

# Lone Worker / Personal Safety Policy

“But you, O Lord, are a shield about me, my glory, and the lifter of my head.”

Psalm 3:3



## **'Feeding Hearts and Minds'**

The peace, joy and love of Christ is at the heart of all that we do in our school. Through religious education, school policy and, primarily, our culture of prayerfulness, charity and joy, we seek to share the Gospel with our families, our parish, our community and the wider world.

Using the example of Jesus Christ, we cultivate the skills of heart and mind that allow us to develop our talents and take a shared responsibility for ourselves, each other and the world He gave us. We profess our faith proudly and recognise that we are called to a loving relationship with God through the sacraments, scripture and prayer.

Our school is animated by love and our shared faith and clear values drive our behaviour and our relationships; we are tolerant and respectful of the unique value of each person. Our individual needs and talents are recognised and nurtured in a warm, inclusive environment where we are able to use our gifts for the glory of God and in loving service of others.

We have excellent role models who empower us to believe in ourselves and provide us with an outstanding education and a wide range of opportunities – our aspirations for the future are high and we believe that through God's grace we can grow, learn and realise our full potential.

## **WHO IS A LONE WORKER?**

A lone worker is someone whose activities involve a large percentage of their working time operating in situations without the benefit of interaction with other workers or without supervision.

They may be:

- A single employee in an establishment.
- Someone who works outside normal working hours; e.g. maintenance, cleaning or security workers.
- Someone who works during site shut down and closure periods, for example school site supervisors and other school staff going in to work during holiday periods.
- Contractors and maintenance workers.
- Someone who undertakes visits, for example social workers, family support workers, pupil attendance support officers etc.
- Anyone who is periodically alone during a part of their working activities and whose safety may be compromised as a result.

There are no statutory requirements that prohibit lone working. However lone workers are likely to be more vulnerable and there may be increased risks to their safety. Adequate controls must be put in place to minimise and control these risks and a suitable and sufficient risk assessment must be carried out to identify these. If the risk assessment identifies hazards that cannot be adequately controlled, then the employee should not be working on their own.

## **IDENTIFYING WORKERS AT RISK FROM LONE WORKING**

Lone workers are those who work by themselves or without close or direct supervision and with little opportunity for interaction with colleagues. Typical groups of workers categorised as 'lone workers' would include those who:

- Work alone on site;
- Work physically or geographically separate from their colleagues, for example on large, multiple block sites or in out-of-the-way segregated areas;
- Access sites out of hours or during closure or holiday periods when there is no one else around, for example caretaking, domestic and maintenance staff; staff who carry out visits out of hours;
- Work away from base, for example: mobile workers moving from site, carrying out home visits and working in the community or those who may operate between several bases;

Task analysis should identify those work activities where employees are working on their own. Job descriptions should record where lone working is a significant risk.

## **RESPONSIBILITIES**

### **HEADTEACHER:**

- Ensure that suitable and sufficient risk assessments have been carried out to identify any hazards arising from lone working and put in place adequate controls to ensure the safety of staff.
  - Lone Working (General) – Appendix 1
  - Agile Working – Appendix 2
  - Home Visits – Appendix 3
  - Lone Working (School Site Supervisors, cleaners etc) – Appendix 4
  - Lone Working (School Teaching & other staff) – Appendix 5
- Ensure that lone working is recognised in the job description and that suitable instruction, supervision, information and training is given before an individual is allowed to work on their own.
- Ensure that there are procedures / work instructions in place to reduce any risks to a minimum and that employees understand and follow these.
- Put in place appropriate monitoring and feedback arrangements to ensure that, so far as is reasonably practicable, your arrangements and control measures are working effectively.

Any arrangements should be subject to review on a regular basis

### **EMPLOYEE:**

- Legally required to follow any arrangements that have been put in place for safety.
- Inform line manager of any concerns over safe working arrangements or ability to follow them.
- Be involved in the assessment of risks and reviews of the arrangements.
- Inform manager of any incidents, 'near miss' situations or accidents that occur during lone working where safety could have been or was compromised or that indicate existing controls are inadequate.
- Inform manager of any personal factors that may affect the ability to carry out lone working safely, for example health or medical conditions
- If arrangements are in place to let someone within your team know your whereabouts, then it is imperative that you follow them. Failure to do so may mean that work colleagues may be instigating search procedures or triggering emergency action. By following 'tracking' procedures and ensuring virtual whiteboard and calendar entries etc. are kept up to date and accurate, colleagues will have an accurate point from which to start should they need to make contact.
- If you feel uneasy or uncertain that you cannot control a situation or that you are at significant risk, then withdraw from that situation where possible and seek assistance. If immediate assistance is required, contact the police. You should contact your line manager and make

them aware of the situation as soon as possible. Once the situation has been resolved then you should review the arrangements and control measures that were in place.

Detailed guidance is available covering a wide range of situations that you may find yourself in and offering advice in 'How to protect your Personal Safety' (Appendix 6)

### **WHAT PROCEDURES SHOULD BE PUT IN PLACE FOR WHEN AN EMPLOYEE FAILS TO CHECK IN OR RAISES THE ALARM?**

Escalation procedures in the event of an employee failing to check in or using the agreed code to raise the alarm should be determined by the line manager, based on local circumstances and information available. These should be done in consultation with the employee concerned and anyone else who may be involved.

When developing procedures line managers may wish to consider

#### **AN EMPLOYEE FAILING TO 'CHECK IN'**

The person to whom the employee should 'check in' should consider:

- Call the person's mobile phone
- Call their home to check if they are there
- Call the last known location the person was visiting / working
- Call the employee's partner/designated emergency contact to check they haven't just forgotten to call in
- Inform the line manager if all the above are unsuccessful in locating the employee.

The Line Manager should consider:

- Sending 2 people to the last known location
- If still not successful, notifying a senior officer and asking for further advice
- Calling the police after a predetermined waiting period e.g. 1 hour or immediately depending on the time of day/night.

If the employee's partner etc. calls to ask where they are, the person taking the call should endeavour to locate the employee by following the steps noted above (with the exception of calling the partner) and then escalating the issue to the line manager for further advice if the employee cannot be located.

#### **AN EMPLOYEE USES THE AGREED CODE TO RAISE THE ALARM**

The person taking the call should:

- Try to obtain more details if possible
- Inform the line manager to decide on an appropriate course of action
- Call the police depending on the circumstances and time of day/night.

The Line Manager should consider:

- Sending 2 people to the location

- Notifying a senior officer and asking for further advice.

The procedure for both of these circumstances as they relate to specific lone workers are detailed in Appendix 7.

### **REVIEW OF RISK ASSESSMENTS**

Risk assessments will be reviewed annually to ensure they remain appropriate and adequately control any risks. They will also be reviewed if there are changes to work activities, premise use or staffing levels that may give rise to increased risks to ensure that the controls and safe working arrangements adequately control the risks.

Examples of changes that may require a review of assessments include:

- extending premise opening hours;
- provision of extended services,
- changes to staffing levels;
- new services that require staff to visit or work in different premises or different parts of premises and/or involve access by new groups of visitors and customers;
- periods where staff absence means that existing arrangements cannot be followed; changes to maintenance/cleaning work requirements;
- use of work equipment or change of work activity that results in increased risks.

Individual factors in assessments may need to be reviewed where personal factors such as sickness, disability or pregnancy may give rise to increased risks or make it more difficult for safe working procedures to be followed.

### **E-SAFETY**

E-safety refers to the responsible and safe use of electronic communications such as e-mail, the intranet and the internet. It includes internet research, accessing and use of social networking sites and publication and posting of information onto and via the internet.

E-mail content is not always confidential to the sender and recipient. Users should be discreet when sending e-mails, whether for work or personal matters and avoid intimate or potentially defamatory statements.

### **SOCIAL NETWORKING SITES AND CHAT ROOMS**

Use of social networking sites such as Facebook, LinkedIn and Instagram and on-line blogs and chat rooms has become commonplace. However information placed on such sites can and has been misused for malicious purposes or commercial gain by unknown third parties or by those who know and deliberately target the person posting it (for example disgruntled service users or clients; colleagues bearing a grudge or carrying out ill-considered pranks).

Internet users need to think about all of the information they post, both professional and personal. This means not just the information they publish to one location or social networking service, but about all the information collectively over all the sites used, especially where photographs and personal and family information is involved. Using search engines is an easy way of checking and collating information about individuals and building up a profile. Looking for specific information such

as a home phone number, photographs or a home address can help users identify and note inappropriate information. It is not always easy to keep control of e-information or ensure it is removed. Sites perceived as personal and protected spaces are often not. Making sure this kind of information is not posted in the first place is the most effective strategy.

Don't put work-related details, discuss work activities or discuss casework on public, unencrypted sites where confidentiality cannot be guaranteed. Be e-safety aware and restrict and control the giving out of personal details including telephone and e-mail contact details.



## Lone Worker / Personal Safety Policy

September 2019

The Lone Worker / Personal Safety Policy is based on best practice advice from Lancashire County Council.

The implementation of this policy will be monitored by the Schools Operations Manager in consultation with the Headteacher.

This policy will be reviewed as appropriate by the Resources committee on behalf of The Governing Body.

Intended Policy Review Date – December 2020

Approved by: \_\_\_\_\_ (Headteacher)

Date: \_\_\_\_\_

Approved by: \_\_\_\_\_ (Governor)

Date: \_\_\_\_\_