



Lone Working Guidelines v1.0

<p>Important: This document can only be considered valid when viewed on the Trust website. If this document has been printed or saved to another location, you must check that the version number on your copy matches that of the document online.</p> <p>Name and Title of Author:</p>	
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<p>Target Audience:</p>	All staff, volunteers and third party visitors

LONE WORKERS

The Trust is committed to ensuring, that where staff have to work alone, that all reasonably practicable steps are taken to ensure their health, safety and welfare at work.

Where lone working is carried out, the staff member's line manager should ensure that:-

- i. the staff member is suitable for and able to work alone;
- ii. a safe system of work has been set up to ensure, so far as reasonably practicable, the health, safety and welfare of the person;
- iii. the staff member is competent to carry out their duties.

PROCEDURES

1. INTRODUCTION

Lone workers are people who work by themselves without close or direct supervision and this will include people driving from one Trust site to another.

There is no general legal prohibition on people working alone provided general health and safety requirements are complied with and these procedures are followed.

Where lone working is to take place, line managers must consider not only the hazards posed to all staff including contractor's, agency workers and volunteers, but also what will happen in the event of:

- A serious accident or emergency;
- Fire
- Violence
- First aid is required
- Manual handling is required

2. RISK ASSESSMENT

Before allowing lone working to take place, line managers should ensure that the risks posed by lone working are adequately assessed and that the specific risks posed by the hazards mentioned above are assessed on the basis that there may be lone working in the department.

Each school will have a Lone Working Risk Assessment in place that covers the general risks involved in lone working at the particular school, however line managers should also consider the following on an individual basis prior to allowing their staff member's to lone work:

- Can the risks that have been identified be adequately controlled by one person?
- Does the work environment pose a special risk to the lone worker?

- Can the staff member safely use any equipment that they are required to operate?
- Can substances or materials that the staff member is required to use in their work be handled safely?
- Can work which involves lifting or moving objects be safely done by one person?
- Is there a risk of violence?
- Does a staff member have a specific medical condition or are they taking medication that might place them at risk if they work alone?

3. SAFE WORKING ARRANGEMENTS

Establishing safe working methods for lone workers is no different from organising the health and safety of other employees.

Before allowing people to work alone, Line managers need to satisfy themselves that the employee understands what is expected of them, the standards they have to work to and in particular, the procedures to be followed (including who to contact) in the event of an emergency.

Line managers should consider how people who are working alone will be supervised.

Line managers should ensure that staff members are competent to deal with circumstances which are new, unusual or beyond the scope of their training.

4. SUPERVISION

Although the very nature of the Trust's work means that not every staff member can be under constant supervision, it does have a system in place for supervising employees who work alone.

Line managers are responsible for determining the extent to which staff members need to be supervised (based on their risk assessment and the staff member's ability to identify and handle health and safety issues).

As a minimum, Line managers should ensure that there are local procedures in place to ensure lone workers are:

- Periodically visited; or
- Checked to ensure they have arrived at an expected destination; or
- In regular contact (e.g. by telephone) with their manager or with other people.

5. TRAINING

Before allowing a staff member to work alone, Line managers should also consider what training those staff members need to ensure that they are competent to work alone.

Training is particularly important where there is limited supervision to control, guide and help staff members in situations where they are uncertain as to what to do.

Lone workers need to be sufficiently experienced to understand the risks posed to peoples' health and safety and be fully conversant with the precautions that the Trust has put in place to control those risks.

Staff members should also clearly understand what work cannot be undertaken by someone working alone (e.g. climbing steps or ladders).

6. VIOLENCE AT WORK

Where there is a risk of violence or aggression towards staff, lone working should not be permitted, unless additional control measures have been put in place i.e. personal alarms.

7. MEDICAL SUITABILITY

Staff members should report any illness or other medical condition that might pose a risk to the safety of themselves or others while they are working alone.

Line Manager's must ensure they have considered reasonable adjustments that could be put in place to enable the staff member to work alone, prior to denying any staff member the ability to lone work on medical grounds.

Line managers should assess every staff member's ability to work alone, including ensuring that the work they undertake will not place excessive physical or psychological demands on them.

8. MONITORING COMPLIANCE WITH AND EFFECTIVENESS OF THE GUIDELINES

Effectiveness and compliance of these guidelines will be monitored on an annual basis.

9. REVIEW

These guidelines will be reviewed every two years.