



Lone Working Procedure



Policy Details

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Date to Central Leadership	June 2024
Date Ratified	July 2024
Review Date	July 2025
Policy displayed on website	YES

CEO Signature	Angela Ransby
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Updates Made	Date
Section 6 updated	December 2024

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1. Purpose

Raedwald Trust are committed to providing safe working environments for colleagues, where they feel protected from undue risks and from physical and verbal aggression. Raedwald Trust recognise that lone workers face particular risks and challenges and need to be supported, through training and supervision, to manage these risks effectively.

2. Persons Affected

Raedwald Trust Lone Working Procedure applies to all staff and volunteers whose work may require them to work by themselves and without close or direct supervision within or away from a fixed base.

3. Policy

Raedwald Trust works to offer exceptional learning programmes for all of its children and young people, and to enhance the quality of their lives.

In some circumstances this may necessitate some lone working, particularly when staff visit children and young people in their own homes, or accompany a child or young person to a visit or activity.

Raedwald Trust has a duty to assess risks to lone workers and take steps to avoid or control risks where necessary to ensure that they are not put at more risk than other colleagues.

4. Definitions

Lone workers: Lone workers are defined as 'those who work by themselves without close or direct supervision in a fixed establishment, like working alone in an office; or as mobile workers working away from a fixed based.

Workplace: A workplace is any place where a Raedwald Trust colleague carries out their duties. It may include children's homes, community settings and schools.

Risk Assessment: Risk assessments should help Head Teachers decide on the right level of supervision. Risk assessments:

- should involve workers when considering potential risks and measures to control them;
- take steps to ensure risks are removed where possible, or put in place effective control measures, provide instruction, training and supervision;
- review risk assessments periodically or when there has been a significant change in working practice.

5. Responsibilities

Staff have responsibilities to take reasonable care of themselves and other people affected by their work activities and to co-operate with Raedwald Trust in meeting their legal obligations under the Health and Safety at Work etc. Act 1974 and the Management of Health and Safety at Work Regulations 1999.

It is not expected that colleagues, volunteers or Trustees should ever knowingly or deliberately put themselves in danger for any reason, at any time.

Staff must maintain up to date shared calendars indicating their location and activity throughout the day. These calendars must be shared with the respective Head Teacher. All staff calendars must also be shared with the CEO and Trust PA.

It is expected that all Head Teachers will:

- make sure that they, their colleagues and volunteers are familiar with this policy and procedure and the risk assessment system.
- ensure that lone workers can be traced at all times, and given assistance if required.
- make certain that risk assessments are completed *before* allowing colleagues to work alone and that colleagues who work alone are suitably trained, experienced and supported.

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- will keep contact details for all lone working colleagues in a secure place, and pass these details to the police if a colleague cannot be located after a period of working alone. The Lone Worker Personal Information Form (see Appendix B) may be used.

It is expected that colleagues whose role requires them to work alone will:

- follow the Lone Working Policy, procedures and any guidance given by managers. Failure to do so may invoke use of the Disciplinary Procedure.
- follow instructions given by Head Teachers
- will carry out thorough risk assessments, considering the additional risks associated with lone working, the pupils needs and any previous incidents of challenging behaviour or drug and alcohol use (if known). **All risk assessments must** be approved by a Head Teacher before the work begins.
- inform the Head Teacher of any new information about a pupil which may influence risk assessments and ensure that the **off site risk assessment and pupil safety plan** is updated accordingly.

6. Procedures

Colleagues must risk assess each activity which necessitates lone working following the guidelines in the RT Health & Safety Manual *before* working alone.

A pupil safety plan based on information received when the pupil was referred must be completed, and signed off by Head Teacher before colleagues visit a new pupil's home:

Staff do not need to risk assess each individual visit, but new risk assessments should be completed if significant new information is discovered relating to the pupil or members of their household, or if there is an incident involving Raedwald Trust colleagues.

The issues highlighted in the Local Safety Procedure (Appendix A) must be addressed as part of the Risk Assessment process.

Head Teachers will need to think about the training and support colleagues will need before they work alone.

No colleague may work alone until their Head Teacher is satisfied the colleague has the appropriate level of training, experience and capability to do so.

This will form part of each colleague's training. Some colleagues may have medical conditions such as unstable epilepsy or diabetes which may make them unsuitable for working alone.

It is expected that two colleagues will attend the first visit to a pupil's home, especially when little reliable information is known about the pupil. This can be achieved by working together with colleagues from other partner agencies.

Lone workers must check their mobiles when they arrive for a visit. If they have no reception (or if their phone's battery has run out) they should contact their Head Teacher either from a landline, payphone, or another mobile phone. A next steps risk assessment will be conducted and agreed during this phone call. **Please refer to the RT Risk Assessment Procedure for examples.**

Colleagues must discuss their plans to work outside of office hours with the Head Teacher who must be aware of any colleagues working alone. Before any lone working takes place, colleagues must ensure that they know how to lock and unlock the premises and that they are aware of out of hours support offered by the Raedwald Trust Academy.

If staff feel unwell when lone working they should notify their Head Teacher immediately.

Colleagues should not allow any unexpected visitors into the building.

Appendix 1: Local Safety Procedures

Academy safety procedures requires Head Teachers to consider, assess and manage specific local situations. This section gives a framework for drawing up safety precautions based on local knowledge and requirements.

Area of Risk	Safe Practice Required (<i>Issues for consideration delete/add as required</i>)
Building	<p>Last person in building/locking up procedure. Key holders responding to intruder alarm – in twos, plus access to information for securing the building after a break-in if necessary Use of personal alarm systems. High Alert system, i.e. asking colleagues to remain in the vicinity if a High Level Risk contact is to take place.</p>
Cultural Issues	<p>Raising awareness of specific cultural issues e.g. working with people of opposite gender. Documenting and sharing information on good practice.</p>
Localities	<p>Highlighting ‘no go’ areas. Raising awareness of workers or volunteers who may live locally and therefore may be more vulnerable. Where workers may be working ‘on the move’ e.g. with Travellers living on the roadside or those doing ‘unattached youth work’, good map references and other details may need to be phoned in before work commences. Identify any ‘safety zones’ i.e. neighbours, local agencies, nearby police stations etc. where known help might be found in an emergency. Use of information from partner agencies that might be able to provide information on ‘violent’ households.</p>
Personal colleague / volunteer information	<p>Does the colleague/volunteer have any medical conditions affecting their ability to work alone? Up-to-date – accessible information including: Physical description (written). Home address & telephone number. Car registration. Mobile numbers. Emergency contacts. Checklist of general presentation of staff/volunteers including: Appropriate dress, Displaying jewellery, Carrying valuables discreetly (including mobile phones).</p>

Appendix 2: Lone Working Personal Information Form

Before a colleague begins lone working, the following details must be recorded on the Trust's Management Information System (MIS). The Head Teacher is responsible for ensuring details are recorded on MIS for all of their allocated Academies, Sites, and Pathways.

Date:

Name:

Home Address:

Personal Mobile Phone:

Work Mobile Phone:

Emergency Contacts:

Gender:

Height:

Ethnic Origin:

Date of Birth:

Car Make and Colour:

Car Registration Number:

This information will be shared with the police in the event that a lone worker is unable to be contacted