



Regroup Education
Grow Succeed Achieve

Lone Working Policy

Regroup Education

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What is the policy about?

This policy sets out Regroup Education's approach to managing lone worker safety; ensuring that all reasonable steps are taken to safeguard the health and safety of all workers and visitors.

Who is the policy for?

This policy covers all workers including contractors, agency staff, interns, and volunteers undertaking activities on behalf of Regroup Education.

Policy statement

Regroup Education is committed to ensuring, in so far as is reasonably practicable, the personal safety of those undertaking activities on behalf of the organisation.

Within the context of Regroup Education's overall Health and Safety and Lone Working Policies, each site is required to undertake a risk assessment and produce their own procedures to manage the lone working arrangements in the local situation.

Whilst Regroup Education accepts its duty of care to those undertaking activities on its behalf, it also expects that they will demonstrate personal responsibility for their own health and safety by undertaking appropriate risk assessments of the activities they are undertaking and raising any concerns with their line manager or other appropriate person.

Definitions

Term	Meaning
Lone Worker	Someone who works by themselves without close or direct supervision. Workers are also considered to be working alone if they have neither visual nor audible communication in the event of an incident. This includes when an individual is carrying out work without a second person being physically present or at least in the immediate vicinity, who can provide assistance if necessary. Examples of lone worker activities can be found at Appendix 1.
Worker	For the purpose of this policy, includes permanent staff, temporary staff, interns, trainees and volunteers
Service manager	The Regroup Education directors with responsibility for management of the service, regardless of job title.
pupil	A person receiving a service from Regroup Education irrelevant to the term used for specific services eg. participants, learners, pupils, clients.

Policy requirements

1. Managing the risks

- directors must agree any lone working arrangements of their workers.
- The manager responsible for the Regroup Education service must ensure that all activities which potentially involve lone working are adequately risk assessed, prior to allowing those activities to take place. All of these activities must be covered by a written risk assessment that sets out the methods in place to control those risks. See

Appendix one for a list of considerations to be taken into account when assessing risks to lone workers.

- directors must also ensure that local lone working procedures are clearly defined and that all workers are made aware of the processes as part of their induction and through regular reminders via team meetings and/or notices. Failure to establish local lone working procedures will be deemed a serious management failure and will be dealt with via the Regroup Education disciplinary procedures. A template for a local procedure can be found at Appendix 2.
- Any pupil who is assessed as 'high risk' must not be seen alone. directors must ensure that appropriate safeguards are in place including staffing levels and emergency notification procedures.
- Individual workers must also be aware of their own responsibility for their personal safety and that of others. It is important that workers always have personal safety foremost in their own minds when engaged in lone working.
- Regroup Education directors must ensure that only suitably experienced workers are put into lone working situations and that any equipment provided is in safe working order.
- If driving to a place that is not their usual place of work, Regroup Education staff must abide by the Lone Working Policy.

2. Checking and control arrangements

- In all instances of lone working, directors must implement a robust and practicable system for monitoring whereabouts and safety of staff (eg. regular check ins with the Headteacher / Admin, phone calls of any change to location.)
- Failure to carry out a suitable and sufficient risk assessment and implement a suitable safe working procedure will be treated as a disciplinary offence.
- It is the responsibility of the employee to fully adhere to the use of the system implemented. Incidents of non-compliance will be addressed by the senior staff.
- Risk assessments must be reviewed regularly, certainly at least once per year and reviewed whenever there is a reason to believe that the risks may have changed following a change of circumstances.
- Health & Safety and compliance audits will include checking of such Lone Working Risk Assessments and any associated instruction
- Further guidance is available from the H&S Manager.

Related policies

- Behaviour Management Policy

Appendices

- Definition and risks
- Local lone working procedure template

Further information on lone worker safety can be found at [hse.gov.uk](https://www.hse.gov.uk)

Lone working policy – Appendix 1

Lone working definitions:

Lone workers are those who work by themselves without close or direct supervision, for example:

- a worker who goes alone to a pupil's house where several members of the pupil's family are present is classed as lone working. If s/he is accompanied by a colleague then s/he is not.
- a worker who drives alone to a location, at Regroup Education's request, which is not their normal place of work, is lone working while they drive.
- a worker who meets a pupil in a public place with no colleague present eg. a one to one session using the resources in a library
- a worker who is working out of normal office hours in an office with no-one else present in the building.

Lone Working does not include the following:

- a member of staff who is working alone in an office if there are other members of staff in nearby rooms
- a member of staff who drives alone to his/her normal place of work is not lone working.

Lone working risks:

The following considerations must be taken into account when assessing the risk: -

- risk of verbal and physical violence (e.g. consider location, nature of work etc)
- vulnerability of task (e.g. carrying cash, equipment, materials etc)
- particular risks to young workers and any other vulnerable groups of workers
- medical suitability of employee to work alone
- dangers of only one person being in control of a particular task or activity (e.g. employee becomes ill; attacked; accused of improper conduct; or requires assistance)
- arrangements for Lone Worker in case of injury or illness
- checking and control arrangements supporting the Lone Worker (see below)
- use of a vehicle
- use of portable equipment including mobile phone coverage
- time and conditions under which work is carried out

Lone working policy – Appendix 2

Example local lone working procedure

Lone working procedure for Regroup Education

Setting

Regroup Education staff visits families in their homes following a referral from the Local Authority. Visits are generally undertaken by a lone worker and frequently take place after office hours. Visits are all within the Torbay area.

Risks

Minimal risk information is known at the point of the initial visit. Basic information is provided by the Local Authority. Risks to lone workers include:

- violence and verbal abuse
- being held against their will
- involvement in a road traffic collision
- theft of property

Safe Working Procedure

- All initial visits to be carried out with a senior member of staff – lone working procedures still apply
- All visits risk assessed based on all information known – using home visit risk assessment checklist
- All visits authorised by senior staff by review of home visit risk assessment checklist and conversation with staff – where risk is considered high an alternative arrangement must be made to meet in a public place or suitable meeting venue with additional security.
- All visits recorded on the summary report – permission set to enable full team view of appointment details
- All lone workers must ensure their vehicle details and next of kin information is kept up-to-date on the CSR

Response to assistance alerts

- Mobile phone to be used to raise alarm for urgent assistance.
- Director to arrange appropriate response eg. call police, manager on call and provide telephone support.
- All lone worker incidents resulting in physical injury or emotional harm must be reported in accordance with the Regroup Education procedure

Review of risks and procedure

- Risk assessments and this procedure will be reviewed in the event of a related incident.
- This procedure will be reviewed during H&S audits.