

# Educ8tions Ltd. / Educ8 Awards



Lone WorkingPolicy  
(LWP)  
Apr 2018 – Apr 2019



### Document Control

**Document Title:** Lone Working Policy  
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**Author:** Vonley Joseph  
**Change Authority:** The Board of Directors

### Change History

Version	Date	Reason for change	Change by
0.1	01 <sup>st</sup> August 2016	First draft	Vonley Joseph
0.2	02 <sup>nd</sup> April 2018	Updated	Vonley Joseph

### Change Mechanism

Any person seeking to alter this document must consult the author before making any change.

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The person making the alteration must indicate every change between the previous (approved) document version and the altered document version.

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### 1. Introduction

1.1. This policy sets out the way that Educ8tions will comply with the requirements of the Health and Safety at Work etc. Act 1974 and the relevant statutory provisions.

### 2. Scope

#### 2.1

This policy covers everyone that is employed by Educ8tions that are exposed to lone working conditions

### 3. Policy statement

Educ8tions is committed to ensuring, so far as is reasonably practicable, the personal safety of its employees.

It should be clearly understood by all concerned that in any situation, the reduction of risk and avoidance of harm is of paramount importance.

Where visitors or clients are involved, the emphasis must be on safeguarding them from harm, even in cases where they contribute to the disturbance.

Within the context of Educ8tions overall Health and Safety Policy, each Directorate is required to undertake a risk assessment and produce their own procedures to assist employees in the local situation.

### 4. Definitions and explanation of terms

#### 4.1. Educ8tions defines a Lone Worker

as someone who works by themselves without close or direct supervision. Employees are also considered to be working alone if they have neither visual nor audible communication in the event of an incident.

### 5. Equality impact assessment

5.1. An initial screening equality impact assessment form has been completed for this policy, a copy of which can be found in **Appendix 1**. The outcome of the initial screening will determine whether a full equality impact assessment will be required.

### 6. Duties (roles and responsibilities)

#### 6.1. Chief Executive Officer (CEO)

6.1.1 Shall have overall responsibility for ensuring compliance with Health and Safety legislation

6.1.2 Shall ensure that this policy is reviewed every three years and in the light of any changes in working practice and/or changes in statutory legislation and/or an incident occurs that requires improvement and/or the fire risk assessments identify significant risks that are not already addressed





**6.1.3** Shall ensure that adequate resources are made available to implement the policy and carry out any remedial action or amendments to this policy

**6.2. Executive Directors/Divisional Management Team**

- 6.2.1** Shall ensure that risk assessments are carried out as necessary and local arrangements implemented to reduce the risks
- 6.2.2** Shall as legally required, liaise with third parties to ensure the safety of employees when working away from Educ8tions sites
- 6.2.3** Shall respond to request for remedial action to minimize risk following an assessment, auditor inspection, by allocating funds, or seeking funds for the procurement of equipment, or changes to working practice where it will reduce the risk of injury or ill health

**6.3. Estates and Facilities Manager(s)**

- 6.3.1** Shall provide advice, guidance and support to managers in developing individual local arrangements under this policy
- 6.3.2** Work with managers to investigate any incident of violence or security breach, to identify ways to reduce the risk
- 6.3.3** Shall on a period basis review lone workers risk assessments to ensure they meet the needs of the individual on health and safety matters such as security arrangements, supervision, first aid
- 6.3.4** Shall submit annual reports to the Health and Safety Committee and Chief Executive Officer, highlighting the areas of compliance and non-compliance to the lone working processes

**6.4. National Health and Safety Committee**

- 6.4.1** Shall receive account of statistics and analysis of lone worker incidents/accidents reported through Datix and make further recommendations for action as necessary
- 6.4.2** Shall ensure the development of any action plans in relation to raising awareness to staff of the process and systems in place for the reporting of incidents
- 6.4.3** Shall monitor the implementation of any action plans developed

**6.5. National Operations Centre (NOC)**

- 6.5.1** Shall, so far as a reasonably practicable, ensure episodes of lone working are minimized during the building and prior to the release of staff schedules
- 6.5.2** Shall endeavor to inform the local sites of occasions where lone working is occurring

**6.6. Departmental/Line Managers**

- 6.6.1** Shall review operations to identify situations where employees may be exposed to foreseeable risks
- 6.6.2** Shall produce risk assessments and implement controls, reviewing their effectiveness at intervals not exceeding 12 months or when a significant change in circumstances occurs and following any incident
- 6.6.3** Shall establish clear procedures to set limits as to what can and cannot be done





while working alone, and where appropriate, when to stop work and seek advice

- 6.6.4** Shall ensure that lone workers are fit for the full range of duties before commencement through appropriate occupational health clearance
- 6.6.5** Shall ensure that lone workers receive appropriate support from Occupational Health through management referral
- 6.6.6** Shall when planning changes in service provision take account of possible risks to safety and make arrangements for their avoidance or control
- 6.6.7** Shall monitor reports of incidents or near-misses to ensure that correct action is taken to prevent a recurrence
- 6.6.8** Shall ensure employees receive appropriate training
- 6.7. Employees**
  - 6.7.1** Consider the potential risks associated with lone working and are required to follow any specified procedures laid down
  - 6.7.2** Shall report to their manager any problems whilst working alone
  - 6.7.3** Shall take reasonable care of themselves and other people affected by their work and co-operate with their employers in meeting their obligations
  - 6.7.4** Shall be personally accountable for their actions and responsible for ensuring they comply with the agreed procedure

## 7. Safe Working Arrangements

- 7.1.1** Establishing safe working arrangements for lone workers is no different from organizing the safety of other employees, visitors etc. Lone workers should not be exposed to significantly higher risks than others who work together
- 7.1.2** Precautions should take account of normal working conditions and foreseeable emergency situations e.g. fire, equipment failure, illness and accidents.
- 7.1.3** When considering safe working arrangements managers will follow a hierarchical system based on the following;
  - a) Assessment of the seriousness of the risk
  - b) Avoidance of the risk
  - c) Control of the risk to the greatest possible degree
  - d) Provision of Personal Protective Equipment (PPE) and security equipment/facilities where appropriate
- 7.1.4** Incidents can have a detrimental effect on the individual. Managers are to ensure that employees are properly cared for after such incidents. Even those employees not directly affected can be subject to anxiety and concern. It is important that all employees are informed of the basic details and any countermeasures as soon as possible

## 8. Lone Workers in Office/Contact Centre's and Other Work Based Premises

- 8.1.1** Where there is a situation where members of staff are in a lone working scenario, they should where possible ensure most/all of the following



items are read here to:

- 1) Ensure that you have control of the access to the building/room
- 2) Lock yourself in, whilst ensuring you can get out quickly if necessary
- 3) Only give access to others if you are sure that you know who they are
- 4) Arrange for someone to ring you at a predetermined time to check that you are alright
- 5) Check on means of escape from the building in an emergency, e.g. fire doors
- 6) Check your access to a telephone
- 7) Try to plan appointments etc. so that other people are in the building with you
- 8) Keep valuables - handbags, cases, equipment etc. out of sight

- 1) If you are assaulted or threatened contact the Police immediately on 999
- 2) If you are verbally abused or receive indecent telephone calls report the matter immediately. In all instances complete an Datix form

### 9. Lone Workers undertaking Home Visits and Travelling

**9.1.1** Both managers and staff have a responsibility to ensure working arrangements are as safe as possible. A key factor in this is the manager (or other staff member) knowing where staff plan to be and for them to be the means for two way communication whenever possible

**9.1.2** Where there is a situation where members of staff are in a lone working scenario undertaking home visits or travelling, they should where possible ensure most/all of the following items are adhered to:

- 1) Plan your route. Avoid having to stop to check map etc.
- 2) Try to visit in daylight or with someone else
- 3) Telephone the staff member prior to the visit to confirm your visit and to ensure that they will be there
- 4) If on arrival at a staff member's home, you meet with a situation that you did not expect to which gives you concern, leave and make other arrangements
- 5) You should never enter a house if you are suspicious
- 6) If a visit takes significantly longer than planned, make contact with base to update them on your revised plan and timetable
- 7) Domestic pets and other animals can present problems. If you feel unsure or unsafe ask the staff member to remove them to another room/place
- 8) Keep car doors locked when travelling (If you were unfortunate enough to be involved in an accident, the emergency services will have no problem opening your car to rescue you)
- 9) Keep valuables etc. out of sight in the car, ideally locked in the boot
- 10) Try to park in open, well-lit places
- 11) If someone approaches you when you are stopped lock all doors. Open your window a fraction to allow conversation. Only offer to help if you are sure the situation is genuine.
- 12) When returning to your car, have the key ready and enter quickly. Lock the doors as you outline
- 13) Avoid walking in isolated or poorly lit places or in subways whenever possible

### 10. Supervision

**10.1.1** Although lone workers cannot be subject to constant supervision, it is still an empl





over's duty to ensure their health and safety at work

**10.1.2** Supervision can help to ensure that employees understand the risks associated with their work and that the necessary safety precautions are carried out.

**10.1.3** The level of supervision required is a management decision, which should be based on the findings of risk assessment. The higher the risk, the greater the level of supervision required. e.g. a line manager may arrange for the lone worker to be contacted at regular intervals through the shift

**10.1.4** It should not be left to individual staff to decide whether they require supervision or assistance.

## 11. Stakeholders

11.1 Whilst this policy applies to all staff within the Trust and has consulted on the key stakeholders in the development and approval of this policy are the:

- 1) National Health and Safety Committee
- 2) Health and Safety Policies and Procedures Working Group

## 12. Review arrangements

12.1 Procedural documents will be reviewed by the procedural document owner within 2 years of approval. However, a review earlier than this may be prompted by factors including:

- 1) Legislative or regulatory changes
- 2) Structural or role changes
- 3) Operational or technological changes
- 4) Changes in the evidence-base
- 5) Organisational learning
- 6) Audits and reviews of the effectiveness of the policy

## 13. Training /support

13.1 All staff will receive awareness of this policy through their Health and Safety induction

13.2 Should anyone require support, advice or guidance on any element outlined in this policy they should speak to their line manager or Estates and Facilities Manager

## 14. Process for monitoring effective implementation

14.1 Please refer to the matrix in **Appendix 2**

## 15. Link to standards and key performance indicators

15.1 This procedural document links to:

- NHS Litigation Authority Risk Management Standards for Acute Trusts (Amended for Educ8tions, 2010) 1.3.9c

## 16. Approval

16.1 Approved by the National Health and Safety Committee on 16<sup>th</sup> April 2008



### 17 References(asevidencebase)

- HealthandSafetyActWorketcAct1974.Availableat <http://www.hse.gov.uk/legislation/hswa.htm>
- Management of Health and Safety at WorkRegulations1999.Availableat<http://www.hse.gov.uk/pubns/hsc13.pdf>

### Appendices

#### Appendix 1

EqualityandDiversityInitialScreeningAssessmentFormAppe

#### ndix 2

ComplianceMonitoringForm

#### Appendix 3

LoneWorkersRiskAssessment







**Appendix1:Equalityanddiversity initial screening assessment form:LoneWorking**

<b>Manager's Name:</b> <b>Manager's Job Title:</b> <b>Identified PolicyChange:</b>				
<b>Overall aims:</b>		<b>Whodoesthepolicy/process,service/functionorchangeaffect?</b>		
<b>Screened by:</b> (		<b>Initial screening carried out on:</b>		
<b>Relevance ofthenewdevelopment and/or change to each EqualityStrands</b>		<b>Degree ofRelevanc</b>	<b>Outline the Positive or Negative Impact</b>	
Race		0		
Disability		0		
Gender		0		
Age		0		
SexualOrien tation		0		
Religion/Belief		0		
HumanRights		0		
Socio – Economic		0		
<b>*KEY:What is the degreeof relevance either positive(+ve) or negative (-ve)onascore of 0–3.</b>		0–None	1=A little	2=Some
<b>Summaryofdataorevidenceavailable and data identified to gather:</b>				
<b>Action: (Please delete as appropriate).</b>		<b>The degreeof relevance to individual equalitystrandswillnotrequire a full EqualityImpact Assessment.</b>		

SignedbyManager:.....Datesigned:.....



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Developing People for Sustainable Careers

Website: [www.globaleduc8tions.org](http://www.globaleduc8tions.org)

ForOfficialUseonlybyServiceWorkingGroup(SWG) - Level of priority for 3 year cycle:

High (Y1)

Medium (Y2)

Low (Y3)

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### Appendix2:ComplianceMonitoringTool

	<b>SafetyofLone Working Staff</b>
Minimum requirement to be monitored	Arrangements for ensuringthesafetyof LoneWorking Staff
Processformonitoring e.g. audit	Audit
Responsible individual/group/ committee	Estates andFacilities Managers
Frequency of monitoring	Annual
Responsible individual/group/ committee for reviewof results	National Health and Safety Committee
Responsible individual/group/ committee fordevelopment of action plan	National Health and Safety Committee
Responsible individual/group/ committee for monitoring ofaction plan and implementation	National Health and Safety Committee

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**Educ8tions**

**Lone Workers Risk Assessment and Action Plan**

<b>Assessment carried out by:</b>		<b>Staff Member:</b>	
<b>Job Title:</b>		<b>Date of Assessment:</b>	
<b>Call Centre:</b>		<b>Review Date:</b>	

**1.0 WORKPLACE AND WORK RISKS**

No	Question	Yes	No	N/A
1.1	Does the workplace present any special risks to person working alone			
1.2	Is there safe access and egress			
1.3	Can all plant and equipment to be used during lone working be safely handled by alone person			
1.4	Can all substances and any hazardous materials be safely handled by alone person			
1.5	Can any manual handling that may have to be done be carried out safely by alone person			
1.6	Is there a risk of violence			
1.7	Are women working alone at greater risk			
1.8	Are young workers (those under 18 years) at greater risk due to their lack of experience, knowledge etc.			
1.9	Are there adequate arrangements for travel at work times, particularly for women and young workers			

**2.0 EMERGENCY ARRANGEMENTS**

No	Question	Yes	No	N/A
2.1	Are adequate first aid facilities available			
2.2	Is there a need to train the lone worker in first aid			
2.3	In an emergency can help be easily found and reach the lone worker			

**3.0 COMMUNICATION AND SUPERVISION**

No	Question	Yes	No	N/A
3.1	Are there arrangements for regular contact between lone worker and supervision			
3.2	Will supervisors periodically visit and observe the lone worker			
3.3	Are automatic monitoring and warning devices appropriate and used (eg personal alarms, mobile phones)			
3.4	Is there easy access at all times to communication with the 'outsideworld' and emergency services			

**4.0 THE LONE WORKER**

Where it is a one off activity, the actual individual is to be considered. Where it is a frequent activity, the group or category of individuals should be considered.

No	Question	Yes	No	N/A
4.1	Does the lone worker have a medical condition making them unsuitable for lone working			
4.2	Does the lone worker have any medical condition on which any foreseeable emergencies may impose additional physical or mental burden which is unacceptable			
4.3	Is the lone worker sufficiently experienced for the task			
4.4	Is the lone worker provided with adequate information about the risks involved with the task and the precautions to be taken			
4.5	Is the lone worker provided with suitable training to allow the premises, equipment, any substances, PPE to be used safely			
4.6	Is the lone worker provided with suitable training to allow them to deal with any unforeseeable emergency			

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<b>Activity/Task</b> <i>Complete therelevantdetailsoftheactivitybeingassessed</i>			
<b>SignificantHazards</b> <i>Allhazardsassociatedtotheactivityshouldbe entered here: task, individual, load and</i>			
<b>Individual at Risk</b>			
<b>Current Control Measures</b> <i>ListcurrentcontrolMeasures</i>			
<b>Withthesecontrolstherisk is(circle)</b>	<b>Unaccept able</b>	<b>Further Controls Required</b>	<b>Adequately Controlled</b>
<b>FurtherControlMeasuresRequired</b> <i>Listfurtheractionneededtoadequatelycontrolrisks</i>			
<b>ActionRequired</b>	<b>DateofCom pletion</b>	<b>ByWho m</b>	

Name:

Signature:

Date: