

# Safe Staff Working Practice / Lone Working Policy at ACE

December

# 2021

***PART A - Safe Staff Working Practice  
Procedures***

***PART B - Lone working Procedures***

***PART C - LA Lone Worker Guidelines***



---

## **PART A - Safe Staff Working Procedures**

When working with vulnerable people there are inherent risks that need to be taken into account at all times in order to ensure personal safety of all staff.

### **1. Teaching**

- Ensure that you familiarise yourself with the student pupil profiles available on SMART so that you are aware of the history surrounding each student.
- If you are concerned about an individual student discuss this with your line manager, as it may be appropriate for a Behaviour Support Assistant to be assigned to certain lessons. This can be requested via the BSA team lead
- When teaching on a 1:1 it is advisable to leave the door ajar.
- Ensure that both you and the student have an easy exit route from the classroom.
- Ensure that the 1:1 sessions are timetabled, if the meeting is impromptu make other members staff aware of your meeting with the student.
- Where possible ensure that you are in a room with a glass panel, when working with students on a 1:1 basis.

### **2. Lone working:**

- If you are in the building outside of normal working hours inform your Line Manager. Do not allow anyone into the building unless other people are in the building and know what you intend to do. If possible move your car into the nearest car park.
  - If you are working or visiting the pupil's or families in their homes, or outside office space inform your line manager and ensure the calendar is updated with all planned visits, addresses and cancellations. If visiting outside of normal working hours inform your line manager and notify them once you are finished. Visits should not take place after 6pm unless there are exceptional circumstances. These should always be agreed by a member of SLT before taking place
  - When lone working and completing home visits, always complete a risk assessment and get the advice from the safeguarding team/ line manager.
  - You must be aware of possible risks when leaving or returning to your car. Consider issues such as: - Have a personal alarm accessible at all times.
  - Always have your keys in your hand before reaching your car
  - Make sure you lock your car when you leave it and close all windows and the sunroof
  - Do not leave a case of personal items in plain view in the car
  - Always check there is no one in the car before you get in
  - When walking alone:- have your personal alarm accessible at all times
  - Do not take short cuts e.g. across waste land or in unlit areas
  - If you think you are being followed go straight to an occupied shop or pub etc. and seek assistance. (See the last two sections in conjunction with existing Health & Safety Guidelines).
-

---

**When home visiting:-**

- Complete home visiting risk assessment form- check with safeguarding team or line manager.
- Keep calendar/log updated and notify line manager of whereabouts.
- Follow the Red File procedures if there is a potential risk.
- If working outside of normal working hours, always ensure a member of staff, line manager or safeguarding team is aware of visiting times, address and notify them once the visit is completed. Do not visit after 6pm unless prior permission obtained from SLT

**When driving:**

- Always have more petrol than you need to complete your journey
- Keep your car in good working order to avoid breakdowns
- Keep your door locked when you are in the car
- Carry some change for the phone unless you have a car or mobile phone

**3. Important Practice:**

- Loss of keys, equipment etc. must be reported to your Line Manager immediately
  - Health and Safety Guidelines must be adhered to in terms of the use of IT equipment e.g. regular breaks
  - All staff must inform their Line Manager of any health issues that may affect their work e.g. pregnancy, injury, etc.
  - All staff must take note of the ACE Policies and Guidelines and request guidance/training as appropriate.
-

## **Part B - Lone Working Procedures:**

### **1) Introduction:**

At ACE we ensure that there are adequate systems in place to ensure the health, safety and welfare of lone workers in order to reduce the risks of lone working as far as is reasonably possible and practicable. This is extended to include any home visits by staff, if deemed necessary.

A lone worker is anyone who works in isolation from their colleagues without close or direct supervision.

This Policy applies to all employees, permanent or temporary, at ACE and includes any agency, or visiting professionals employed to provide services on their behalf.

### **2) Legal requirements:**

#### ***Applicable Laws:***

ACE has an obligation under the Health and Safety at Work Act 1974, to ensure the Health, Safety and Welfare of their employees. The Management of Health and Safety at Work Regulations (MHSWR) 1999 places a duty on employers, to identify significant risks within the organisation and implement suitable risk treatments, to reduce those risks so far as is reasonably practicable.

#### ***Personal responsibility:***

**(See Safe Staff Working Practice Procedures)**

#### ***Working outside normal hours***

**(See Safe Staff Working Practice Procedures)**

### **3) Aims:**

The aim of this policy is to ensure, so far as is reasonably practicable, that staff who work alone are not exposed to risks to their Health and Safety and to outline the steps to reduce and improve personal safety to staff who work alone.

The policy also aims through it's rollout to raise awareness of safety issues relating to lone working.

---

---

#### 4) Objectives:

The objectives of this policy are to ensure:

1. Lone workers are identified.
2. That risks inherent in lone worker situations are assessed and suitable precautionary measures taken
3. There is a local safe system of work which:
  - records the whereabouts of lone workers
  - tracks the movement of lone workers
  - follows an agreed system for locating staff who deviate from their expected movement pattern
  - identifies when lone working is no longer appropriate

#### 5) Risk Assessment:

**At ACE a risk assessment is the overall process of performing a systematic written risk analysis and risk evaluation in order to identify methods to control the severity of the risk.**

The risks assessed during the process include:

- Violence and Aggression
- Isolated areas/ difficult terrain
- Sudden illness
- Building condition
- Substances Hazardous to Health
- Animals
- Vehicle breakdowns
- Weather hazards

This list is not exhaustive and other risks may be identified during the assessment process.

**At ACE a risk assessment is required before lone working while completing home visits. The risks assessed during the process include, both past and present:**

- Violence and aggression
  - Alcohol, smoking and drug use
  - Animals and pets
  - Access in and out of the building
  - Any visitors to the home
  - Mental health
-

---

## **6. Safe System of Work:**

At ACE this is defined as a method of working which addresses risks that cannot be controlled in any other way. Safe systems of work at ACE are dynamic systems, which means they are constantly monitored to identify weakness and improve methods of controlling the risk. Localised protocols such as a “buddy system” for safe working are considered and encouraged.

At ACE the systems of work are designed to reduce the need for lone working where possible. If this is not possible, safe work practices are implemented, in line with the findings of a general risk assessment, to avoid or minimise the possibility of abuse. Radios, personnel attack alarms, mobile phones and physical barriers are only used in conjunction with safe practice.

## **7. Organisational responsibilities:**

At ACE the head of centre is responsible for the health and safety of lone workers.

The Head of Centre (or representative) will:

1. Ensure the management of Lone Working within the Organisation is adhered to under the Health and Safety Policy.
  2. Maintain a log of the locations of employees considered to be lone workers.
  3. Maintain contact with staff that work alone, both internally and externally.
  4. Implement systems to identify those staff who do not report or return at the expected time.
  5. Ensure systems are in place to take action to contact / locate staff that have failed to make contact or return at the expected time.
  6. Raise the appropriate level of alert / alarm and inform the manager on call if staff cannot be contacted / located within a reasonable time frame after the expected time of contact or return. A period of 30 minutes is recommended.
  7. If staff cannot be located, then contact the police.
  8. Monitoring feedback from the organisation on lone worker risk and seeking to improve processes.
  9. Monitor and update this policy as appropriate.
-

## PART C – LA Lone Worker Guidelines:

<p><b>WHAT IS A LONE WORKER?</b></p> <p>Lone workers are those who work by themselves without close or direct supervision and can fall into two types;</p> <p>a). Workers in fixed establishments.</p> <p>b). Mobile workers working away from their fixed base.</p> <p>Is it safe for an employee to work alone?</p> <p><b>There is no legal prohibition on working alone, but there are duties under the Health and Safety at Work etc. Act and the Management of Health and Safety at Work Regs, to carry out assessments of the hazards and risk involved and that reasonable measures are put in place to ensure that these hazards and risks are eliminated or reduced and controlled. If the risks cannot be eliminated or adequately controlled (as far as is reasonably practicable) then it will be illegal to work alone.</b></p>	<p><b><u>Employees at Risk</u></b></p> <p>Employees who are required to work away from <a href="#">the</a> support systems and networks of colleagues and others.</p> <p><b><u>Hazards and Risks</u></b></p> <p>Managers are required to carry out risk assessment for employees to identify the hazards and risks associated with lone working, to eliminate and where this is not possible reduce and control the hazards and risks. Listed below are some likely risks relating to Lone Working, that need to be considered (not exhaustive);</p> <ul style="list-style-type: none"> <li>• What would happen in the event of an emergency such as an accident or fire, getting stuck in a lift, medical emergency? How can the alarm be raised, assistance secured?</li> <li>• What could happen if someone is required to respond on their own to an alarm call out?</li> <li>• Is there the risk of abduction, threat of violence or verbal abuse, when visiting hostile customers in their own homes?</li> <li>• Do employees carry out hazardous activities such as using ladders when working on their own?</li> <li>• How do employees deal with customers with a known history of unacceptable behaviour when they are by themselves?</li> <li>• Do employees collect or carry cash or items of value, putting them more at risk?</li> <li>• Is there a danger of employees being attacked when they arrive or leave satellite offices alone? Are there areas which are poorly lit etc?</li> </ul> <p><b><u>Potential harm/injury</u></b></p> <ul style="list-style-type: none"> <li>• Personal injury</li> <li>• Physical abuse causing actual bodily injuries</li> <li>• Psychological and emotional effects</li> <li>• Stress</li> <li>• Family distress</li> <li>• Delay in obtaining assistance for acute medical condition</li> </ul> <p>Risk rating</p> <p><b>The nature of the service and the need to work alone on frequent occasions indicates that the risk rating is likely to be high to medium. The hazards and risk cannot be totally eliminated but can be reduced to medium with adequate and suitable control measures put in place.</b></p>
--	---

Additional guidance can be obtained from;

LBC 'Safety Policy and Guidelines'

The HSE booklet 'Working Alone in Safety' INDG73 (rev)

The booklet 'Personal Security while you are at work' produced by Bedfordshire Police and the Safer Luton Partnership, gives additional relevant advice

H&SS Personal Safety Leaflet

### Control Measures

Control measures to consider could be to:-

- Provide Personal Alarm
- Maintain contact with the office base
- Comply with written guidelines and instructions given
- Managers to make arrangements for staff that finish after normal office hours, to report in to a central contact point
- Complete a movement sheet and location board
- Limit the amount of cash collected, do not wear or carry anything of value

### **General Guidelines:**

- Be aware of risks, by knowing and managing the environment
- Always know where the exit is and if possible position yourself between the door and the client.
- Keep personal alarm close to hand
- If there is a panic button, know its location and how to use it, ensure you can reach it –if you might need to use the alarm find out what response you can expect eg is it linked to the Police Station or an internal system. Regularly test all panic buttons.
- Be aware of jewellery and scarves/ties or other items around the neck. Some ID Badge neck bands will break when pulled (obtainable from Gill Haines).
- Where possible arrange interviews in the office or a secure environment
- If you have to visit homes and on arrival things do not feel right, **do not go in.**
- If you are in a premises always maintain a means of exit, if at anytime you feel threatened or at risk, make your excuses and leave [the building and the area](#). Report the situation to your line manager immediately.
- Ensure attendance on the appropriate Violence and Aggression course (refresh training annually)
- Do not arrange potentially difficult visits at the end of the day or out of normal hours
- Do not work alone in satellite offices: always work in two and leave and lock up together
- Ensure risk assessments have been completed for work activity
- If an employee is off sick they must inform their Line Manager or other nominated person within two hours of commencement of the working day. In accordance with the Sickness Absence Monitoring Procedure
- Managers to maintain up to date record of lone workers vehicle details (in case emergency procedure is initiated).
- All employees shall record all visits and contact numbers in diaries and on movement sheets, with expected time of return. This information must be available at office/base and kept up to date on a daily basis. If there are any changes to these arrangements, then employee should contact their office to amend details.
- All employees shall report in at the end of their shift to the designated contact point, as identified by the Manager
- Should an employee not have returned after one hour (or designated time – shorter if considered appropriate) of their expected return time, then their Line Manager should contact the last recorded visit and/or the employee by telephone to determine their current situation. If unable to determine safety of employee the emergency procedures (agreed with the employee prior to undertaking visits) should be initiated i.e. Check with colleagues whether they have heard from employee. Check listed visits have been carried out. Phone employees home or agreed contact number if end of day.



<ul style="list-style-type: none"> <li>• Check customers for any known history before visits, if necessary visit in pairs or only interview in a controlled environment, invite to office (equipped with panic alarms etc.)</li> <li>• Maintain vehicle in good working order</li> <li>• Ensure two persons always lock up satellite offices</li> <li>• Attendance at appropriate Violence and Aggression training course and regular retraining</li> <li>• Management supervision and monitoring of compliance with guidelines and procedures</li> <li>• Carry out appropriate risk assessments, monitor and review.</li> </ul>	<p>Contact Police with employee details ie vehicle details, address visiting.</p> <ul style="list-style-type: none"> <li>• Any problems relating to the working environment, must be discussed with Line Managers, recorded on file and ensure that risk assessment is revised if necessary.</li> <li>• All incidents of abuse, anti social behaviour or violence and aggression must be reported to your Line Manager and recorded in accordance with laid down procedures.</li> <li>• Employee should check, with their Line Manager, if clients are on the LBC Warning Register, or are known to be difficult (consider other systems, i.e. CareFirst, etc)</li> <li>• If employees are concerned about visiting an individual or work area, they should consider whether to visit accompanied by a colleague. This should also be discussed with your Line Manager.</li> <li>• If there is a known history of a potential for violence and aggression, arrange an office interview or carry out a joint visit.</li> <li>• Take a mobile phone, if there are any concerns about a visit or work situation.</li> <li>• Always carry your personal alarm and use it if you feel threatened. Regularly check that it works and test prior to visits. Check the battery and change it or the alarm if it will not operate.</li> <li>• Report all accidents/incidents in accordance with the Accident Reporting Procedure.</li> </ul> <p><b><u>General Guidelines</u></b></p> <p>Vehicle users; Plan ahead -</p> <ul style="list-style-type: none"> <li>• Be aware of possible risks when parking or returning to your car. Be aware of the following;</li> <li>• If after dark, park in well lit area</li> <li>• Park in open areas, where there are other people about</li> <li>• Have your keys in your hand before you reach your car</li> <li>• Do not leave any valuables on view and always lock your car</li> <li>• Close all windows and sunroof</li> <li>• Check nobody is in your car as you approach, if there is walk past and call the Police</li> <li>• Have your personal alarm to hand</li> <li>• Keep your car in good working order and ensure that it is insured for business use</li> <li>• Ensure you have sufficient fuel for your journey</li> <li>• Keep your doors locked, especially if you have central locking</li> <li>• Do not use a mobile phone while driving</li> <li>• Carry change for a phone call or carry a mobile phone</li> <li>• Allow time for your journey</li> <li>• If another driver accidentally drives into you, remove your keys from the ignition when getting out of the car</li> </ul>
--	---

---

When walking; Plan ahead -

- Always keep your personal alarm to hand
- Keep to well-lit and open areas, avoid alleyways and passages where possible
- Do not take short cuts across waste areas; keep to public footpaths and highways
- All employees must inform the Line Manager of any health and safety issues relating to their work area or any issue, which may affect their general well being such as pregnancy, medical condition, injury etc.
- All employees must work in accordance with working policies and procedures and request training/guidance through their Line Manager.
- Managers must assess the training needs of their employees and ensure appropriate training is provided and updated as necessary.