Key Points:
- This policy aims to raise awareness of the risks associated with lone working and assist with identifying
- suitable and sufficient controls so as to minimise risk
- Lone working can be defined as circumstances or situations where individual members of staff work with little or no direct contact with colleagues
- Lone working is not prohibited and will not automatically be unsafe, however, any risks must be identified, assessed and adequately managed
- Copies of all the Health and Safety Policies can be found on the school Shared Network (Health & Safety section).

Introduction
St Luke's School is committed to ensuring staff, volunteers and contractors enjoy a safe working environment which it recognises will not only help our staff, but also increase our ability to offer high standards of service. It is recognised that there are occasions when teaching, support, administrative, grounds, cleaning staff may be required, or choose, to work alone or in isolated situations. This, however, may introduce risks for a normally non-hazardous work activity.

Categories of lone workers
Within St Luke's School, a lone worker will most probably fall within one of the following categories:
◆ Those who work in an otherwise unoccupied part of the building
◆ Those who work in an isolated part of the school grounds
◆ Those responding to an alarm call out after normal school hours
   (Appendix 1)

Responsibilities
CYPES will:
- ensure that arrangements are in place for implementing this Policy. Where appropriate, department specific guidance on its application can be developed to clarify implementation arrangements have systems in place for the periodic monitoring of the implementation of this Policy.
- ensure that all schools are aware of the Policy and given appropriate guidance and information in order to be able to implement this policy and adequately manage the risks associated with lone working.

Headteacher and other Line Managers will:
- identify those staff, or groups of staff, who could be at risk due to lone working
- raise awareness of this policy and its aims with these staff
- review lone working practices and procedures in consultation with the employees affected and their representatives, with the aim of identifying specific control measures and safe systems of work
- ensure suitable training arrangements are in place so that those employees identified as being particularly at risk due to their lone working activities, are

able to participate in programmes that are relevant to their needs ensure that, where relevant, risk assessments are undertaken
- ensure all risks to lone workers are eliminated, where possible, so far as service delivery allows, or reduced to a minimum
- ensure all health and safety incidents and near misses, due to lone working, are recorded using the CYPES/School incident reporting procedures and where necessary investigated
- review the arrangements above as necessary.

Staff will:
- comply with the requirements of this policy;
- work within any framework that has been devised to reduce the risks in relation to lone working in their particular team/working environment
- attend all the training identified as necessary to ensure they acquire the skills necessary to help them manage the risks from lone working
- conduct "dynamic" risk assessments, when necessary, to manage unforeseen hazards
- ensure all health and safety incidents and near misses are reported to their manager and the CYPES/School reporting procedures followed.

Lone Working Risk Assessments
Situations which may foreseeably result in a lone working employee being subject to harm require a risk assessment to be undertaken in conjunction with the CYPES/School Risk Assessment policy.

All possible hazards and the staff potentially affected must be identified and the necessary control measures determined.

This can be covered initially by any generic risk assessment for the appropriate group of staff or activity.
However, in certain circumstances or situations, it will be necessary to carry out a specific risk assessment to formalise the appropriate safeguards.

The following is intended as a guide in formalising the specific risk assessments and lists (not exhaustively) examples of hazards and possible control measures. This should be used in conjunction with the risk assessment policy and associated forms.

Examples of possible hazards:
- Work activity e.g. giving someone bad news
- Unpredictable behaviour of service user, public etc. e.g. angry, frightened, under the influence of alcohol or drugs
- Location e.g. high rise block, remote area, walkways/alley ways
- Design of premises e.g. rambling building
- Unfamiliarity with premises and/or location
- Unfamiliarity with persons concerned
- Suspicious persons in the vicinity
- Time of day

- Lighting – internal/external
- Animals
- Transport
- Environment e.g. weather
- Inadequate security measures
- Ease of access by members of the public
- Employee unsuitable to work alone e.g. expectant mother
- Perceived as carrying valuables, equipment etc.
- Vehicle breakdown or accident
- Illness.

Examples of possible control measures while working away from base:
- Is a visit necessary? Can the issue be dealt with by phone, letter or electronically?
- Meet with service user, member of public etc. on County Council premises
- Being accompanied by another person e.g. colleague, police
- Management system of all lone workers which could be electronic or manual.
  A manual system could include:
  o Location board/book for staff whereabouts
  o Full details of person to be visited e.g. venue, time, contact number, length of intended time away from base etc
  o System for contacting lone worker
  o Worker being able to raise the alarm or summon help e.g. access to mobile phone, personal attack alarm
  o Periodic reporting in to base to confirm whereabouts or any changes in arrangements
  o System for an escalating response if lone worker fails to return or make contact with base/home, taking into account arrangements when base is un-staffed.

- Visits arranged during daylight hours
- Vehicle maintained in good working order
- Membership of road side assistance company e.g. AA, RAC
- Sat Nav or maps
- Parking in well lit areas
- Keeping car doors locked in built up areas or stop/start traffic
- Avoid carrying valuables, briefcases, bags etc.
- Professional training
- Training in managing violence & aggression, diffusing and breakaway techniques
- Qualifications and experience
- Medical fitness
- Reporting incidents and near misses.

Examples of possible control measures while working alone in an establishment/office:
- Lone working the exception rather than the norm

- A manager to always know where and when lone working will take place
- Staff never to enter a building alone if there is any indication of a security breach
- Appropriate signs e.g. opening hours, out of hours arrangements etc.
- Well maintained external lighting
- Controlled entrances
- Key codes for access should be changed from time to time and as a matter of course if a breach of security is suspected
- Reception areas and desks appropriately secured
- Intruder detection systems
- Adequate maintenance
- Appropriately designed interview rooms e.g. layout, décor, seating, readily accessible alarm system, proximity to other staff
- CCTV
- Access to telephone and first aid equipment at all times
- Emergency procedures for dealing with illness, accidents etc.
- Professional training
- Qualifications and experience
- Medical fitness
- Reporting incidents and near misses.

Contractors will be given a copy of the Lone Working Risk Assessment and will receive the appropriate Health and Safety information.

Controls

All staff have keys and entry fobs. The experience and training of all staff, and the activities to be undertaken, will be taken into consideration before allowing lone working. Lone workers must be considered capable of responding correctly in an emergency situation. Whenever possible it is recommended that staff work with a partner.

Staff should not enter the school premises if there are signs of intruders but are advised to immediately call the police.
Staff should lock doors when lone working and ensure that areas of the school not in use are kept secure. Staff must not place themselves in danger by challenging intruders or vandals but should call the police for assistance.

Staff should not work alone if they have medical conditions that might cause incapacity or unconsciousness.

All lone working staff should establish their own checking in and out system with family, friends or work colleagues. It is advised that lone workers provide a relative or friend with their telephone contact number and an expected time to return home.

Staff working alone have a responsibility for making themselves familiar with and following the school's safety procedures and location of safety equipment.

Contractors should have access to their own first aid kit suitable for treating minor injuries.

If staff rely on mobile phones, they must ensure that their network has good reception within school. Although phones can give extra reassurance, they do not provide complete protection and staff should still be alert for their own personal safety at all times.

Lone workers should not undertake activities that involve working at height or any task that has been identified as medium or high risk or which is potentially hazardous given their own level of experience and the nature of the task.

It is the responsibility of all school personnel and contractors to adhere to the lone working procedures and to report any difficulties, failure of equipment or general concerns on Health and Safety to the Caretaker. Staff should be proactive in bringing concerns to his attention. If members of staff fail to follow procedures designed to protect their safety, this could result in a disciplinary matter as they will have contributed to their injury and any compensation claims for damages or unfair dismissal may be reduced accordingly.

The Headteacher/Deputy Headteacher will regularly monitor the implementation of these procedures. Following any incident an investigation will be carried out and its findings used to inform change to procedures and working practices.

Reporting of Accidents and Incident
Any accidents, incidents or near misses must be recorded in the accident and near miss book and a copy forwarded to CYPES.

The original copy must be retained by the Headteacher/Deputy Headteacher with the employee's records.

CYPES must be notified immediately if:
• an accident happens and causes either a major injury or the loss of over 3-days work or if a member of staff is unable to carry out normal duties for over 3-days

• If a member of staff has been subject to an incident involving violence. This includes verbal abuse, physical assault and property damage.

Monitoring and Reviewing
All accidents, incidents or near misses should be logged and monitored; trends should be noted and risk assessments must be reviewed.

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Tips for Working Alone

Working alone from a fixed base
- When working alone after dark, consider drawing the blinds (if you have them) so that people outside cannot see in
- Keep doors and windows locked if possible
- Agree a protocol for visitors to the building e.g. don't allow visitors into the building when only one person is there
- Consider having opening times that only include times when there are two or more people in
- Ensure your manager knows you are working in the school alone and for how long. Let them know when you have left – make sure a protocol is set up so they know what to do if you do not call in when expected
- If you spend time alone with the public/service users, ensure there is a way for you to raise the alarm if necessary. Having a discreet way of calling for assistance, so you can get help before things get out of control, is best i.e. silent alarms and associated protocols.

Working front-line alone
- Ensure you have a means of communication with others
- Consider installing emergency alarm systems
- Ensure cash or valuables are kept out of sight
- Always give up cash or valuables if threatened and never try to stop a thief on your own.

Working in other people's homes or premises
- Try and find out if there have been any previous incidents of violence
- Make sure someone knows where you are at all times
- Give some thought before you arrive as to what exit strategies you could use if you felt uncomfortable or threatened. Thinking about them in advance will help you recall them quickly in a time of stress. For example you could say that you've left some paper work in your car and have to go and get it. You could then, if you feel it's necessary, phone from the safety of your car and say you've been called back to school
- When you arrive think about your location. Is it at the top of a tower block, down a country lane or in a oneway street? Consider where you should park your car so you can leave quickly
- Be mindful of the fact that you are entering someone else's territory. Your presence there may be unwanted and/or pose a threat
- Be prepared to show your ID, explain your reason for visiting and wait to be invited in
- Conduct your own "dynamic" risk assessment on the door-step before you enter. If you feel at all uncomfortable, make an excuse and leave – trust your instincts
- Do not enter the premises unless the person you expect to meet is there. If they are not, say you will return or rearrange the appointment later

- Give the person you are visiting some indication of how much of their time you expect to take and try to stick to it
- Take only what is essential into a house; leave handbags etc. elsewhere
- At all times be alert to changes in moods, movements and expressions
- Don't spread your belongings about
- If you feel at risk leave immediately.

Guidance for Keyholders attending alarm calls after hours

Background
Most building/establishments are fitted with burglar alarms. A keyholder is usually nominated to attend call outs for that establishment. The police will not automatically attend an alarm if there is a history of false calls. The main causes of false alarms are user error or electronic faults.
Assume that the police will not respond to an alarm at your establishment.

Guidance for attending an alarm
- Do not attend an alarm call out alone, where reasonably practicable.
- Do not enter the building if you are alone.
- Look out for corroborative evidence of intruders.
- Take necessary action; e.g. call police.

What to take
- Identification of who you are, for example an employee badge. This helps if police do attend the scene or are later called to the scene.
- A torch of a reasonable size and power.
- A basic plan or diagram of the building. This does not have to be a very detailed site plan but it would be useful to show:
  - o Entry/exit points for people and vehicles;
  - o Areas where computers/valuables are located.

This is useful for the police if they are required to attend the scene. If possible, for purely practical reasons, laminate the plan or place in a plastic wallet pack.

- A mobile phone is useful to summon assistance in an emergency without having to enter the building.

Risk Assessment
On attending the site keyholders must be mindful of and protect themselves against the worst case scenario, that is, an intruder who may still be on site.
Initial arrival should be to the front of the building main entrance. If an intruder has not already left on hearing the alarm, your arrival may disturb them. Your main priority is your personal safety. If you disturb an intruder, attempt to withdraw to a safe point. DO NOT ATTEMPT TO APPREHEND. If possible, and if safe to do so, observe the intruder. Any details will be useful for the police.
Once on site, proceed with extreme caution. Your priority is to systematically check for corroborative evidence of an intruder. Any search of the premises, if you are

accompanied, should be carried out together.

What to check
- Suspicious/unfamiliar vehicles parked in the immediate area.
- The outside of the building for sign of forced entry; e.g. broken glass, prised doors, windows, etc.
- Evidence of flash lights being used or other lights left on within the building.
- Noise from within the building or outside.

If at any stage there is evidence of an intruder, IMMEDIATELY WITHDRAW and contact the police. Where reasonably practicable, do not enter the building to use the telephone. If necessary, drive to a nearby call box and make an emergency call to the police, via 999 system.

Where there is no evidence of an intruder from the outside, enter the building:
- Check the inside of the premises to eliminate signs of a forced entry.
- Switch on appropriate lights and proceed to re-set the alarm.
- If evidence of an intruder is discovered, withdraw and contact the police.
- Try not to disturb the scene.