



'Committed to improving the life chances of all children, wherever they may be'

Remote/Lone Worker Policy

Approved by: Board of Trustees **Date:** 28th September 2023

Last reviewed on: 28th September 2023

Next review due by: 27th September 2026

1. Introduction

Within their role some staff are required to visit students and families in their homes or to work on site alone. The Trust recognises that sometimes staff work by themselves and this document is to protect staff, so far as is reasonably practicable, from the risks of lone working.

- 1.1 This policy outlines the measures that should be taken by staff to guard their personal safety when working at, or visiting, the home of a student or family or working alone in school. All staff undertaking such work should read this policy and work through the flowchart under Appendix B.

The purpose of the policy is to:

- A. Increase staff awareness of the safety issues relating to lone working.
- B. Ensure the risk of working alone is assessed and that systems and methods are in place to eliminate or reduce any risks.
- C. Ensure that support and training are available to staff who have to work alone.
- D. Encourage the full reporting and recording of all accidents/incidents relating to home working.

2. When working with a young person under the age of 18 years, it must be under the direct supervision of a competent person, e.g. parent, carer, sibling over 18. The person will be accessible within the property or in the same room if decided by the lone worker via the risk assessment. If visiting the home for the purposes of monitoring attendance, this does not apply.

3. Lone workers face the same hazards in their work as other workers; however risk of harm can be greater.

Lone workers should consider:

- A. How they would leave the environment should there be a fire or a fire alarm sounds
- B. How they would ensure personal safety e.g. dogs/other animals in the home aggression/violence in the home or intruders on school grounds.
- C. How they would raise the alarm in case of accident or incident

4. Line Managers are responsible for:

- A. Raising awareness with the lone worker of any known risks and carrying out/reviewing risk assessments
- B. Supporting the lone worker in the event of any incident and investigating to enable recommendations to prevent a recurrence
- C. Ensuring awareness and proper implementation of this policy and procedures
- D. Ensure that support and training are available to staff who have to work alone

5. Lone Workers visiting properties off site are responsible for:

- A. Ensuring they take reasonable care of themselves and other people who may be affected by their actions
- B. Carrying out the pre-visit risk assessment at the property prior to the first visit, considering the risks to their health and safety and then complete the individual student risk assessment on each visit
- C. Having business usage on their car insurance
- D. Logging their mileage
- E. Wearing an identification badge showing they work for the Trust
- F. Carrying a mobile phone that is charged, accessible and working including having an emergency number on speed dial in case of any incident and ensuring number known by the employing school and Line Manager
- G. Maintaining an up to date and comprehensive diary of their appointments that is accessible to others
- H. Making contact with the employing school ensuring someone knows their whereabouts and when they are due back if a visit finishes after the school day or they are not returning
- I. Reporting all incidents during lone working, however small, to their Line Manager

6. Lone Workers working in school should ensure that:

- A. Lone working is appropriate for the task.
- B. The workplace does not present any special risks to the lone worker.
- C. There is a safe way in and out of the school.
- D. Equipment, substances and objects can be handled by one person.
- E. There is low risk of violence and/or aggression.
- F. Staff are aware to report any accidents or violent incidents which should occur.
- G. Staff have sufficient experience to work alone.
- H. The person is medically fit and suitable to work alone.
- I. Training has been undertaken to ensure competency in safety matters.
- J. Communication is arranged between the Lone worker and a member of SLT, a Co-worker or relative is agreed at regular intervals during the day and at what time they expect to exit the school site. If no contact made at the pre-arranged time, the actions covered in monitoring Lone workers section below should be taken. Communication must then be made to the contact when they have exited the school site safely. If contact is not made, the contact should attempt to make contact with the Lone worker and the actions contained in the monitoring lone workers section below should be taken.

Some tasks may always be inappropriate for lone working. There are tasks where a second person is needed to provide assistance and support or where a person gets into difficulty may be unable to call for help. Risk assessment will help decide the right level of supervision required for a job. The school accept that there are some high risk activities where at least one other person may need to be present.

Examples include:

- A. Working in confined spaces
- B. Work at Height
- C. Working at or near live electricity conductors
- D. Dealing with unpredictable 3rd party behaviour and situations

7. Monitoring Lone Workers

Consideration has been given as to how the lone worker will be monitored/supervised. The extent of supervision required will depend on the risks involved and the ability of the lone worker to identify and handle health and safety issues. Procedures to monitor lone workers have been put in place and may include one or more of the following:

- A. A member of the Senior Leadership Team, Co-worker or relative one should arrange with the Lone worker in maintaining regular contact with the lone worker by either telephone call or text message.
- B. Systems being in place if contact is not maintained. This includes visiting the site or contacting a spouse (Provision of contact details to be pre-arranged)
- C. Checks that the lone worker has returned to their base, left site or arrived home on the completion of a task
- D. Considering what happens if a person becomes ill, has an accident, or there is an emergency
- E. Consider the use of an incident management system. These are commercially run organisations who use a variety of systems to help protect/track a lone worker
- F. Consider the use of a 'Buddy' system. This may be used in conjunction with other systems. Staff will need to have access to a mobile phone and it must be ensured that the correct telephone number is recorded against the employee's (lone workers) name.

8. Policy Review

The Trustees will review this policy in line with the procedure for policy review.

Appendix A

Pre-Visit Risk Assessment Checklist

Activity to be covered by Risk Assessment				
Staff Name:		Department:		
Name of Line Manager completing the pre-assessment:				
Activity	Y	N	N/A	N/K
Work in student home?				
Work alone? (if under 18 with an adult present)				
Is it deemed necessary to have Parent/Carer etc: <input type="checkbox"/> Accessible within the property <input type="checkbox"/> In the same room				
Does the staff member have a mobile phone to make contact with the school?				
Could the staff member be contacted easily by the school at any time?				
Has a Line Manager been notified of visits and timings?				
Late returning, is a nominated person notified?				
Has all pre-known information on the family been shared?				
Environment – discussed on pre-visit phone call				
Is the working environment in a safe state of repair for the visit?				
Is there somewhere quiet to work?				
Is there parking nearby?				
Visit				
Does the staff member feel safe about visiting the area?				
Does the staff member feel safe about visiting the home?				
Has the staff member voiced any concerns about the work?				
Has any issue raised been addressed?				
Enquiries with other agencies e.g. Social Services, Health etc.				

Other concerns:	
Has the individual Student Risk Assessment been completed	YES <input type="checkbox"/> NO <input type="checkbox"/>

Check list for each visit:

Does someone know where you are intending to visit?	Y	N
Does someone know the route you will be taking?	Y	N
Does someone know your anticipated time of return?	Y	N
Are the details of our car/phone number recorded at the school?	Y	N
Are the details of the visit(s) recorded at the school?	Y	N

Completed by _____

Date _____

Signed _____

Review Date _____

Individual Student Risk Assessment

Staff Name		Department		Date Risk Assessment completed		Name of those completing assessments:									
Student name		DoB		Parent Name											
Timescale of work covered by this risk assessment			Address to be visited/Phone Number			Outline of work to be undertaken									
Risk Identified	Hazards	Controls	Likelihood	Consequence	Risk Score	Accept? Y/N	Line Manager Recommendations	Date attended/risk identified							
								Date:	Date:	Date:	Date:	Date:	Date:	Date:	
Incident driving to/from visit								Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N
Threatening behaviour violence								Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N
Unsafe environment eg trailing wires								Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N
Left alone								Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N
Inappropriate advances/ harassment								Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N
Unrestrained animals								Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N
Electrical/fire /gas hazard								Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N

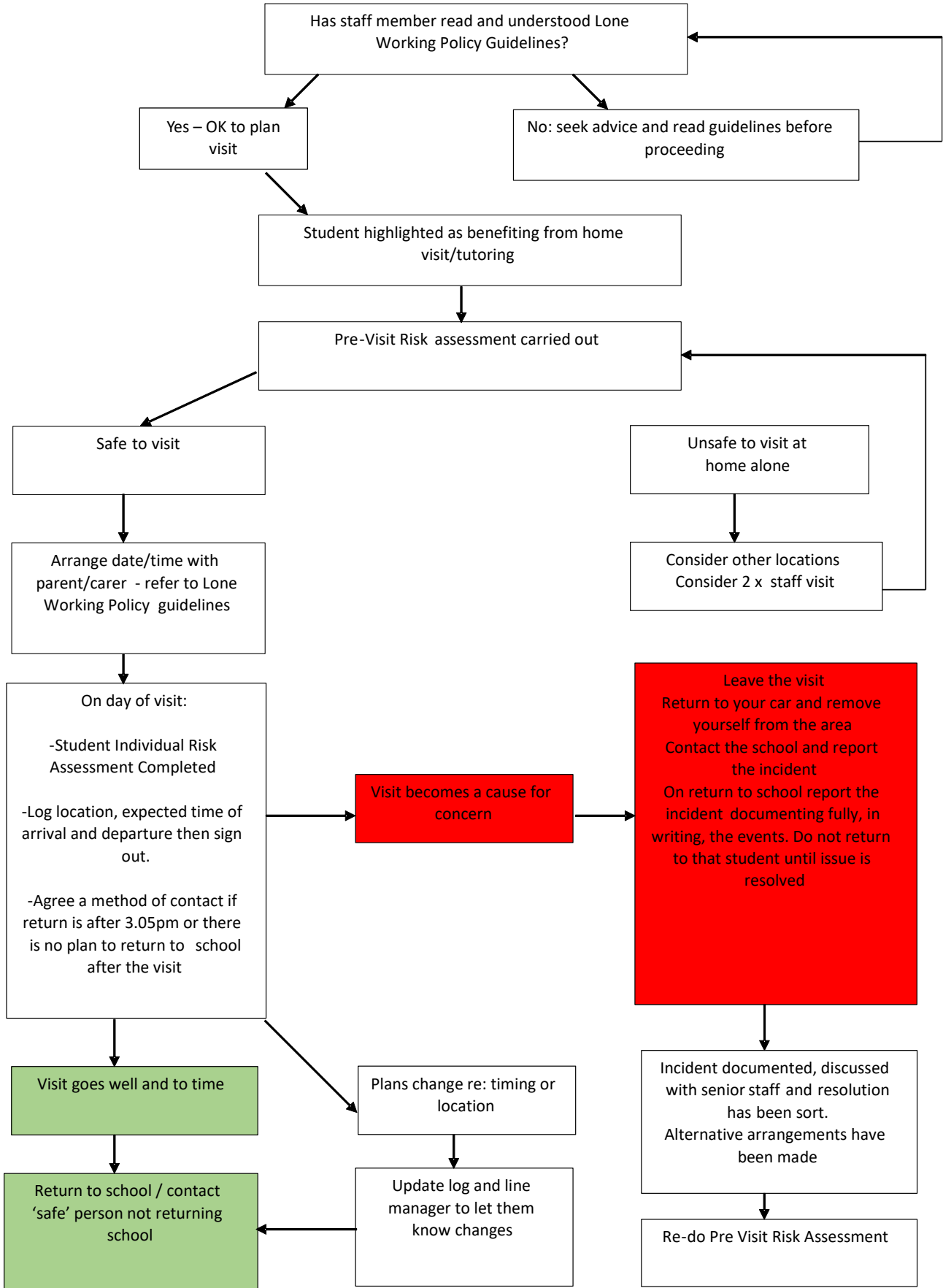
Points for the Lone Worker to consider/make themselves aware of:

- During initial contact with the parent/carer and any follow up conversations with the parent/carer and learner, ask proactive questions, listen for any inconsistencies and stay alert for odd/unusual behaviour.
- Be vigilant during the visit, trust your instincts and do not be afraid to call off the lesson if you feel concerned.
- Follow the policy regarding making contact with staff at the school.
- Follow the guidance on logging all visits and undertaking risk assessments.
- Ensure you have a working space clear of clutter that is safe for both yourself and the learner.
- Be aware of any hazards e.g. animals/trailing wires.
- Ensure the presence of a third party above the age of 18 when working with a young person under the age of 18.
- Report all concerns that may present problems regarding accusations of assault or inappropriate conduct.
- Follow the Trust's Safeguarding Policy.
- Follow the Trust's Internet Safety guidance ensuring the safe use of technology with the learner in mind.
- Be aware that some learners may have additional vulnerabilities due to their race, religion, sexual orientation, or culture.
- Be aware that some learners may have learning, emotional or behavioural difficulties.

Be mindful of

- Any unintentional perception of discriminatory, offensive or aggressive behaviour/language.
- The viewpoints of others e.g. dress appropriately, remove footwear.
- Follow the Data Protection Policy and do not share any information which is personal regarding yourself with the learner or about the learner to other learners.
- Receiving any information from the learner that could be deemed as personal that is not vital to the work being undertaken.
- Only meeting in set tuition times with the learner, arranging these through the parent/carer and not the young person.
- Removing any work from the home that may include personal information/photographs of the young person on your laptop/electronic device. Do not take photographs.

Appendix B



Completion of the Risk Assessment

Appendix A

Completed on agreement to undertake a piece of work with SMT/Line Manager. Any prior information shared/read and pre visit phone call undertaken.

Appendix B

Completed after first visit and discussed with line manager. Appendix B to be completed on each subsequent visit.

Risk Score Calculation

Risk	None	Little	Lots	High needs and Plan
	1	2	3	4
Consequence	None	Some but Manageable	Possibly Dangerous	Likely Serious