



Villa Real School
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Lone Working Policy

2019

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Signed & Adopted by the Governing Body:

Chair of Governors

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LONE WORKING POLICY (INCLUSIVE OF HOME VISITS)

INTRODUCTION

Lone Working is not covered by any specific legislation but the Health and Safety at Work Act 1974, the Management of Health and Safety at Work Regulations 1999, the reporting of injuries, diseases and dangerous occurrences regulations 2013, the Safety Representatives and Safety Committees Regulations 1977 and the Health and Safety (Consultation with Employees) Regulations 1996 all apply.

Under this legislation it states that "It shall be the duty of every employer to ensure, so far as is reasonably practicable, the health, safety and welfare at work of all of his employees" and "It shall be the duty of every employee while at work to take reasonable care for the health and safety of himself and of other persons (including the reporting of incidents and accidents) who may be affected by his acts or omissions at work; and as regards any duty or requirement imposed on his employer or any other person by or under any of the relevant statutory provisions, to co-operate with him so far as is necessary to enable that duty or requirement to be performed or complied with".

Employers and employees therefore have a duty to themselves and others with regard to safety and there is an increased risk to the health and safety of employees when they work remotely from other colleagues or other persons and/or outside 'normal' working hours.

The definition of a lone worker is:

"Lone Workers are those who work by themselves without close or direct supervision".

The definition of work-related violence as: *'any incident in which a person is abused, threatened or assaulted in circumstances relating to their work'*.

PERSONS AT RISK

People at risk may include anyone who comes into school alone during closure times and particularly the Caretaker, Cleaner and Senior Management Team including Extended Services Co-ordinator.

WHO HAS TO ASSESS THE RISKS?

In all case employers are responsible for assessing the risks and seeing that it is adequately done. This task is generally delegated to suitably qualified individuals. Those with the necessary skills (training), competencies, experience and other qualities to enable them to undertake the risk assessments.

WHICH RISKS SHOULD BE ASSESSED?

The Management Regulations require employers to assess the risks to the health and safety of anyone that may be affected by its activities – yourself, other employees, other employers and members of the public.

WHAT TYPES OF RISKS ARE THERE?

These may include, for example:

- A potential for violence or threatening behaviour towards an individual carrying cash or high value equipment
- The use of machinery, electrical or other equipment or chemicals
- Working in remote areas, particularly after dark and outside normal working hours
- Encountering intruders
- Working at heights, using ladders and lifting
- Competency, ability and medical condition of the individual

This is not an exhaustive list, individuals will be expected to report all situations to the Headteacher or Health and Safety Representative which leave them open to any health and safety issues, the risk can then be assessed and control measures applied where necessary. Through the risk assessment process, existing control measures will be assessed for their effectiveness.

CONTROL MEASURES

The whole workforce will:

- Not undertake work for which they are not trained/qualified
- Take reasonable care of their own health and safety, for example, use kick stools when working at height
- Not do anything to put themselves in danger
- Know and follow, relevant safe working procedures and guidelines including operating machinery and using hazardous substances
- Never cut corners or rush work
- Always follow reasonable targets
- Stop for regular breaks and, if possible, change activity
- Inform the Headteacher or health and safety representative of any relevant medical conditions
- Inform the Headteacher or Health and Safety Representative of any hazards or accidents encountered. All accidents should be reported on the Health and Safety Incident Report form, copies of which are held in the School office

School will:

- Provide opportunities for meetings and support
- Assess the risks to all Lone Workers and communicate the findings
- Provide appropriate training or resources such as protective equipment or clothing to minimise the risks
- Consider alternative work methods where possible to reduce exposure to the hazard

Where possible outside of normal working hours, the workforce should arrange to be in school with others.

Key holders are also advised to inform someone when they are attending an alarm call out and follow the agreed protocol. Staff should inform the School Business Manager when they are on the premises and when they are leaving. It is also advisable that staff inform someone from home that they are working in school during out of school hours. Staff should also be provided with the School Business Managers mobile phone number.

VIOLENCE OR AGGRESSIVE BEHAVIOUR ON SITE

Violence and aggressive behaviour can occur on school site either by parents/carers or staff members. It is particularly important to consider any potential risks on site and have a risk assessment in place when managing issues on the School site particularly outside of school hours.

It is imperative, particularly when requests are made by parents/carers to speak to school staff that every effort is made for them to be seen during school hours. In the event that this cannot occur and parents/carers need to be seen outside of school hours, staff should ensure that there is at least one other staff member on site and preferably in the meeting. If that staff member cannot be part of the meeting they should be requested to be nearby at the same time. If the behaviour of the parent/carer becomes violent or aggressive at any stage the meeting should be terminated, the parent/carer requested to leave and the Police called. If the second member of staff is not part of the meeting they should be requested to interrupt the meeting at least once with an agreed password to ensure the safety and well being of the other member of staff.

When conducting the meeting, consideration should be made to an appropriate meeting place, for example an open space, with easy access to the exit. Staff should position themselves near to the exit and use it should they feel at risk at any point. Staff should not choose a small space, with the exit impeded by desks or other equipment.

Staff should ensure that on the conclusion of the meeting that appropriate staff (including the School Business Manager) are informed that that the meeting is terminated and parents/carers are no longer on the site.

Violence or aggressive behaviour should not be tolerated on site and parents/carers should be informed of this through school policy and/or a poster to this effect in the School office. If behaviour of this nature occurs the Headteacher should consult with legal representation to request that this parent/carer should not be allowed to enter school property.

In the event that an incident between staff members occurs, this should be notified to the Headteacher, the Police called and disciplinary action undertaken.

HOME VISITING

Home visits is part of our School policy. It is important that there is an appropriate risk assessment in place for home visits and professionals consider the need for **two professionals** to undertake this visit for safety reasons.

The risk assessment must also include a means of alerting the School office or the Police if there are any identified risks encountered for immediate or additional support. This could include requesting office staff to contact the staff member on the home visit by an agreed mobile and share an agreed password if additional help or support is required. In the event of any immediate risk to staff they should leave the premises immediately or as soon as any identified risks occur and seek immediate intervention.

The risk assessment may also include a "buddy" system which entails contacting the staff member on the home visit at regular or pre-arranged times, with an itinerary or update of their movements.

The risk assessment should also include the procedure to follow if the staff member fails to report back at the expected time in order to check their safety or raise the alarm.

During any home visit the same consideration should be made as during visits by parents/carers onsite e.g. staff should position themselves in a safe space near to the exit at all times.

EMERGENCY SERVICES INFORMATION

1. Dial 999 and be ready to give the following information
2. Telephone number
3. Address
4. Give the exact location in the School/Home visit
5. Give your name
6. Give a brief description of the situation
7. Inform the emergency services of the best entrance to the area of the School/Home visit

This policy will be reviewed as required, or if a situation occurs which necessitates any amendment.