working risk assessment should then be reviewed in any event.

Head Teachers/ senior managers must ensure that there are adequate reporting and feedback mechanisms in place which allow for new information to be gathered about any changes which impact on the risk assessment. Changes to working practice must be assessed and communicated to all relevant employees.

Lone Working Risk Assessment Checklist

For further guidance on developing your lone worker risks assessment, you can follow the lone working checklist below to ensure you are covering some of the basics.

- Is the task suitable for a person to handle alone?
- Has proper training been given to the lone worker?
- Does the task involved handling dangerous equipment or substances?
- Do these substances or equipment require supervision or a second person to operate?
- Is the task particularly stressful or upsetting? Is your lone worker mentally equipped to cope with the work?
- Is there a risk of exposure to violence or aggression?
- Does your employee have an existing medical condition which provides additional support?
- Are you assessing your employees individually, such as taking into account trainees, young, pregnant and disabled workers.
- Is there a clear communication procedure during an emergency? Remember to consider those whose first language is not English
- Do your lone workers understand emergency protocol? – do they know what to do if they fall ill, have an accident or if there is an emergency such as a fire?
- Are your lone workers monitored and properly supervised?

Lone Worker Risk Assessment

Date of risk assessment:

Completed by:

Hazard identified	Who might be harmed and how?	What is already in place to prevent harm?	What further action is required?	Who is responsible for action?	When will action be completed?	Complete

Assessment review date: