



**Leicestershire
Traded Services**

Lone Working

Information and Guidance

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do that. ✓**

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1.0 Introduction

- 1.1 This guidance has been written to assist Head Teachers/Principals/Managers who employ or engage with lone workers within (insert name of School/Academy). It will ensure that the responsibilities, as defined under the Health and Safety at Work Act 1974 and the Management of Health and Safety at Work Regulations 1999, are understood and that suitable systems and procedures are put into place in order to comply with legal obligations towards lone worker safety.
- 1.2 Lone workers are defined by the Health and Safety Executive (HSE) as *“those employees who work by themselves without close or direct supervision”*. All persons falling into this category **must** have a risk assessment carried out for the time they are working alone, whether a short period or the majority of the time. A large number of staff will work alone at some stage; the level of risk identified will be different depending on a variety of situations. Examples of lone working activity are listed below – this list is not exhaustive:
- Staff attending late meetings (e.g. Community Forums)
 - Working in a building / site in isolation
 - Working from home
 - Attending Courses
 - Driving to meetings, etc.
- 1.3 Further information and guidance can be obtained from the [Suzy Lamplugh Trust](#) and the [Health and Safety Executive](#).

2.0 Responsibilities

- 2.1 **Head Teachers/Principals/Managers** will identify where and when lone working takes place and:
- establish and supervise safe systems of work; provide and ensure that employees have received appropriate training;
 - regularly monitor and review all risk assessments, policies and procedures so they remain suitable and sufficient;
 - investigate any incidents or near misses and introduce additional control measures where necessary;
 - provide and maintain any safety equipment or lone worker devices and ensure that all guidance provided is understood by the employee and adhered to.
- 2.2 **Employees** have a responsibility to ensure their own safety and that of their colleagues by adhering to safe systems of work and guidance issued to them; to use all safety equipment provided to them at the appropriate time and in the appropriate manner; to report unsafe activities or faulty equipment to their line manager and report all incidents or near misses immediately.

3.0 Risk Assessments

- 3.1 The key to maximising Health and Safety whenever lone working is being considered is the completion of a suitable and sufficient risk assessment. It is recommended that the risk assessment is completed in accordance with the school's/academy's own Risk Assessment Procedure.
- 3.2 The risk assessment should address three main features:
- a) Whether the work can be done safely by lone workers.
 - b) What arrangements are needed to ensure, so far as is reasonably practicable, that lone workers are not exposed to significantly more risks than employees who work together.
 - c) Decide the level of additional controls including training that will be required for persons working alone including the training for line head teachers.
- 3.3 Lone workers should not be at more significant risk than other employees. This may require extra control measures. Precautions should take account of normal work and all foreseeable situations.
- 3.4 It is important to note that, where a training need is identified in a risk assessment, then that suitable training that reflects the needs identified must be delivered and is mandatory.
- 3.5 A template risk assessment is available in Appendix 1 however this is intended as guidance only and must be made specific to your school/academy and individual involved with the lone working activities.

4.0 Control Measures

4.1 Monitoring methods

Examples of monitoring methods include:

- Head Teachers/Principals/Managers periodically visiting and observing lone workers.
- A “buddy system” with further information available in Appendix 2.
- Regular contact between the lone worker and supervisor (if depending on mobile telephones ensures that the areas have good reception).
- If longer periods of no supervision are involved, a regular ‘reporting back’ procedure should be put into place.
- Checks that a lone worker has returned to their base or home on completion of a task.
- Automatic warning devices which operate if specific signals are not received from the lone worker (Contact the Health, Safety and Wellbeing Service for further information).

- GPS mobile phone tracker alert systems, or other lone working devices are available and if deemed necessary should be considered (Contact the Health, Safety and Wellbeing Service for further information).

4.1.1 One example of good practice for lone working is to use a booking in/out system or wipe-off board at base, which is updated and checked regularly as plans change, to enable staff to be easily traced. If such a method is adopted, the following factors should be considered:

- This must be completed by all lone workers leaving the department for whatever reason. Any alterations during the course of the time away, must be notified to the office.
- Wherever the estimated time of return is exceeded or if the staff member goes directly home after a visit/meeting, the Line Manager or a colleague should be contacted to up-date the system.
- Emergency personal contact details should be shared with all necessary persons on a 'confidential' basis. Staff partner/family should be provided with their manager's contact details.
- Report failures of the procedures/system.
- A template is available in Appendix 3.

4.1.2 An alternative process for less regular lone working practices would be the use of a 'Buddy System', where staff pair up and contact each other at pre-arranged times. A process of escalation should a call be missed needs to be established which will involve contacting a senior manager at the appropriate stage.

4.1.3 Whatever system is adopted, procedures should be rehearsed and tested and all members of staff should be aware of the procedures and their responsibilities under them. This includes escalation procedures should a member of staff be un-contactable or missing/late back.

4.2 **Travelling advice for lone workers and their Head Teachers/Principals/Managers**

4.2.1 Lone workers should provide their line Head Teachers/Principals/Managers with contact details, a brief explanation of the work they will be doing and the schedule they will be following when away from base or working out of hours.

4.2.2 Head Teachers/Principals/Managers with responsibility for lone workers should ensure that their mobile phones are switched on and that they are available. They should also have available a list of home contact and emergency numbers in the event that concern is raised regarding a significantly delayed contact.

4.2.3 Head Teachers/Principals/Managers have responsibility for following up incidents where lone workers appear to be delayed.

4.2.4 Lone workers should familiarise themselves with any routes they will be taking. Having planned your route in advance, you should ensure that estimated times of arrival/departure/return/etc. are recorded at the office base.

4.2.5 If visiting another agency or institution, requests should be made for travel routes and safe parking locations.

Driving

- Ensure the vehicle being used has sufficient fuel and is well maintained.
- Try to avoid working under undue stress or deadlines that may affect concentration with driving or the ability to deal calmly with problems that arise.
- Drive defensively to avoid the risk of causing road rage.
- If you believe you are being followed or another driver displays aggressive behaviour try to drive round in a loop or random detour to confirm your suspicions – if you still believe you are being followed drive to a busy, well lit, location, such as a supermarket car park or garage forecourt and call the police.
- If it is necessary to conceal anything while at a visit or location, do so **before setting off**, so that it is not apparent that things are being hidden when parking up.
- Leave nothing visible.
- The door to the car should be locked.
- Park as near as possible to the address/venue being visited and in a position so as to be able to drive off straight away: if possible, reverse into the position.
- Go in daylight, where possible. If it is necessary to visit at night, park under streetlights.
- Have your car keys ready as you approach your vehicle and, if possible, carry a pocket torch.

By Foot

- Don't 'switch off the world' by wearing headphones or using your mobile phone.
- Dress appropriately to where you are going.
- Keep to busy, well-lit roads.
- Avoid short-cuts, unless they are known to be as safe as the longer route.
- Walk facing the oncoming traffic to avoid kerb crawlers. If it is necessary to walk in the same direction as the traffic and a driver stops, simply turn and walk the other way.
- Stay aware of the nearest place of safety, such as shops.
- Avoid, as far as possible, waste ground, isolated pathways and subways, especially at night.
- Walking in a confident and positive manner has been shown to reduce the likelihood of becoming a victim.

5.0 Personal safety information, external agencies, traceability and anonymity

5.1 In an ever developing technological world, protecting your identity online is becoming increasingly more difficult – in the first instance staff are encouraged to 'Google' themselves to determine what information about themselves and their families and friends is available on-line and therefore can be obtained by any individual. This can include home addresses and personal contact information.

- 5.2 There are at least 3 organisations that provide personal details such as home addresses and home telephone numbers freely to members of the public. Under the Data Protection legislation you have a right to remove your details if you wish:

www.192.com

- 5.3 It is possible to trace most people through this website, which also provides maps to your home, details of other adults living within the home and even your telephone number (unless you're ex-directory).
- 5.4 You can remove your details from its site by completing form C01, either by calling the Freephone number 0800 0192 192, or you can download the form (you have to then post it or fax it back to them). Upon receipt of this form, your details will be removed from the website and all future I-CD publications, including UK Info Disk and UK Info Disk Pro.

5.5 Register of Electors

- 5.5.1 There are two official Registers of Electors. One is held by your local Council, the other is sold to marketing companies. The one held by your local Council is no longer available in libraries for casual inspection but can be viewed (under supervision) at Council offices. It should be noted that, unless the enquirer has certain information regarding your locality/full name, it could still be difficult to trace you.
- 5.5.2 Within the electoral registration form, you will see a small box entitled 'opt out box'. If you choose to tick this box, your details will not be sold to marketing companies and other organisations who are members of the Direct Marketing Association (DMA). This will only apply if you have moved address after 2002. Before this date your information will still be sold on.

5.6 Mailing Preference Services (MPS), Telephone Preference Service (TPS) and the Fax Preference Service (FPS)

- 5.6.1 The DMA is self-regulating and has developed services that allow individuals and households the opportunity to remove their name and address from marketing lists. You can register for these electronically at <http://www.mpsonline.org.uk/mpsr/> or by writing for an application form to: DMA House, 70 Margaret Street, London, W1W 8SS.
- 5.6.2 MPS does not remove your details if you have contacted a company previously. To remove your name from these companies you need to ask them to refrain from sending any more information. Some companies request you write in to have your name removed from their database: this is not a legal requirement; it is used to discourage you from removing your details from their mailing lists.

5.7 BT Telephone Directory

- 5.7.1 This directory holds details of all other telephone companies as well as BT customers (unless you are ex-directory). If you are a BT customer and wish to be ex-directory, ring 0845 6045884. You will be removed after 7-10 days but still remain in the printed telephone book until new copies are distributed. If you are not a BT customer,

contact your telecommunications provider to advice on becoming ex-directory.

5.7.2 Remember – whenever you fill out a coupon and give your address details to a company, they are legally obliged to give you the option to say that you do not wish them to pass your details on to other companies. So, if you don't want your details passed on, remember to tick that box.

5.8 **Social Networking: How to protect yourself**

5.8.1 The ease of customising privacy settings varies by service.

5.8.2 Twitter has just one option: On your Settings page, you can select your Tweet Privacy to protect your tweets (meaning that only people you approve can see them).

5.8.3 At the other end of the spectrum are services like LinkedIn, which scatters its privacy settings across nine separate screens, and Facebook, whose supposedly simplified privacy settings span menus up to four layers deep.

5.8.4 No matter which service you use, it's incumbent on you to find out where these settings live (Google is your friend in that regard). Once you find them, the most important settings to look for are:

- Who can read your profile;
- Who can see your posts and activities;
- What information is shared with external sites and businesses;
- Which applications can access your data;
- What information your friends can share about you;
- Who can see your pictures and/or location;
- Which sites integrate with your social network (for example, Facebook's like feature).
- Most services allow you to control tiered privacy levels: one for friends (or immediate contacts); friends of friends (or second-degree contacts); third-parties; or everyone in the world.

5.8.5 Employees should also be aware of being 'tagged' by friends who may not have robust privacy settings.

5.9 **Other online forums:**

5.9.1 Employees should be aware of other on-line forums; these include dating websites, gaming sites and any other website where personal information may be stored and therefore obtained.

6.0 **Incident Reporting**

6.1 All accidents and injuries should be recorded, no matter how trivial they might appear. This includes accidents and incidents that occur whilst working alone. This includes any incidents of physical or verbal abuse, which should be reported to management as soon as possible after the incident. A record should be formally made. This can be done through AssessNET Accident Reporting System. Additionally, the Reporting of

Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) require that employers must inform the HSE of certain accidents. The definition of accidents includes assaults, so that injuries resulting from assaults to staff are also reportable in circumstances where a violent incident has resulted in more than 7 days absence from work or a 'major injury'.

- 6.2 Since it is impossible to guarantee safety, post incident support will be available to anyone who does become a victim of violence. Such services ensure the organisation is able to respond in terms of providing support, practical help and access to sources of specialist help if required. Research has shown that most people who have been subjected to violence feel the need to talk through their experience as soon as possible after the event, preferably within 24 hours. Note; if the violence is serious or significant, the Police may want to interview the employee first.

Appendix 1 - Example Risk Assessment

Activities Covered by this Assessment	Lone Working		
Site Address / Location		Department / Service / Team	CFS and Traded Services
Note: A person specific assessment must be carried out for young persons, disabled staff and new and expectant mothers conducting this activity			

Hazard (Something with a potential to cause harm)	Who might be Harmed & How?	Existing Controls (Consider Hierarchy of Control)	Initial Risk Rating (S x L)			Further Controls Required (Consider Hierarchy of Control)	Final Risk Rating (S x L)			Action Required		
			Severity	Likelihood	Risk Rating		Severity	Likelihood	Risk Rating	Who (Initial)	Date By: (/--/--)	Done ?
Isolated Location	Staff may be injured as a result an accident, injury, threat to personal safety, delayed assistance in emergency	<ul style="list-style-type: none"> Lone working restricted to times when problems are less likely, with at least two persons present in the building at vulnerable times. Arrangements in place for regular contact between the lone worker and another member of staff. Signing in and work location system that is monitored; 	H	L	M							
Manual Handling, Plant or equipment, Work at Height , COSHH	Staff may be injured as a result an accident, injury or delayed assistance in emergency	<ul style="list-style-type: none"> Lone workers trained in safe handling and use of all plant and equipment used during lone working and given adequate information about risks involved with a task and the precautions to be taken e.g. PPE required. Lone workers are given 	M	L	L							

		<p>suitable training to allow them to deal with any foreseeable emergencies.</p> <ul style="list-style-type: none"> Any task identified as hazardous is not to be undertaken out-side of normal operating hours 													
Staff Medical Conditions, Disabilities, pregnancy.	<p>Staff may be injured as a result an accident, injury, threat to personal safety, delayed assistance in emergency</p>	<ul style="list-style-type: none"> Pregnant women and those with a medical condition/disability which could lead to an emergency are considered as high risk and specific risk assessments are undertaken if required to work alone. An end of shift reporting procedure is set up for employees who live alone. Adequate first-aid facilities available at all times (the minimum requirement is to have an Appointed Person). 	H	L	M										
Premises & Grounds Security	<p>Staff may be injured as a result an accident, injury, threat to personal safety, delayed assistance in emergency</p>	<ul style="list-style-type: none"> The premises are locked (but exit from inside is possible in case of emergency) when building is closed and staff work alone. Use systems for raising the alarm in the event of an unexplained absence or emergency Lone worker completes whereabouts boards, desk diaries etc. which show their expected locations if working away from normal base Lone worker keeps in regular 	M	L	L										

		<p>contact with supervisor or colleagues as instructed</p> <ul style="list-style-type: none"> • Lone worker uses 'end of work' reporting systems to indicate that they have returned safely, e.g. signing out books, • Increased security with the use of CCTV, secure access & egress, • Increased lighting at final exit doors • Cars/motorbike or cycles positioned as close to final exit as possible • A security company act as the first key holders and attend 'out of hours' call outs so site supervisor need only attend if required and accompanied by a security officer. 												
<p>Personal Attack / Verbal Aggression</p>	<p>Staff may be injured as a result an accident, injury, threat to personal safety, delayed assistance in emergency</p>	<ul style="list-style-type: none"> • Private meetings with members of the public / people they support do not take place unless someone else is on site and knows about the meeting. • Lone workers carry mobile phone to call for help. • Before entering the grounds, the lone worker notifies someone of the situation, and their intention to investigate. • If a break-in has occurred, 	<p>H</p>	<p>L</p>	<p>M</p>									

the lone worker will not attempt to enter the premises until the police arrive.

- If confronted by intruder(s) before the police arrive, the lone worker will not attempt to tackle or restrain them.
- Restraining of intruders should be left to the police who are trained in dealing with such situations.
- If the lone worker feels a situation is getting out of control, they will try not to freeze, keep moving, listening and talking to the person. They can often use the *'talk and walk'* technique to either escape or walk the person to a populated work area, where it is safer.
- The lone worker will summon help from a colleague or supervisor if necessary.
- Staff are issued with personal alarms for use on site and when going home in the dark
- HSE guidance on dealing with violence is followed when dealing with colleagues, people they support, visitors, intruders etc.

During this activity, what could go wrong resulting in an emergency situation?	
How could this emergency situation be prevented / controlled?	
Who should respond to a potential emergency situation and how? Have staff been trained to respond to this emergency situation?	
Could any non – routine changes affect the safety arrangements in place for this activity? (E.g. weather, people, equipment etc.) What can be done?	

Risk Assessor (s) Name(s):		Risk Assessor(s) Signature (S):		
Authorised By:		Authoriser Signature:		Initial
Date Conducted:		Date of Next Review:		
		Date of Review:		
		Date of Review:		
		Date of Review:		
		Date of Review:		

Potential Severity of Harm	High Death, paralysis, long term serious ill health.	Medium	High	High
	Medium An injury requiring further medical assistance or is a RIDDOR incident.	Low	Medium	High
	Low Minor injuries not resulting in any first aid or absence from work.	Low	Low	Medium
	Low The event is unlikely to happen.	Medium It is fairly likely to happen.	High It is likely to happen.	
Likelihood of Harm Occurring				

Risk Rating Definitions	
Low	This is an acceptable level of risk. No further controls are required as the risk rating cannot be reduced any further. However, it is advised that continual monitoring occurs in order to ensure that no changes / deviation of control measures occur.
Medium	It is advised that further controls are implemented to reduce the risk rating to as low a level as possible. If the risk cannot be reduced to lower than a medium, then on site monitoring should occur to ensure that all stipulated controls are being adhered to.
High	This is an unacceptable risk rating. Urgent interim controls should be implemented to reduce the risk so far as is reasonably practicable. If the risk rating cannot be reduced to lower than a High , then a documented safe system of work should be implemented to control the activity. It may be necessary to seek further professional advice. Serious considerations should be given to the validity of carrying out the activity at all. Regular monitoring of the activity should occur.

Appendix 2 - The operation of a 'Buddy System'

To operate the Buddy System, a Lone Worker must nominate a 'buddy'. This is a person who is their nominated contact for the period in which they will be working alone. A nominated buddy will:

- Be fully aware of the movements of the Lone Worker.
- Have the contact details of the Lone Workers line manager including out of hours.
- The line manager to have all necessary contact details for the Lone Worker, including personal contact details, such as next of kin, car make/model/registration number.
- The buddy to contact the Lone Worker, if they do not contact the buddy as agreed.
- Follow the agreed local escalation procedures for alerting their line manager or the police, if the Lone Worker cannot be contacted, or if they fail to contact their buddy within agreed and reasonable timescales.

Essential to the effective operation of the 'Buddy System' are also the following factors:

- The 'buddy' must be made aware that they have been nominated and what the procedures and requirements for this role are: and
- Contingency arrangements should be in place for someone else to take over the role of the 'buddy' in case the nominated person is called away to a meeting, for example.

Procedures

Arrange appropriate contact times (for example attending an evening meeting at a location away from your school/academy):

- Arrival: 30 minutes before meeting start time;
- End of meeting: 15 minutes after scheduled end time;
- Arrival at home: within 15 minutes of estimated arrival.

The lone worker will contact their buddy on arrival at the venue to let them know they have arrived safely. Check that the mobile phone has a signal! If not, use venue or public telephone and inform your buddy of the situation.

At the end of the meeting the lone worker will call or text their buddy when they get to their car and give an estimated time of arrival at home. (Lock car doors when doing this and keep them locked until you are safely underway).

The lone worker will call or text their buddy when they arrive safely home. If you have any problems (e.g. car breaks down), remember to call or text your buddy.

Non-car drivers

- Use taxis rather than buses where possible (out of normal hours).
- Arrange your taxis in advance and tell your buddy which taxi firm you are using.
- If the taxi is not waiting outside, as well as calling the taxi firm, call your buddy and update them. Arrange a time to call them back, if the taxi still does not show. You will need to call your buddy once you are safely in the cab.

- If possible wait inside the venue. If the venue is closed, find somewhere safe to wait (i.e. well lit, near other people).

Escalation procedures (for the buddy):

- Allow quarter of an hour after expected time of contact and then call the lone worker. If no reply, wait for five minutes before taking the next step (in case they are driving and have to stop before they can use their mobile phone).
- If the lone worker has missed making either of the calls from the venue (arrival or departure), try the number of the venue to check the situation with them first.
- If you still have no news, contact the persons line manager.
- If the lone worker is using taxis, check with the taxi firm (if you can get hold of them quickly) as to whether they've made the pick-ups or drop-offs.
- (If you are not able to contact the designated manager) call the police and give them as much information as you can about the route and timings.
- Let your Head Teacher/Principal know as soon as possible.

Lone worker, buddy and nominated manager must have a paper copy of the following:

- Expected time of 1st telephone call (arrival)
- Expected time of 2nd telephone call (departure)
- Expected time of 3rd telephone call (arrival at home).

Lone worker

- Buddy's mobile number
- Taxi firm's number (if using one)
- Nominated manager's mobile

Buddy

- Lone worker's mobile number
- Taxi firm's name and number (if being used)
- Venue's telephone number (out-of-hours)
- Nominated manager's mobile number
- Likely route that the lone worker will be taking
- Line Manager's contact number.

Nominated Manager

- Lone worker's mobile number
- Lone worker's home number
- Lone worker's ICE number
- Buddy's mobile number
- Buddy's home number
- Make, colour, registration number of lone worker's car (if relevant)
- Taxi firm's name and number (if relevant)
- Senior Manager's contact number.

Departure Time: -	Time you actually leave the office. If intending to make your site visit direct from home the following morning, please complete the evening before. If this is not possible, please contact a colleague to complete the booking in/out sheet on your behalf.
Expected time of return: -	Your best guess estimate. If you become aware that your visit is to take longer, telephone the office and ask a colleague to update the booking in/out sheet.
Visit details: -	Name of site/town and a note of the name or the person if applicable. If you are visiting more than one site, please complete the same details for each. If the destination changes, notify a colleague to revise the booking in/out sheet.
Category of risk: -	To be identified from the list of site risk definitions as being high, Medium or Low. Any site defined as High should not be visited until specific arrangements have been made with the appropriate department. A note of the arrangements must be included under Special Instructions. If the assessment of risk changes, inform colleagues, so that arrangements can be changed, if necessary. Remember to ensure you have suitable and sufficient personal protective equipment.
Special Instructions/Actions: -	Make a note of anything unusual about the visit. If anything is noted in this section, you must make a colleague/manager aware that it is their responsibility to carry out/undertake the welfare checks, etc.

