Nurture Education Trust

Lone Working Policy

Reviewed : 02/05/2025

Next Review Date: 02/05/2027

1. Introduction

Red Balloon Norwich recognises that some staff are required to work by themselves, without close or direct supervision, sometimes in isolated work areas and on occasion outside of the school day.

Under the Health and Safety at Work Act 1974 and the Management of Health and Safety at Work Regulations 1999, an Employer has a duty of care to advise and assess risk for workers when they work by themselves in these circumstances.

However, employees have responsibilities to take reasonable care of themselves and other people affected by their work.

Lone working is not inherently unsafe and proper precautions can reduce the risks associated with working alone.

This policy applies to both teaching and support staff, so some lone working arrangements may be more suitable than others for different individuals.

2. Scope of the Policy

This policy applies to all situations involving lone working arising in connection with the duties and activities of all staff. This includes temporary workers, visiting staff and those employed on a casual basis. It should be read in conjunction with the school's Health & Safety Policy and Whole School Child Protection and Safeguarding Policy.

The Health and Safety Executive (HSE) define lone workers as those 'who work by themselves without close or direct supervision'. 'Lone workers' includes:

Those working at their main place of work where:

- Only one person is working on the premises, e.g. maintenance contractors
- People work separately from each other, e.g. in different locations
- People working outside normal hours, e.g.

cleaners Those working away from their fixed

base where:

- One worker is visiting another agency's premises or meeting venue
- One worker is making a home visit to an individual
- One worker is working from their own home

3. Aims of the Policy

The aim of the policy is to:

- Increase staff awareness of safety issues relating to lone working
- Ensure that the risk of lone working is assessed in a systematic and ongoing way, and that safe systems and methods of work are put in place to reduce the risk so far as is reasonably practicable
- Ensure that appropriate support and training is available to all staff that equips them to recognise risk and provides practical advice on safety when

working alone
- Encourage full reporting and recording of all adverse incidents relating to lone working
- Reduce the number of incidents and injuries to staff related to lone working

4. Responsibilities

The Head of Centre is responsible for:

- Ensuring that there are arrangements for identifying, evaluating and managing risks associated with lone working
- Providing resources for putting the policy into practice
- Ensuring that there are arrangements for monitoring incidents linked to lone working and that the effectiveness of this policy is regularly reviewed

Line Managers and **Health and Safety Representatives** are responsible for:

- Ensuring that all staff are aware of the policy
- Taking all possible steps to ensure that lone workers are at no greater risk than other employees
- Identifying situations where people work alone and deciding whether systems can be adopted to avoid workers carrying out tasks on their own
- Ensuring that risk assessments are carried out and reviewed regularly
- Putting procedures and safe systems of work into practice which are designed to eliminate or reduce the risks associated with working alone
- Ensuring that staff groups and individuals identified as being at risk are given appropriate information, instruction and training, including training where appropriate, and updating and refreshing this training as necessary
- Managing the effectiveness of preventative measures through a robust system of reporting, investigating and recording incidents
- Ensuring that appropriate support is given to staff involved in any incident
- Providing a mobile phone, and other personal safety equipment, where this is felt to be desirable

Employees are responsible for:

- Taking reasonable care of themselves and others affected by their actions
- Downloading the Hollie Guard app linked to lone working which informs management and records when situations of risk arise.
- Following guidance and procedures designed for safe working
- Reporting all incidents that may affect the health and safety of themselves or other and asking for guidance as appropriate
- Taking part in training designed to meet the requirements of the policy
- Reporting any dangers or potential dangers they identify or any concerns they might have in respect of working alone
- Seeking the permission of the Head of Centre before working alone on the school premises outside normal school hours
- Ensuring they do not arrange meetings with parents or members of the public

when lone working. Meetings must be arranged during school occupancy times, or when there are other members of staff on site.

5. Guidance for Risk Assessments of Lone Working

- Is the person medically fit and suitable to work alone?
- Are there adequate channels of communication in an emergency?
- Does the workplace or task present a special risk to the lone worker?
- Is there a risk of violence?
- Are women especially at risk if they work alone?
- Has an alternative to a home visit been considered?
- Has safe travelling between appointments been arranged?
- Have reporting and recording arrangements been made where appropriate?
- Can the whereabouts of the lone worker be traced?

6. Good Practice for Lone Workers

- During their working hours, all staff leaving the workplace (or home) should leave written details of where they are going and their estimated time of arrival back at school
- If, in the course of a trip away from school, plans change significantly, this should be communicated back to the school office
- Telephone contact between the lone worker and a colleague may also be advisable
- Download Hollie Guard app - https://hollieguard.com/
- Staff should avoid meeting clients alone at the workplace
- When this is unavoidable, staff must make a risk assessment and obtain the prior agreement of their line manager who will make any arrangements to ensure their safety. This should be recorded in the line managers diary, giving contact details of the person who is being met
- Lone workers should have access to adequate first-aid facilities and mobile workers should carry a first aid kit suitable for treating minor injuries
- Lone workers should be provided with a mobile phone and other personal safety equipment where this is necessary
- Occasionally, risk assessments may indicate that lone workers need training in first aid
- In general, staff should never work alone with a student and should never transport a student on their own unless agreed with

7. Monitoring Safety Issues

- Lone workers must report incidents such as accidents and near misses, including all incidents where they feel threatened, to the Head of Centre and Assistant Head of Pastoral. This includes incidents of verbal abuse.

- During supervision, line managers will ask staff working on their own whether there are any safety concerns that are not being addressed. Lone workers are encouraged to seek help and advice if any safety concerns arise.