

Lone Working Policy

Policy Statement

- Where an individual's role requires them to work alone, both the individual staff member and their manager have a duty to assess and reduce the risks which lone working presents.
- This policy should be read in conjunction with the Safeguarding policy.

Purpose

- This policy is designed to raise awareness of the risks presented by lone working, to identify the responsibilities each person has in this situation, and to give guidance on how to manage such risks.

Scope

- This policy applies to all staff who may find their self working alone at any time whilst undertaking duties for Employ My Ability, including both paid and voluntary staff.

Definition

- Within this document, 'lone working' refers to situations where staff in the course of their duties work alone or are physically isolated from colleagues and without access to immediate assistance.
- This last situation may also arise where there are other staff in the building but the nature of the building itself may essentially create isolated areas.
- This particularly refers to situations when staff members may find themselves working alone with students when no other staff members are present.

Mandatory Procedures

- Staff should avoid working alone whenever possible.
- Staff should never be working with students at their home or the student's home.
- If staff are working with just the student, staff should ensure a colleague is made aware of where they are working.
- If staff are on their own with a student, staff should reduce risks by propping the door ajar (as long as this does not contradict other Health and Safety guidance, for example Fire Safety).

- Staff should have a telephone with them whenever they are lone working.
- Staff working alone must ensure they are familiar with the building's exits and alarms.
- Staff should sit nearest the door when lone working with a student.
- In buildings where staff may be working with students in relative isolation, there should be an agreed system in place to alert colleagues in an emergency.
- When there are concerns regarding specific lone working staff must inform Employ My Ability or other identified person when they will be working alone, giving accurate details of their location and following an agreed plan to inform that person when the task is completed.
- If a member of staff does not report in as expected, an agreed plan should be put into operation, initially to check on the situation and then to respond as appropriate.
- Staff should take reasonable precautions when working alone – see appendix 1.
- Staff should never work alone if they are concerned about risks to themselves or others in the situation.
- Should an incident occur, the reporting and de-briefing involving an identified person should follow as soon as possible after the incident and no later than 24 hours after such incident. Staff should report any incidents that place themselves or the students at risk.

Monitoring and Review Monitoring and Review

- The ongoing implementation of the Lone Working Policy will be monitored through feedback from staff to Employ My Ability management team.
- Any member of staff with a concern regarding these issues should ensure that it is discussed with their line manager, or operational Lead.
- The policy will be reviewed annually, unless changing circumstances require an earlier review.

For further information, please see the Appendices below.

Appendix 1 – Reasonable precautions for personal safety

Personal Safety

- **Be aware of the environment**
 - Know what measures are in place where you work: if in your place of work, check out alarm systems and procedures, exits and entrances, and the location of the first aid supplies. If in a public place, e.g. a coffee shop, ensure you know where the exits are.
 - Make sure that your mobile phone is in good working order
 - If your work takes you into areas which are isolated, poorly lit at night or known for high crime rates arrange to check in when the visit is over.
 - If a potentially violent situation occurs, be aware of what might be used as a weapon against you, and of possible escape routes.
- **Be aware of yourself**
 - Think about your body language. What messages are you giving?
 - Think about what you are wearing. Is it suitable for the task? What signals does it send out?
- **Be aware of other people**
 - Take note of their non-verbal signals.
 - Be aware of their triggers.
- Don't crowd people – allow them space