



# Lone Working Policy

**Approved by:** Daniel Pastori **Date:** 12.9.23

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**Next review due by:** September 2025

## **Statement of intent:**

Broadstones School recognises that there may be an increased risk to the health and safety of Intensive Outreach Staff or general school staff (IOS/staff) when working alone. This policy has been established to identify risks and manage them accordingly. The school has a duty under the Health and Safety at Work Act 1974 and the Management of Health and Safety at Work Regulations 1999 to ensure, as far as is reasonably practicable, the health, safety and welfare of employees. Within this policy, 'lone working' refers to situations where staff, in the course of their duties, work alone either in the school, in pupils homes, or in public spaces i.e. libraries, and are physically isolated from colleagues, possibly without immediate access to assistance.

## **Lone working procedure**

1.1. Under no circumstances should an IOS/staff compromise their personal safety. If an IOS/staff feels in danger, they should remove themselves from the situation immediately.

1.2. A risk assessment must be undertaken of the activities the IOS/staff is engaged in. It must cover all work currently undertaken alone (or proposed to be), where the risk may be increased by the work activity itself, or by the lack of available assistance should something go wrong. The Head Teachers/IOS Managers responsible for ensuring suitable procedures are in place for undertaking risk assessments for all situations requiring lone working. These procedures must ensure that all involved are aware of precautions and methods of work to be followed, including emergency action to be taken if necessary. Once relevant tasks are identified, the following must be considered:

- Risk of violence: All jobs involving lone working are assessed for risk of verbal threats or violence.
- Access: Some lone working may require access to locations that are difficult to access. Assessments will consider whether these tasks are suitable for lone working.
- Situational hazards: These include potentially dangerous animals in the home, dangerous locations and visits to locations where previous problems have occurred.

1.3. Lone working must only be undertaken following authorisation from the IOS Manager/Head Teacher

1.4. An initial visit to any lone working site is to be completed to assess any risks. A risk assessment is to be completed and updated and reviewed regularly. It must be available to the IOS/staff prior to visits and held in a secure location.

1.5. Appointments must be managed so that colleagues of the IOS/staff are always aware of their movements and appointments. A timetable for the IOS/staff is kept for the Senior management team to view when needed. The timetable includes the address the IOS/staff will be visiting, the details of the persons whom they are visiting and a known contact number, and indications of how long they expect to be at these locations.

1.6. Details of vehicles used by the IOS/staff, including make, model and registration number must be held by the main office and a record of business insurance details.

1.7. Once in place, appointment arrangements should be adhered to. The IOS/staff must notify the IOS managers of changes to their schedule.

1.8. If a visit is deemed high risk, where there is a history of violence or the location itself is considered high risk, the visit must only be made if absolutely necessary. In these cases, the IOS/staff may request a meeting in a more suitable location or to be accompanied by another member of staff.

1.9. During a visit, the IOS/staff will:

- Carry an ID badge and be prepared to identify themselves.
- Carry out a 'dynamic risk assessment' when they first arrive at the house. If they feel in danger, they should have an excuse ready not to enter the house and arrange an alternative appointment.

- Be aware of any animals in the house and ask for them to be secured in a separate room. If there is a known problem with animals at the address, the occupants should be contacted and requested to remove or secure the animals before arrival.
- Ensure that they shut the door behind them and make themselves familiar with the door lock, in case an emergency exit is needed.
- Not position themselves in the corner of a room or in a situation where it is difficult to escape.
- Remain calm and focused at all times and keep their possessions close to them.
- Be aware of the body language of the child/adult. There is potentially a risk of exacerbating the situation by sending out nervous or aggressive signals, particularly where cultural, gender or physical issues need to be considered.

1.10. The IOS/staff will report via telephone/email to IOS Managers/the front office staff when the visit has been completed (see 1.5).

1.11. The school operates that IOS managers/headteacher will know where the IOS/staff will be working and when they arrive and depart from this location.

The IOS managers will:

- Be aware of the schedule and movements of the IOS/staff.
- Have all necessary contact details of the IOS/staff, including next of kin.
- Have details of the IOS/staff's scheduled breaks and rest periods.
- Attempt to contact the IOS/staff if contact is not made as agreed.
- Follow agreed escalation procedures and notify the Head Teacher.

1.12. Contingency arrangements must be in place for a member of the senior staff team to take over the role of IOS managers in case they are unavailable, for example, the staff are called into a meeting or appointments go beyond their working day.

1.13. Where there is genuine concern, as a result of a lone worker failing to attend a visit or report back to the front office staff, the IOS manager/Head Teacher will use the information held on record to try and ascertain the whereabouts of the IOS/staff. If contact cannot be made, the Head Teacher will decide, depending on the circumstances, whether to contact the police.

1.14. If police involvement is necessary, police will be given access to all information held.

1.15. It is the responsibility of the individual concerned to ensure all necessary precautions and procedures are adhered to at all times.

1.16. Any person who becomes aware of circumstances involving lone working, where the existing control measures may not be fully effective, must inform the Headteacher/ IOSManagers as soon as possible.

## 2. Training

2.1. Lone workers will be fully trained in safe working practices. The IOS Manager is responsible for organizing all relevant training, induction and INSET.

2.2. The IOS/staff will have access to Team Teach training to enable them to negotiate difficult situations safely.

Other training that will be considered for IOS/staff includes: cultural awareness training, diversity safeguarding ,racial equality training, specific equipment training, manual handling training, first aid training, and training in disengagement techniques.

### **3. Duties of a lone worker**

3.1. Lone workers are expected to follow all the procedures outlined in this policy and all relevant training. Failure to do so may be a disciplinary offence.

### **4. Child protection and safeguarding**

#### **4.1. Behaviour**

- Our policy on managing behaviour is set out in our Behaviour Policy, and acknowledges that staff must only ever use physical intervention as a last resort, and that at all times it must be the minimal force necessary to prevent injury to another person
- We understand that physical intervention of a nature which causes injury or distress to a child may be considered under child protection or disciplinary procedures

#### **4.2. One-to-one sessions:**

- If lone working is an integral part of an employee's role, a full and appropriate risk assessment will be conducted and agreed
- Full and ongoing training regarding child protection, behaviour management and lone working procedures will be provided for all staff with regular lone working responsibilities
- Meetings or sessions with children will never be held in remote or secluded areas
- Colleagues will be informed beforehand when holding one-to-one sessions or discussions
- The use of 'engaged' or equivalent signs is prohibited
- Doors will be kept open when conducting one-to-one sessions. Where this is not possible, for example in a music lesson, it will be ensured that both parties can be seen through one or more windows
- When holding one-to-one sessions, staff members will talk to the child with a desk between them, or otherwise arrange the room or environment to avoid unnecessary physical contact
- Both parties will sit near to the door
- If a child becomes emotional, distressed or angry, the staff member will seek assistance, it will be reported to a senior colleague and a record kept of the employee's concerns

#### **4.3. Allegations:**

- Our policy and procedures for dealing with allegations against staff can be found in our Complaints Procedure document

### **Links to other school policies:**

- Safeguarding policy
- Behaviour policy