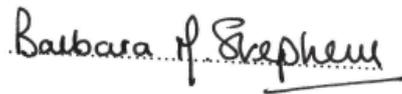**ENERGY COAST UTC**

LONE WORKING POLICY

2021-2024

Approved: Barbara Stephens, Chair of Governors

Signed:

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Revision History:

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Introduction

Lone working activities are a normal part of service delivery in many Cumbrian Schools and settings. Staff can find themselves working alone at the beginning and end of flexible working periods, during holidays, at night and at weekends for example.

Schools must recognise their health and safety responsibilities towards employees who are involved in lone working processes and others who may be affected by these activities. Lone workers should not be put at more risk than other employees and specific control measures may be necessary in order to achieve this.

This Safety Series outlines a sensible risk based approach towards lone working. Safe lone working can be achieved by ensuring that safe systems of work are made available through management processes and used by all employees.

It is essential that the potential hazards and risks associated with lone working are taken into account when risk assessments are carried out.

What is a 'Lone Worker'?

The Health and Safety Executive defines lone workers as 'those who work by themselves without close or direct supervision'. This includes someone who has no visual or audible communication with another person who is capable of providing assistance without delay, should illness or injury occur.

Lone workers may be found in a range of situations:

People in fixed establishments where:

- People working alone in premises;
- People who work from home;
- People work separately from others, e.g. in isolated areas of a site;
- People work outside normal hours, e.g. maintenance staff.

The following types of staff may find themselves working alone at some time:

- Head teachers;
- Teachers;
- Teachers and others providing home tuition;
- Staff involved in home visits;
- School Support Staff (e.g. Caretakers, School Secretaries, Technicians);
- External contractors (e.g. Cleaning staff, maintenance contractors, people making deliveries);
- Contracted home workers.

The Law

There are no absolute restrictions on working alone; it will depend on the findings of a risk assessment. There are two main pieces of legislation that will apply:

- The Health and Safety at Work etc. Act 1974: Section 2 sets out a duty of care on employers to ensure the health, safety and welfare of their employees whilst they are at work.

- The Management of Health and Safety at work Regulations 1999: Regulation 3 states that every employer shall make a suitable and sufficient assessment of:

    - the risks to the health and safety of his employees to which they are exposed whilst they are at work; and
    - the risks to the health and safety of persons not in his employment arising out of or in connection with the conduct by him of his undertaking

The HSE have produced a Guidance Leaflet – Working Alone in Safety which can be accessed at http://www.hse.gov.uk/pubns/indg73.pdf.

Although there is no general legal prohibition on working alone, the broad duties of the Health and Safety at Work Act and Management of Health and Safety at Work Regulations still apply. These require identifying hazards of the work, assessing the risks involved, and putting measures in place to avoid or control the risks.

Control measures may include instruction, training, supervision, protective equipment etc. Employers should take steps to check that control measures are used and review the risk assessment from time to time to ensure it is still adequate.

When risk assessment shows that it is not possible for the work to be done safely by a lone worker, arrangements for providing help or back-up should be put in place. Where a lone worker is working at another employer's workplace, that employer should inform the lone worker's employer of any risks and the control measures that should be taken. This helps the lone worker's employer to assess the risks.

Lone workers should not be at more risk than other employees. This may require extra risk-control measures. Precautions should take account of normal work and foreseeable emergencies, e.g. fire, equipment failure, illness and accidents. Employers should identify situations where people work alone and ask questions such as:

- Does the workplace present a special or increased risk to the lone worker?
- Is there a safe way in and a way out for one person? Can any temporary access equipment which is necessary, such as portable ladders or trestles, be safely handled by one person? Please note it is not generally acceptable for lone workers to work at height.
- Can all the plant, substances and goods involved in the work be safely handled by one person? Consider whether the work involves lifting objects too large for one person or whether more than one person is needed to operate essential controls for the safe running of equipment.
- Is there a risk of violence?
- Are women especially at increased risk if they work alone?
- Are young workers especially at increased risk if they work alone?
- Is the person medically fit and suitable to work alone?
- What happens if the person becomes ill, has an accident or there is an emergency?

Prohibitions

Risk assessment should help decide the right level of supervision. At least one other person may need to be present for the following high-risk activities:

- **Entry into confined spaces** where there may be a risk of inadequate ventilation (e.g. tanks, manholes, pipes, ducts and flues, enclosed basement rooms).

- **Use of ladders where the ladder cannot be secured/lashed and requires 'footing' by another person.** (Safety Series G19 – Working at Height gives further information: https://www.kymallanhsc.co.uk/Document/DownloadDocument/8010).

- **Use of specified dangerous machinery** where there is a risk of entanglement, entrapment, crushing, impact, or injury from cutting or shearing, stabbing or puncture, unless the worker has received sufficient training in work at those machines.

  - Woodworking machines;
  - Dough mixers;
  - Meat mincing machines;
  - Metal milling machines;
  - Slicing machines used in catering (both powered and manual);
  - Potato chipping machines;
  - Food mixing machines when used with attachments for mincing, slicing, chipping or any other cutting operations or for crumbling.

  'Sufficient Training' in the context of the above machines must include an appropriate period of 1:1 instruction on the hazards associated with them, and the measures required to minimise the

risks. The correct use of guards, safety devices and protective clothing where appropriate must be demonstrated. A written record of training must be kept.

- **Work on or near live electrical conductors**

  The Electricity at Work Regulations 1989 gives as examples the following electrical work where it is likely that the person carrying out the work should be accompanied:

  - Electrical work involving manipulation of live, un-insulated power conductors at say, 240 volts using insulated tools;
  - Other work on or near bare live conductors where a person working on his/her own would not be capable of undertaking the work safely without assistance in, for example, keeping other persons from the work area.

Identifying Lone Working Tasks and Activities

It is recognised that the hazards presented by a particular lone working task may vary, e.g. meeting members of the public compared to meeting members of the public with a known history of violence. The factors that could make a task more hazardous should be identified when listing lone working activities (e.g. home visit - client with no history of violence, home visit - client has a known history of violence).

Risk Assessment

There is no general legal prohibition on working alone. However, a risk assessment of lone working tasks must be carried out.

Lone working can be included as part of an overall risk assessment for an activity or a specific lone working assessment must be carried out. A sample Lone Worker Risk Assessment can be found at Appendix C. The Lone Worker Hazard Checklist held at Appendix B may be used by Head teachers / Managers to inform the lone working risk assessment process.

The manager is responsible for ensuring that risk assessments are carried out, however, this task can be delegated to a competent person.

The first stage in the risk assessment process is to identify known and foreseeable lone working tasks and activities.

Activities identified need to be assessed to determine the level of risk they present. This involves looking at factors such as:

- The potential for violence and aggression;
- The environment and other activities taking place in the same working area. Examples of these two areas include adverse weather, working on an unfamiliar construction site.

Identify the hazards

The general hazards which may be associated with lone working are related to:

- remoteness and isolation (including out of normal working hours);
- conditions of the workplace/utility services/adverse weather;
- environment/access/egress (unfamiliar locations, falls from height and confined spaces);
- poor communication;
- violence;
- driving;
- medical fitness (physical/mental limitations);
- stress;
- task (handling machinery or power tools, equipment, plant, materials and hazardous substances);
- manual handling;
- lack of competence/limited supervision;

- fire and emergency situations.

In addition the risk assessment must take account of foreseeable emergencies which may arise, such as equipment failure, illness and accidents.

Potential for violence and aggression

It is recognised that the hazards presented by a particular lone working activity will vary, e.g. carrying out unwanted enforcement activities, cash handling, driving for business.

The following table identifies four areas for consideration as they are applicable when assessing lone working risks. This table does not contain an exhaustive list and should therefore be used as a starting point.

The client (e.g. pupils, parents)	Individual characteristics can have the potential to contribute towards violence and aggression, e.g. previous history, or the fact that the person is unknown and there is no available information to use as part of the risk assessment process.
The employee who is lone working	Factors which may increase or decrease the chances of violence and aggression occurring, e.g. their competence (level of training, experience, cultural awareness etc.), role (e.g. enforcing rules) and the things they might do (e.g. arriving late for a home visit).
Interaction	The interaction which takes place between the employee and the client, for example, enforcing rules, carrying out inspections, asking questions about family backgrounds, carrying valuable items, transporting people who use the service.
The work environment	**Off Site** For example; a home visit on another person's property, visiting rural areas that are without lighting, etc. The table below provides further information about the work environment. Further guidance on Home Visits can be found in General Safety Series G42 on the KAHSC website. **On School Sites** Lone working employees need to be able to raise the alarm in the event of an emergency. Where there is the potential for violence and aggression involving a client, both employees and visitors need to be able to move to a place of safety if a difficult situation arises, for example, exit the meeting room that you are working in.

Physical Hazards

The working environment and activities may present particular hazards and should be considered as part of the lone working risk assessment, for example:

Work environment	The level of risk varies from one working environment to another. There must be a safe way in and out of the workplace. This can be difficult to achieve when working on premises which are not under the control of the School, for example when making a first home visit. Other areas for consideration include when using third party owned electrical appliances (home visits), poor lighting.
Activity being undertaken	The level of risk varies by activity. Examples of higher risk activity include working at height to carry out maintenance work, using machinery in a D&T workshop, handling hazardous chemicals. Lower risk lone working activity includes administrative activities, attending meetings at another school and home working.
Plant, equipment, substances	Some equipment used to carry out work may not be easily and safely handled by one person, e.g. temporary access equipment such as ladders or trestles. Other manual handling activities may also not be suitable for one person. It should be established whether equipment can be used and controlled safely by a lone worker. Specific warnings may be provided by the manufacturer or identified through

	the way in which the work is being done which indicates a need to avoid lone working, for example, when using certain chemicals or hazardous substances.
Communication with others and supervision.	Means of communication vary depending on the work activity and location. There are areas in Cumbria where a mobile phone signal is not available. This also impacts on the ability to summon assistance in the event of an emergency.

Identifying those at Risk

The lone working assessment must consider who might be harmed as a result of our activities, for example, employees, visitors and contractors.

The following table provides details of some specific aspects for consideration when assessing the suitability of lone working for school employees:

New and expectant mothers	Impaired ability to carry out physically strenuous work. Later stages of pregnancy may increase the risk of falls through reduced visibility and changes to mobility. Risk of early labour or miscarriage through physical assault. Please note: Specific Guidance for New and Expectant Mothers can be found in General Safety Series G24 on the KAHSC website.
Young people	Lack of experience and level of maturity. Inability to concentrate for long periods.
Disability	Impact on ability to make unassisted evacuation. Ability to identify that evacuation is required.
New employees, trainees including inexperienced volunteers	Lack of familiarity through level of experience or training needs.
Specific medical conditions	Some individuals may have medical conditions that make them unsuitable for working alone. These may include some health conditions, such as unstable epilepsy or diabetes. The consideration of medical conditions should include both routine activities and foreseeable emergencies, which may impose additional physical and mental burdens on the individual.
Contractors	Unfamiliar with site layout, emergency procedures, adjacent activities and site hazards.

Lone working may be encountered during part of a working day as well as for lone working occupations, for example, locking and opening up an office base, driving to different work bases to attend meetings.

All of the above considerations are just a guide and are not exhaustive. Each risk assessment must consider the vulnerabilities of the person involved in the lone working task, and identify controls to reduce to an acceptable level.

Controlling Risks/Safe Working Arrangements

It is important to ensure that control measures are proportionate to the risk.

A key factor in controlling lone worker risk is to ensure that lone workers are competent in adapting to a foreseeable range of changing and developing situations with little or no contact with their supervisor. The extent of supervision must be proportionate to the risk and the competency of the lone worker. The manager is responsible for ensuring that safe working arrangements are in place for the all stages of the activity, from the task planning, to implementation and completion. These arrangements include ensuring that lone workers are competent in adapting to a foreseeable range of changing and developing situations with little or no contact with their supervisor.

Withdrawing from Lone Working Activity

Head Teachers must ensure that the lone worker is supported if they decide that they need to terminate the work they are carrying out to protect their (or others') safety. For example, when working at height and wind speeds increase during the course of the work or visiting a person who uses a service who becomes verbally aggressive and threatening. In this instance a review of the arrangements for similar future work must be carried out.

Unsafe Lone Working

In circumstances with all control measures in place, if the assessment identifies that it isn't possible for the task to be carried out safely then lone working should not proceed.

Safe Working Arrangements for Lone Workers

Establishing safe working arrangements for lone workers is no different from organising the safety of other staff or students. The obvious question that has to be asked is whether the risks of the work can be adequately controlled by one person, or are more people necessary?

Lone workers should not be exposed to significantly higher risks than others who work together. Precautions should take account of normal working conditions and foreseeable emergency situations e.g. fire, equipment failure, illness and accidents. All situations where staff and students may be working alone should be identified and any additional risks, for example in the office, laboratory/science prep room, and boiler house or at a remote location on the site, the following questions should be considered:

- **Will situations that are prohibited arise? – refer to Section 2.1. Does the workplace present a special risk to the lone worker?**

  For example, it is not generally reasonable for staff or students to work alone in workshops because there is usually dangerous machinery about. (Fatal accidents have occurred following entanglement on centre lathes which may have been prevented had there been another person available to switch the machine off and help the trapped person). However, if just low-risk work such as assembly or some cleaning were being planned, then provided other risks were minimised and a system of checking or line of communication established, then it would be reasonable for a person to work alone.

- **Is the person medically fit to work alone?**

  Check that lone workers have no medical conditions, which make them unsuitable for working alone. Seek medical advice if necessary. Consider both routine work and foreseeable emergencies, which may impose additional physical and mental burdens on the individual.

- **Is the person competent and experienced enough to work alone?**

  Consider whether the person is sufficiently competent and experienced to work alone. Employees that are young, new to a job, undergoing training, doing a job that presents special risks, or dealing with new situations may need to be supervised or accompanied at first.

- **Is there safe access and exit from the premises for that person?**

  In the evenings and at weekends, many doors, which provide an exit from buildings during normal working hours, are locked for security reasons. **All** means of escape required during normal working hours **must** be available wherever a person works in the building outside normal working hours. However, the mechanism for opening doors on exit routes may be different outside normal working hours. Has the lone worker been made aware that aspects of his/her route out of the building in an emergency may be different?

  Staff involved in home visits and home tuition should ensure that they are aware of their nearest exit from the premises should an emergency situation arise. Further guidance on Home Visits can be found in General Safety Series G42 on the KAHSC website and a model generic Risk Assessment for Home Visits can be found at Appendix E.

- **Can one person safely handle all the plant, and goods involved in the work?**

  Consider whether the work involves lifting objects too large for one person or whether more than one person is needed to operate essential controls for safe running of equipment.

- **Can one person safely handle all the substances and materials involved in the work safely?**

  Hazardous substances e.g. substances which are subject to the COSHH Regulations, flammable, and radioactive materials, must be considered carefully. These are substances that have, for example, the potential to cause severe acute injury, either alone or as a component of a reaction, to cause burns, or to affect the respiratory, cardiovascular, or central nervous system. The term 'handling' in this context refers to a manipulative procedure or the supervision of a chemical reaction that has not reached a stable state. It would not normally include moving a closed container from one point to another, nor being in the same room as a chemical reaction which was safe and stable.

- **Is the person familiar with fire procedures, first aid and security arrangements and relevant codes of practice?**

  Lone workers should know how to get out of the building in the event of a fire or other emergency. They should also know where the nearest first aid box is located and be familiar with the locking up/security procedures for the building.

  Lone workers should be familiar with the relevant code of practice or procedure for the activity they are involved in, e.g. Design & Technology and Secondary Science (technicians) and School Caretaking (for caretakers and site managers).

- **Are women especially at risk if they work alone?**

- **Are young workers especially at risk is they work alone?**

- **Does the lone worker have access to a telephone or radio communication?**

- **Will cash be handled and is there a risk of violence or aggression?**

- **Are persons at risk when leaving the premises?**

Handling and Carriage of Money including Banking Money

Before carrying out a risk assessment, you must first identify what activities involving the carriage and handling of money are being carried out within the school.

These operations may include:

- collection of money in school from employees, pupils or members of the public, etc.;
- collection of money away from school;
- storage and counting of money at, or away from school;
- banking and transporting money to post offices and banks;
- encashment of cheques at Post Offices; and
- carriage of money back to school for floats and distribution to others.

All money handling activities such as those described above must be risk assessed.

The first consideration when risk assessing cash handling operations is to establish whether the use of cash at work is essential. If handling and transportation of cash can be avoided, then it should be.

A Model Cash Handling, Storage and Carriage Risk Assessment can be found at **Appendix D**.

Training

Risk assessments will help to determine the level of training needed for each type of work.

Training is particularly important where there is limited supervision in order to control, guide and help in situations of uncertainty. It may be critical to avoid panic reactions in unusual situations, and line

workers, therefore need to understand fully the risks involved in the work, the necessary precautions and be sufficiently experienced. Establishments should, therefore, establish clear procedures to set limits as to what can and cannot be done whilst working alone, and, where appropriate, when to stop the work and seek advice.

Supervisory Monitoring of Lone Working

Suitable systems should be devised to monitor the conditions of lone workers and include at least a check at the end of the working period (this may be via a reporting in system to colleagues, family or friends). In addition, it may be necessary to consider:

- Procedures where a member of supervisory staff periodically visits and visually monitors lone workers;
- Procedures where regular contact between the lone workers and a member of supervisory staff or another colleague is maintained using either a telephone or radio.
- Automatic warning devices, which raise the alarm in an emergency and are activated by the absence of activity from the lone worker.
- Checks that a lone worker has returned to their base or home on completion of a task.
- The use of a nominated safety partner or "buddy" system (see Section 9.2 below).

Illness, accidents and emergencies

Lone workers should be capable of responding correctly in emergency situations. Emergency procedures should be established in schools and other educational departments/units and the appropriate persons given clear and concise training and instructions on how to implement them. All lone workers should have access to the accident and defect reporting books and procedures and should report any accidents and near misses to their line manager as soon as practically possible.

In-house buddy systems

A buddy system is used to maintain telephone contact at pre-determined intervals between a nominated buddy and lone worker in order to confirm safety. This is a fairly basic system to minimise the likelihood of an employee being left unaided should something untoward happen to them.

A template for a buddy system is provided at Appendix F. In house buddy systems rely on:

- all buddy employees knowing the actions to be taken in the event of a lone worker either raising an alert or emergency;
- employees having the time and concentration to be able to fulfil the requirement of the role;
- full participation of all employees who are involved in system use in order to ensure that it remains robust and has credibility.

A buddy can also be used to monitor lone workers in person and respond to meeting room alarms, for example, when meeting with a challenging parent in the school. The buddy can check through a door vision panel into the room where meetings are carried out /or come into the room and ask a set question at a predetermined time; if assistance is needed it can be established through the response made without raising an alert to the other person(s) in the room.

Prior to anyone undertaking lone working, the following information should be made available to the nominated safety partner or buddy:

- Contact details e.g. mobile phone number;
- Agreed contact times or intervals and planned codes, if appropriate;
- Full details of itinerary and appointment details, if appropriate. This should include times of appointments as well as the names, addresses and telephone numbers of all persons to be visited;
- Expected time of return, allowing for reasonably foreseeable delays such as traffic congestion, and the fact that meetings, more often than not, overrun rather than finish early;
- Information on the route to be taken when travelling;
- Colour, make and registration number of the vehicle being used;

- Details of emergency personal contacts.

The lone worker should make contact with their safety partner at the agreed time or at agreed intervals to reassure them that they are OK. It is important that this includes arrangements for if the last "report in" is to be after normal working hours. Should the lone worker be delayed at any stage they should ensure that they contact their safety partner and revise their itinerary and expected return time.

Should the lone worker fail to make contact the safety partner will try to contact the lone worker using the itinerary and other details provided by the lone worker. If contact can still not be made after a reasonable agreed length of time and the lone worker still has not reported in, then the Police should be contacted for advice.

Automated lone working alarm or tracking devices

Automated systems are provided to higher risk lone workers in order to either raise an alarm or to record and identify their location. Training in the use of these devices and the circumstances under which the device is to be used is of paramount importance as it has been identified that lone workers do not use or understand these systems fully where appropriate training has not been received. In addition line management of all employees who may be involved in receiving an automated emergency alert must be able to deal with the response procedure effectively. The type of lone working device selected will depend upon the type of lone work activity involved.

Should the lone worker fail to make contact the safety partner will try to contact the lone worker using the itinerary and other details provided by the lone worker. If contact can still not be made after a reasonable agreed length of time and the lone worker still has not reported in, then the Police should be contacted for advice.

It is highly unlikely that schools would have circumstances where these devices would be required.

Record Keeping

Where Lone working cannot be avoided, the lone workers should be categorised as outlined in Appendix A and the appropriate control measures introduced (as identified above). The risk assessment should identify all hazards, the risks associated and the control measures to be used when lone working is required.

Those tasks, which are deemed unacceptable to be performed by a lone worker under any circumstances, must be documented in the written record of risk assessment kept by the school/department.

Any risk assessment and its resulting control measures **must** be discussed with the individuals concerned.

As with all risk assessments, the findings should be reviewed at reasonable intervals and in the light of experience. This requirement should be part of the school procedures generally.

Appendix C gives a sample risk assessment format for Lone Working. This can be amended or added to as other situations and hazards are identified.

CATEGORISING THE RISKS TO LONE WORKERS

In order to clarify the control measures which are required for the different types of lone working, a categorisation process is used to discriminate between the differing levels of risk. The actual nature of the work that would fall into each category will vary and is outlined in more detail in the table below:

For each category the table below defines the risk control measures which are required. The measures are graded as either mandatory requirements or for guidance and consideration.

RISK CATEGORY	CONTROL MEASURES
Category 1: • Staff working in offices or other secure locations outside of normal working hours or who routinely work in these locations on their own. Work of a low risk office type nature. • Examples would include: teachers, non-teaching staff, mainly office based staff, travelling to meetings at known locations.	***Mandatory:*** Staff must be briefed on the measures required to ensure their workplace is secure if they are lone working and on what to do in an emergency (breakdown of vehicle etc.). ***For Guidance and Consideration:*** In offices/premises where out of hours working is routine, consideration should be given to the security of staff parking areas and adequacy of external lighting for when they enter/leave the building during the hours of darkness. Office/premises security should be reviewed periodically to ensure that unauthorised access can be prevented whilst staff are on site.
Category 2: • Staff working in locations where security is inadequate or where shared premises would allow non-authorised access to their work area. • Staff working in unfamiliar locations but not meeting members of the public. • Staff visiting known families who have been assessed as presenting no risk to staff. • Staff responding to intruder alarm calls out of hours. • Examples would include: grounds workers/school caretakers, staff whose duties including responding to out of hours intruder alarm calls, staff working in shared offices with poor security arrangements, staff involved in home visits.	***Mandatory:*** For out of hours alarm calls each team must have clear instructions for staff. Staff who are expected to respond to alarm call-outs must have access to a personally issued work mobile with appropriate reception or have indicated that they are willing to use their personal mobile in such circumstances and that it has appropriate network coverage for the area in question. Where lone working/dealing with violence and aggression training is not provided, the line manager should give clear guidelines to staff who are lone working to include: • What work can and cannot be done alone • When to withdraw or stop work and seek advice from a supervisor • Any communication and check-in procedures. Where the problem relates to poor security allowing unauthorised access to work areas, the security of the building should be reviewed, if necessary with the other occupiers or landlord and appropriate measures introduced. Staff who are working remotely or visiting family homes should file an itinerary for their day in a location that is accessible to their colleagues and manager.
Category 3: • Staff who visit unknown families where individuals are known to present challenging or aggressive behaviour in their own homes. • Staff who routinely work in remote locations. • Examples would include: specialist support teachers.	***Mandatory:*** Staff dealing with such families should receive Personal Safety Awareness training. A form of staff tracking system must be introduced and its use enforced. Buddy systems to be used for all Category 3 risk staff. Staff must be briefed on the procedures for lone working before they start such work for the first time and at least 6 monthly thereafter. Records of these briefings should be maintained. Where a client presents a known risk of violence then the visit should be re-arranged for a venue where appropriate levels of security or assistance are available. If there are particular reasons for the visit to take place at the client's home then at least 2 people should attend.

LONE WORKER HAZARD CHECKLIST

The checklist below may be used to help Head teachers / Managers define the hazards when lone working takes place. The information can then be used to inform the lone working risk assessment process.

Name of Staff Member or Work Team			
Head teacher's / Manager's Name		Date	

General	Yes / No
Do staff work alone?	
Do staff work outside normal office hours?	
Do staff meet with clients or service users in isolated locations/on the street?	
Have you issued mobile phones to staff?	
Have you issued personal attack alarms to staff?	
Do staff have any other personal alarm or protection devices?	

The staff member	Yes/No
Are there any factors why an individual member of staff may be more at risk when working alone such as: gender, age, disability, race, new or expectant mother, inexperience etc.?	
Is the person medically fit and suitable to work alone? (some medical conditions may make lone working more hazardous for the staff member).	
Has the worker got sufficient information about the job, equipment or substances?	
Are staff trained in safe working practices?	
Has the staff member demonstrated their ability to do the task satisfactorily?	
Is there appropriate supervision?	
Are staff aware of the emergency procedures in place?	

The general workplace	Yes/No
Is the person a key-holder to the premises?	
Is the access to, or exit from, the workplace safe?	
Is the lighting around the premises adequate?	
Do you use entrance security systems (i.e. digital locks or swipe cards)?	
Does the workplace allow access to members of the public/service users?	
Are reception/public areas designed with the safety of staff in mind?	
Is there a risk of violence from members of the public?	
Where work can be carried out away from public areas is this made possible?	

Knowledge of job/location or service user	Yes/No
Has the member of staff got sufficient background information on the client/service user?	
Do you include potential or known risk factors in referral documents and care plans?	
Do you share risk information with other professional(s) bodies and agencies?	
Have you a method in place to define whether additional staff (or other agencies such as the Police) need to be present?	
When staff travel to e new location or meeting place are they provided with sufficient information about the location and site access e.g. parking?	

Meetings and Home Visits	Yes/No
Can meetings take place in the main office / interview rooms rather than at a person's home?	
Are interview rooms designed and set up with staff safety in mind?	

If interviews take place in a service users home has a plan been made of who must be present and why?	
Have staff been made aware of the school guidelines on carrying out interviews with members of the public?	
Have staff been fully trained in strategies for the prevention of violence?	
Do staff carry out visits in high-risk locations (i.e. areas with high crime rates)?	
Do staff carry out visits in isolated rural areas?	
Do staff visit unfamiliar clients or service users?	
Do staff visit a high-risk or unstable or unpredictable client group?	
Do staff carry out visits during unsocial hours?	
The type of work	**Yes/No**
Will any part of the work present a physical risk?	
Is equipment safe and regularly maintained?	
Do staff activities involve working in confined spaces?	
Do staff activities involve handling dangerous substances?	
What risks will the worker be exposed to in the event of equipment failure?	
Can substances and goods be handled safely/can they be handled by one person?	
Where lifting/manual handling takes place – can the lone worker carry this out in a safe manner?	
Does the worker have the appropriate PPE and is he/she trained in its use?	
Are cash/valuables or medical drugs being carried?	
Is first aid provision required?	
Intruders	**Yes/No**
Are procedures in place for dealing with intruders on site?	
Are all staff aware of these procedures?	
Emergency Call-Outs	**Yes/No**
When a call out system is in place are there guidelines to follow in terms of who can attend?	
Have arrangements been made for different times of day/night on who can attend?	
Are staff aware of these guidelines?	
Travel and Transport	**Yes/No**
Have you considered how staff will travel to and from appointments?	
Are travel arrangements considered as part of the work plan?	
Do staff provide an itinerary when they are working away from the school base?	
Do staff have a defined means of contacting managers & colleague if necessary?	
Do you use reporting checking-in systems?	
Do you use mobile phones or other communication systems?	
When valuables are carried in a vehicle are staff aware of the procedures to follow in the storage of these items?	
Supervision	**Yes/No**
Do you carry out regular supervisor or colleague checks during activities?	
Are less experienced and new team members subject to greater supervision as necessary?	
Information and Training	**Yes/No**
Do staff have information and training on basic personal safety?	
Are staff trained in strategies for preventing and managing violence?	

Are staff aware of the lone working procedures for their team and/or workplace (i.e. have they been made aware of the significant findings of the risk assessment)?	
Reporting systems	**Yes/No**
Are staff aware of the reporting procedures and systems in place (e.g. Violence and Accident Reporting)?	
Do staff have access to forms for reporting incidents or near misses?	
Other Hazards	**Yes/No**

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SAMPLE LONE WORKING RISK ASSESSMENT

Activity:	**Lone working**			Location(s):		
Assessor:			**Ref No.:**		**Distribution:**	
Date:			**Proposed Review Date:**		**Signed:**	

Hazard	Risk	Individuals at risk	Risk Rating	Control Measures What are we doing now?	Notes/Additional Control Measures What more do we need to explain/do?	Residual Risk
Individual fitness and capability	Illness or injury away from support	Lone worker (LW)		☐ LWs are medically fit and sufficiently skilled and/or trained to carry out routine and reasonably foreseeable emergency tasks alone ☐ LWs who are new or expectant mothers understand the range of activities it is agreed they should not carry out alone ☐ LWs will not wear headphones which reduce hearing and awareness ☐ LWs know where first aid facilities are		
Working alone, in isolated areas or out-of-hours	Illness or injury away from support	Lone worker		☐ Lone working is avoided where possible by integrating work patterns and planning out-of-hours use, cleaning and maintenance ☐ Staff understand that they can still be lone working, even when others are on the premises, if they are working away from them in isolation ☐ Only agreed tasks are to be done in lone working situations ☐ Tasks are carried out in accordance with relevant risk assessments, procedures and training ☐ LWs carry a radio or other communication device at all times with an In Case of Emergency (ICE) no. and duty manager's no. pre-programmed ☐ There are clear and communicated procedures for dealing with and reporting defects, accidents and incidents out-of-hours ☐ LWs have a suitable buddy system which they have agreed with their manager e.g. a colleague, family etc.	List any specific banned/restricted tasks for LW e.g. work at height, mixing chemicals, using solvents, electrical work, heavy lifting, using dangerous machinery	
Access	Arson, verbal abuse, burglary, injury from assault made worse by a lack of support	Lone worker		☐ The site and buildings are adequately secure when occupied and unoccupied ☐ Out-of-hours access is restricted to authorised personnel only ☐ External lighting is adequate and LWs keep to well-lit access routes ☐ Concealed areas of site are minimised e.g. shrubbery is kept back ☐ LWs arriving first on site remain vigilant when opening up, securing the door entered by before turning off any alarm ☐ LWs are to dial 999 if they think suspicious activity is happening while they are on-site. If they find evidence of a crime but do not feel in danger they are to contact the duty manager immediately who will advise what action to take ☐ Intruders are **not** to be tackled and unknown callers are not to be allowed entry	Mention where the written opening up/locking up procedure is if one exists.	

ICE number – listed in your phone contacts as ICE (In Case of Emergency). Nationally accepted protocol for emergency services to contact next of kin or other emergency contact of the phone owner in the event of an emergency.

Hazard	Risk	Individuals at risk	Risk Rating	Control Measures What are we doing now?	Notes/Additional Control Measures What more do we need to explain/do?	Residual Risk
				☐ There are visitor and staff log books and the lock up sweep starts with checks that people have signed out and discrepancies are appropriately reported		
Violence and harassment	Injury from assault with no support available	Lone worker		☐ LWs should reverse park as close to their final exit door as possible and have keys ready on leaving so it can be done quickly ☐ Deliveries are scheduled to avoid routine periods of lone working and vehicle access to the site is appropriately restricted ☐ Anyone trying to gain access without an appointment or other right to be there is refused entry ☐ LWs who feel directly threatened by trespassers should retreat to a safe place where they can dial 999, securing doors as they go ☐ If concerned but not directly threatened LWs should report to the duty manager immediately who will advise what action to take ☐ Where significant risk is unavoidable LWs carry suitable means to raise the alarm and get the likely response needed ☐ LWs adhere strictly to their lone working/buddy procedures e.g. calling base/buddy as agreed ☐ Home visits are carried out in accordance with the Home Visits Risk Assessment		
Difficult/ sensitive/ challenging meetings	Injury from assault with no support available	Lone worker		☐ Rooms selected for this purpose have an unobstructed vision panel, a telephone and easily thrown objects removed from it ☐ Meetings are scheduled at times when other people are nearby ☐ Arrangements are made for people nearby to make unobtrusive checks on the meeting e.g. walking past and looking/listening for signs of concern; a scheduled telephone call to the room etc. ☐ An alarm system is in place, others nearby can hear it and they understand what action to take ☐ Room layouts allow staff to sit between visitors and the door or where possible allow either party to leave quickly if necessary	Is this the room phone, a mobile, a radio, a panic button, a personal alarm?	
Abuse of vulnerable people or allegations being made	Abuse of vulnerable people or unfounded allegations	Vulnerable people and lone workers		☐ 1:1 work alone with children is agreed on a case-by-case basis in accordance with knowledge about a child, their behaviour and emotional/social wellbeing ☐ 1:1 work alone with children is "open door" in nature i.e. never completely out of the sight or sound of others at work or passing by ☐ Intimate care is carried out in strict accordance with the intimate care procedures	Where can these procedures be found	

Further Information or Further Action Required		Date Action Completed	Date RA Reviewed	Significant Changes Y/N	Shared with Staff Date or N/A
This risk assessment must be read and followed in conjunction with other applicable risk assessments.					

ICE number – listed in your phone contacts as ICE (In Case of Emergency). Nationally accepted protocol for emergency services to contact next of kin or other emergency contact of the phone owner in the event of an emergency.

SAMPLE CASH HANDLING, STORAGE AND CARRIAGE RISK ASSESSMENT

Activity:	Cash handling, storage and carriage		Location(s):	
Assessor:		Ref No.:	Distribution:	
Date:		Proposed Review Date:	Signed:	

Hazard	Risk	Individuals at risk	Risk Rating	Control Measures What are we doing now?	Notes/Additional Control Measures What more do we need to explain/do?	Residual Risk
Receiving, handling & storing cash	Serious injury from attempted robbery; uninsured	Staff and volunteers accepting and processing cash payments		☐ Payments by cheque, BACS, direct debit, standing order, electronic card (cashless catering), debit cards are actively encouraged to avoid handling or storing cash ☐ Banking is done regularly, at different times to avoid holding large sums of cash on-site ☐ Significant amounts of cash are held in a suitably secure safe, hidden from casual view & never inside locked filing cabinets, desk drawers etc. ☐ Small amounts of petty cash are kept in suitable lockable cash boxes secured in suitable lockable places (cabinets or furniture fixed to the wall/ floor if possible) ☐ Regarding keys to safes, strong-rooms, security cabinets or other access to property of intrinsic value: 　o the number of keys required is kept to a minimum 　o the purpose of keys is not identifiable from looking at them (labelled with a letter or number but never the use) 　o keys are always carried on the person during normal operating hours 　o keys are locked in a secure key cabinet if carrying them is not possible 　o high security keys are not kept on the premises outside normal operating hours, not even in a secure key cabinet ☐ Counting cash is done in a locked room away from casual view by anyone	It may not be ethical to ask parents for payments via direct debit or standing order but consideration will be given to all reasonable requests, especially if it might form part of Early Help support	
Transporting cash	Serious injury from attempted robbery; being uninsured	Anyone performing banking duties		☐ Times cash is carried off the premises are varied ☐ Banking options and routes to get there are varied ☐ Banking travel is by car if possible with a driver who can drop the cash handler off as close as possible, especially if parking is restricted ☐ Cash handling duties are shared to avoid the targeting of one person ☐ The appearance of cash is disguised (cash bags are inside another opaque bag) ☐ A secure courier service is engaged for significant amounts of cash ☐ Cash handlers receive adequate information, instruction, training and if necessary supervision to carry out tasks safely and respond appropriately in an incident and carry the means to summon help i.e. a functional mobile phone		

Further Information or Further Action Required	Date Action Completed	Date RA Reviewed	Significant Changes Y/N	Shared with Staff Date or N/A
This risk assessment must be read and followed in conjunction with other applicable risk assessments e.g.: Driving for work purposes.				

SAMPLE HOME VISITS RISK ASSESSMENT

Activity:	**Home visits**			Location(s):		
Assessor:			Ref No.:		Distribution:	
Date:			Proposed Review Date:		Signed:	

Hazard	Risk	Individuals at risk	Risk Rating	Control Measures What are we doing now?	Notes/Additional Control Measures What more do we need to	Residual Risk

Unknown child/ Young person, parents/ carers/ guardians, other household members	Illness, injury or damage from assault or contact with infections	Home Visitor (HV)/ others nearby		☐ HVs are trained in recognised aggression de-escalation and intervention techniques.
				☐ Relevant information is obtained from other agencies about the young person or other people in the home who may pose a risk e.g.
				  o School or previous school;
				  o Social Care;
				  o The Health Authority;
				  o Inspira (formerly Connexions);
				  o Others e.g. Barnardos, Young Carers, Probation Service etc.
				  o Home Visits do not take place where information above is not verified or does not adequately inform risk assessment.
				☐ Arrangements are in place for a Home Tutor to meet a young person for the first time in a school setting/other suitable venue before home tuition arrangements are made.
				☐ A manager agrees to a detailed Work Plan in light of all available information before any home visits are arranged.
				☐ Home visits do not take place where the residual risk of potential violence is regarded as high and are under continual review.		

Unknown home environment	Injury from slips/trips/ falls/other accidents, vulnerability to allegations	Home Visitor/ others nearby		☐ Home environments are assessed as suitable for the Work Plan before home visits take place (by 2 adults incl. Tutor where possible). ☐ Home assessments include others present in household (parents' siblings, lodgers etc.); condition of surroundings (cluttered escape route etc.); condition of work space (ergonomics, noise, pets etc.). ☐ A responsible adult, usually the parent/carer is a signatory to the Work Plan and understands the conditions of the Plan. ☐ Issues are resolved in accordance with the Work Plan or home visits do not continue pending resolution. ☐ If no prior assessment has been made e.g. new starter home visits, HVs are trained in dynamic risk assessment and personal safety as well as de-escalation.		
Visiting home environments	Illness, injury or damage from assault by people or	Home Visitor/ Other accompanying adults		☐ The vicinity of homes is checked for suitable parking e.g. close by, in direction of exit, well-lit if necessary, likelihood of vandalism etc. ☐ Access to the property checked as suitable (repeat visits only). ☐ Home Visits are abandoned/ postponed if:		

Hazard	Risk	Individuals at risk	Risk Rating	Control Measures What are we doing now?	Notes/Additional Control Measures What more do we need to	Residual Risk
	animals in or out of the home; poor work environment & breaches of data protection putting others in danger			o the person to be visited is not present. HVs do not wait in properties for them to return. o a designated responsible adult is not available for the duration where specified in a Work Plan. ☐ Work Plans and all conditions are clearly understood by all signatories including staff, managers, parents/carers/ designated responsible adults and young people. ☐ Pets are removed on request and kept away from work space. ☐ Work space is appropriate to include: o Adequate space in and suitable furniture on which to work; o Appropriate lighting levels; o Adequate heating/ventilation; o Appropriate noise levels; o Openness to allow casual observation by anyone in the household especially the designated responsible adult 'supervising' the visit. ☐ Staff note entry and exit points, mark in their mind how clear they are and ensure they are not locked into the property once inside. ☐ Home Visit times are clearly understood by all parties involved especially managers and designated emergency person(s) back at base (emergency response trigger). ☐ Paperwork is kept to a minimum and not spread it out in case a quick exit is required. ☐ Personal/confidential information about anyone other than those being visited on each appointment is never carried. ☐ Confidential information about those being visited that is not to be shared with those being visited is never taken into their property.		
Young person being visited	Injury from assault, verbal abuse, vulnerability to allegations	Home Visitor/ others nearby		☐ Work is done in strict accordance with the agreed Work Plan OR a responsible adult is nearby for the duration. ☐ Young people are aware of the extent of any tuition times. ☐ HVs sit between the young person and the exit where possible. ☐ Home Visits are abandoned/postponed where young people significantly and unreasonably breach the Work Plan in learning or behaviour requirements – HVs leave immediately.		
Emergency situation	Illness or injury from an emergency situation and worsening condition due to lack of support	Home Visitor/ others nearby		☐ Details of the visit schedule with full postal addresses, contact names and numbers at those addresses and the HVs personal/work mobile number is left at base. ☐ The designated emergency contact person at base understands the emergency response trigger and the emergency response plan. ☐ HVs do not deviate from their visits schedule unless base is informed. A text message to base etc. is **not** sufficient for this task. ☐ HVs only carry emergency contact telephone numbers on paper or in their mobile phone on their person and never in anything that could be taken off or put down (coat pocket, bag etc.). ☐ HVs report to base at all agreed times (once a visit is completed; on arrival at the next visit etc.) and never return to home and not base without agreeing so with base.		

Hazard	Risk	Individuals at risk	Risk Rating	Control Measures What are we doing now?		Notes/Additional Control Measures What more do we need to	Residual Risk
				☐ HVs ensure their 'ICE' or 'ICE Work' entry in their mobile phone contacts is current for their visits (emergency services search a casualty's mobile phone contacts for an ICE - In Case of Emergency contact to identify people and inform next of kin). ☐ HVs ensure their families, home carers etc. are aware of any activities such as home visits that may mean they are late returning home.			

Further Information or Further Action Required	Date Action Completed	Date RA Reviewed	Significant Changes Y/N	Shared with Staff Date or N/A
This risk assessment must be read and followed in conjunction with other applicable risk assessments e.g.: <u>Driving for work purposes</u>; <u>Lone working</u>				

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LONE WORKING BUDDY SYSTEM TEMPLATE

1) **Lone Worker**

1.1 Use your team arrangements to record relevant lone working information. Please note: if you are using the privacy settings on your outlook calendar you must ensure that your buddy(s) can access your private appointments.

1.2 The following information must be recorded:

- Who the visit is with,
- Visit address and postcode,
- Your mobile number,
- Venue details,
- Purpose of your visit
- Venue number if available (you should also leave your home number/other out of work contact details and address).

Ensure that a return time is detailed. If you know of any relevant risk factors that would assist in an emergency then please record this information.

1.3 If you have specific details that may increase the risk of this visit, ensure you have reviewed your risk assessment for any additional control measures. If you are working in an area with no known mobile phone signal please ensure that this is taken into account as part of the risk assessment, for example, ensure that a call in time considers the travel time required to reach a place with a mobile phone signal.

1.4 Take a charged mobile phone and the details of how you can contact your buddy.

1.5 Ensure that the speed dial function to your buddy is ready for use on the mobile phone.

1.6 For high-risk visits a 'call in time' should also be agreed with your buddy to let them know the meeting has concluded. Ensure that you and your buddy agree on an alert that you will both know but won't cause you difficulties in saying e.g. 'can you have a look at the red file' which should be used if you experience difficulty and wish to raise an alert.

1.7 Contact your buddy before the return time/ call in time expires to confirm that you have finished otherwise the buddy will follow step 2.2

1.8 If your visit is likely to last longer than the time agreed with your buddy you must contact them before it expires and agree another time.

1.9 Notify your buddy if you are not returning to the office at the end of the day.

1.10 Call your buddy and use the agreed alert e.g. 'can you have a look at the red file' if you experience difficulty during a meeting and are able to make a call.

1.11 As your Buddy may be required to call your home contact number or another contact number, in the event that you cannot be raised, it is advisable that family or friends who may answer these calls are aware that they would receive this call if a work incident had arisen.

2.0 **Buddy responsible for monitoring 'call in times' should:**

2.1 Ensure that 'call in times' are monitored. You can use an online diary, mobile phone alarm, timer clock to assist with this.

2.2 Take the following action if contact is not made within the agreed time:

- Attempt to contact the mobile number given
- If there is no response, phone the meeting venue number
- If there is no response, phone the employee home number
- If there is no response on the numbers above a second attempt will be made to contact the mobile phone number

- If there is no response from the lone worker to confirm their safety the Police should be contacted and informed of the last known whereabouts after no more than a 30 – 45 minute period of trying to make contact.

3.0   If an alert is raised

If a lone worker calls for assistance, for example, you are asked to 'look at the red file' or you receive a call where you need to establish if assistance is required, ensure that you ask the following questions:

Question 1   Do you need the police? Are you at XXX location? (see section 4.0)

Question 2   Can you get out of the situation? If the answer is 'yes', advise the lone worker you will call back in 5 minutes. If you call the lone worker back and there is no reply then call 999 and follow the section below:

4.0   Information for making a call to the police in an emergency

Ring 999 and notify the police that you have not been able to contact a lone worker or that a lone worker has raised an alarm by using an agreed phrase. Express the seriousness of the concern as the lone worker had identified a personal safety risk and that you have tried to contact them for 30 minutes. Ensure you have the following information for the police:

- That you are tracking a lone worker, you have followed lone working procedures on behalf of state name of person and that they (1) cannot be contacted at the set time and you have attempted to make contact for the last 30 minutes or (2) they have raised an alarm, and give details of what they were doing when lone working including any specific details left by the lone worker.
- The name and contact details of the lone worker.
- The address (and postcode where possible) where the lone worker was known to be).
- Any other information that the lone worker had left about the visit.
- Follow instructions given by the police

5.0   Information for the Buddy when calling an alternative number to trace a lone worker

If you call a home number remember that this may distress the person answering the call. Explain that you are trying to locate the person and have been given this number as one means of contact. If they are unable to assist with their location, ensure that you call them back and keep them up to date, leave your name and number in case the person arrives or contacts their home.

Ensure that the home contact number is called again within 30 minutes and give an update about the situation. Arrange to return calls to provide updated information.