



Venture  
Learning

## Lone Working Policy

### Venture Learning

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## **Introduction**

The following policy outlines procedures and guidance to be followed when any staff member is working alone. Its aim is to ensure clarity so that:

- Procedures are applied consistently across the provision.
- All staff receive relevant information, instruction, training and supervision in respect of lone working.
- Risks to staff are minimised/controlled where practically possible.
- Appropriate resources are in place to ensure the health and safety of staff and pupils.
- This policy should be read in conjunction with the following documents:
  - School safeguarding policy.
  - Remote Learning Policy

## **Definition**

For the purposes of this policy 'lone working' is defined as any working practice that involves a member of staff undertaking their duties alone, with specific emphasis on direct contact with pupils and families. Examples of lone working might include:

- Making home visits.
- Being the last person in a building at the end of the day.
- Working one to one with a pupil.
- Remote Learning

## **Context**

Wherever possible staff should not work alone.

For example:

- Where possible, Parents / carers should be invited into the Provision or an agreed local venue to avoid home visits.
- Staff must not take pupils in cars without another adult present where possible, or a risk assessment must be in place.
- Staff should not work late and alone in the provision.

It is recognised that on occasions, staff might be alone in a building. These staff should take note of the following:

- Ensure someone knows where you will be working and what time you will finish.
- Make sure all doors and windows are locked.
- Be aware of Health and Safety, do not take unnecessary risks. For example, avoid potential hazards such as working at height and the use of ladders.
- Close the driveway gate using the activation number on your mobile phone
- Keep a mobile phone with you as you move round the building.

Whereabouts of staff

Staff must always ensure that the provision diary is completed in full so that the Headteacher / Deputy Head of Provision is able to respond appropriately in the event of an emergency. Diary entries where staff are off site must indicate time, location, address details if a home visit, who you are seeing and estimated time of finish or return to the provision.

This is particularly important when making a home visit and/or where a possible ongoing risk has been identified. If your plans or estimated time of return change you



must ensure you contact the Headteacher / Deputy Head of Provision so that the diary can be updated on your behalf.

All staff must provide appropriate personal information upon commencement of their position at Venture Learning. This information must only be used in an emergency and Venture Learning must ensure it is held securely to avoid inappropriate disclosure. Information should include:

- Details of car make, model, colour and registration number if appropriate.
- Home address and telephone number.
- Mobile telephone number.
- Details of next-of-kin.

#### Working out of hours

There may be occasions when contact with children and parents will require staff to work outside of normal working hours. For example if a parent is not available during the day due to work commitments. Visits must be discussed with the Headteacher / Deputy Head of Provision, taking into account any risk factors that may be pertinent. Appropriate control measures, such as a buddy system described below, must then be agreed and implemented. If no risks are identified normal protocols will apply. Wherever possible these visits should not take place alone.

#### Monitoring/buddy system

In cases where a monitoring/buddy system has been agreed as part of a risk assessment process the following will apply:

- If the staff member has not returned to or contacted the provision within 30 minutes of their expected return time/finish time, the Headteacher / Deputy Head of Provision will try to make contact with the staff member by mobile. If unable to do so, they will inform the next of kin on the emergency contact details provided, and /or Police.

#### Reporting of incidents

Any incident must be recorded and reported to the Headteacher. This must be done as soon as possible so that others are not put at risk. If the incident suggests a child may be at risk the safeguarding and child protection policy must be followed.

#### One to one teaching and support

The nature of our work means there will be many occasions where staff work one to one with pupils. This must always be considered as part of a risk assessment. Rooms / locations for this must be carefully considered. For example doors should have viewing panels, staff should leave the door open and public spaces are better than out of the way parts of the provision.

Think about the following situations and what you would do in these example situations, always remembering staff are in a position of trust:

- When a pupil needs first aid.
- If a pupil is distressed.
- If you think a pupil has become infatuated with a staff member.
- Pupils ask for your mobile number.
- A pupil gives you a gift.



Outreach/outside agency staff must sign in at the main entrance of the school. Carefully consider where they work especially if they have been instructed to work one to one with pupils. Pupils must not be seen without parent / carer permission.

### **Responsibilities of the Employer and Employees**

Managers must:

- Carry out a suitable and sufficient written risk assessment (to include the identification of lone workers) in consultation with employees, thus ensuring that all hazards associated with lone working are identified and appropriate control measures introduced to eliminate, minimise, or control the risks
- Establish clear procedures to set limits as to what can and cannot be done while working alone and where appropriate, when to stop and seek advice
- Undertake a training needs assessment based on the activities undertaken by their staff
- Provide sufficient information, training, instruction and supervision
- Regular reviews of control measures to ensure that they are effective and continue to meet the requirements of the lone worker

Employees must:

- Adhere to and apply this Policy and any other relevant HSE policies/circulars, local procedures and safe systems of work and associated risk assessments and controls
- Conduct a Dynamic Risk Assessment
- Report any matters of concern and any accidents, incidents and near misses in relation to lone working to include defects in equipment or the place of work and any unsafe systems or work to the Line Manager
- Comply with any safety measures (e.g. Lone worker systems/devices, buddy system etc), that have been introduced to protect the personal safety of loneworkers

### **Assessment of risk**

In drawing up and recording an assessment of risk the following issues should be considered, as appropriate to the circumstances:

- The environment–location, security, access
- The context–nature of the task, any special circumstances
- The individuals concerned–indicators of potential or actual risk history – any previous incidents in similar situations
- Any other special circumstances

### **Risk Assessment Process:**

The risk assessment process for a given task comprises of the following FOUR STEPS which are detailed in Appendix 1 HSE Policy on Lone Working 2017.

When carrying out your risk assessment consideration should be given to the hazards and identified risks associated with the Environment; the Context; the Clientele; the History

Step 1 - Identify the Hazard

Step 2- Identify the Risks associated with the hazard

Step 3 - Assess (i.e. Rate) the risks

Step 4 - Identify any additional control measures (if any) required (i.e. evaluate and treat the risks)



## **Dynamic Risk Assessment:**

- A dynamic risk assessment is an undocumented on the spot risk assessment which can be defined as “a continuous process of identifying hazards and the risk of them causing harm and taking steps to eliminate or reduce them in the rapidly changing circumstances”. Whilst this is carried out informally, any significant aspects must be recorded in case notes and reported to Line Manager at the earliest opportunity. The dynamic risk assessment involves employees Carrying out 10 second risk assessments, being alert to warning signs, being aware of all entrances and exits etc.

## **Reporting**

- Should an incident occur, it must be reported as soon as reasonably possible to the Headteacher / Deputy Head of Provision. The incident must be recorded and any actions duly taken.

## **Lone worker devices**

- It is the Headteacher / Deputy Head of Provision’s duty to ensure that each member of the team is issued with a lone worker device, if appropriate, or that they have access to a mobile phone or other communicative device.
- The Headteacher / Deputy Head of Provision should ensure that device users receive adequate training and are competent in the use of their devices.
- The Headteacher / Deputy Head of Provision are responsible for overall monitoring of lone worker device usage.
- Employees are responsible for keeping their devices in good working order, reporting any problems with devices and for ensuring that device batteries are fully charged before working alone.

## **What to do in the case of an emergency**

Should the staff member feel that there is a cause for concern, they should:

- Make attempts to remove themselves from the situation with immediate effect.
- Make immediate contact with their line manager or emergency contact
- Contact the police if they feel the situation is of danger to them

Ways to contact:

- Staff must ensure they have access to a mobile phone or other communicative device when lone working. This should be used in the first instance.
- Venture Learning promotes the use of the app ‘Holly Guard’, which allows the staff member to raise the alarm discretely in the case of an emergency. This would then notify their nominated emergency contact who should then act appropriately



**The designated contact number for staff in an emergency is:**

**Main office: 0115 987 6621**

**Head Teacher 07587 408996**

**Deputy Head of Provision: 07554 195884**

The following tips have been developed using guidance provided by the Suzie Lamplugh Trust.

#### Appendix 1

#### Personal Safety Tips for Staying Safe When Out and About

##### Public Transport

1. View timetables and decide time of travelling in advance.
2. When waiting for transport after dark, wait in well lit areas and near any emergency alarms and CCTV cameras.
3. If using public transport, sit near the driver, move to a safer seat when possible; be aware of where the emergency alarm button is situated.
4. If something or someone makes you feel uncomfortable, act on your instincts & move seats be ready to raise the alarm.

##### Taxis

1. Only use marked taxis.
2. Try making your bookings for outbound and return journeys before you leave.
3. If you can't book in advance, keep details of several firms on you to increase chances of successful booking.
4. When booking, ask for driver and/or car details so you can make sure you are getting into the right car.

##### Driving

1. Ensure your car is well maintained and that you don't run out of petrol; lock your car doors whilst travelling between visits; try to park in a well-lit area. Consider joining a national breakdown organisation.
2. Keep an emergency kit in your car – extra coat, torch, water, spare change, telephone charger
3. Always have the necessary maps and directions in the car reducing the need to stop and ask.
4. When arriving back at your car be aware of your surroundings, have your keys ready and check inside of car before entering.
5. Do not keep valuables on a seat where they could be seen and grabbed through a window.
6. If you break down, be aware of your surroundings and only get out of your car when and if you feel it is safe to do so.
7. Road rage incidents are rare and, by not responding to aggression from other driver, can often be avoided.
8. If the driver of another car forces you to stop, keep your engine running and if you need to, reverse to get away.
9. Try not to use isolated car parks.
10. When parking in a car park, consider where the entrances and exits are. Try to avoid having to walk across a lonely car park to get to your car. Park away from pillars/barriers and if possible reverse into your space so you can drive away easily.
11. When you park in daylight consider what the area will be like if you are returning in the dark.
12. Keep all valuables out of sight for example locked in the boot.



13. Lock your car even if you only go to pay for petrol on a garage forecourt.
14. If you are working on paperwork in the car, keep the activity to a minimum, park in a well-lit area, keep doors locked and try to remain aware of your surroundings. Think “Is this a safe place for me to park?”

15. If you are approached and feel uncomfortable, use your horn to attract attention or discourage the other person.

16. If you see an incident or accident or someone tries to flag you down don’t stop to investigate without thinking – is it safe? Could you help? Would it be safer and more use if you went for help?

#### Walking/Out And About

1. Try to avoid walking alone at night.
2. Keep to well-lit or busy streets and avoid isolated areas or danger spots as much as possible.
3. Avoid areas where you know groups hang about.
4. Walk facing oncoming traffic.
5. If you have to walk in the same direction as the traffic and a driver stops simply turn and walk the other way.
6. If you think you are being followed, cross the street several times.

If you still think you’re being followed, get away from the situation – run if necessary to a busy area and seek assistance for example go into a shop, office building or go to a lit house etc. and ask for help.

7. A confident appearance for example walking tall, normal pace, arms relaxed, will make you look less vulnerable.
8. Shout for assistance, a clear instruction such as “call the Police” may work. This is worth doing even if there is no-one else nearby, as it could frighten off potential attackers.
9. Reduce the amount of bags or paperwork. It could affect your ability to move quickly. Try to keep one hand free whenever possible.

10. Keep your phone and keys in your pocket, not your bag

11. Don’t limit your awareness of your surroundings by wearing a personal radio or stereo.

12. Consider carrying a personal safety alarm.

13. Remain alert and aware of your surroundings at all times.

14. Try to avoid danger rather than confront it. Walking away can be a simple but effective way to prevent an incident.

15. Carry your bag securely, if possible put the strap across your body.

You may prefer to carry laptops etc in a backpack rather than a laptop bag. If possible, remove any logos/stickers on the bag which may identify it as containing computer equipment.



