



## Quarrydale Academy

### Lone Working Policy and Guidance

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<b>Originator</b>	
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# Quarrydale Academy

## Lone Working Policy and Guidance

**All employees should satisfy themselves that they meet the necessary criteria for working alone. Employees should:**

- Read, understand and follow the contents of the Lone Working Risk Assessment
- Ensure that someone they trust knows where they are and expects to hear from them by a specified time
- Know where the nearest assistance can be located
- Ensure that the nearest assistance knows where they are and that they are being relied upon (so that the assistance does not go home without letting them know)
- Have access to First Aid facilities and assistance
- Have the necessary training and qualifications to execute the task/s they are performing properly and safely
- Be medically fit for the task/s they are performing
- Have the correct equipment in good condition to fulfil the task/s properly
- Have the correct clothing
- Have the means to communicate and to summon help e.g. mobile phone, radio, access to a telephone, or lone worker pager
- Know who to call in an emergency
- Know the fire regulations, where to report and who to report to in case of emergency
- Have obtained authorisation from their line manager / Head of Department for working alone
- Not carry out tasks outside of their remit
- Seek specialist training before carrying out unfamiliar procedures
- Inform one of the Site staff of their presence
- Obtain well ahead of time (if travelling) all necessary tickets, timetables and emergency telephone numbers
- Not carry visible valuables
- During the school holidays, report arrival and departure to the Academy Office

**If any employee is unsure about working alone or in an isolated area they should seek advice from:**

- Their line manager / Head of Department
- Mrs J Wells Business Manager
- A member of the Senior Leadership Team

## **POLICY**

Quarrydale Academy is required to provide a safe environment, safe equipment and safe systems of work for its employees and those who may be affected by their work. These requirements are applicable to all work situations and particular attention must be paid to situations where staff work alone or outside normal working hours. Lone Working is not covered by any specific legislation but the Health and Safety at Work Act 1974 and the Management of Health and Safety at Work Regulations (amended) 1999 apply. There are however certain situations where the law stipulates that at least two people must be involved in the task e.g., entry into confined spaces, working on roofs / at height etc. In such cases, advice and authorisation should always be sought from Mark Fairbrother and / or David Hutchinson. Quarrydale Academy acknowledges that there may be an increased risk to the health and safety of its employees when working alone.

Line Managers / Heads of Department shall ensure that lone working situations are identified, appropriate risk assessments undertaken and adequate control measures introduced. Staff shall be provided with information, instruction and training as appropriate in order to minimise risks when working remote from other colleagues or other persons and/or outside 'normal' working hours.

## **GUIDANCE**

**Looking for the Hazards Associated with Lone Working:** Activities must be examined with a view to identifying the associated hazards and assessing the risks. Line Managers / Heads of Departments should consider the following areas of work:-

### Workplace

Identify hazards specific to the workplace/environment that may create particular risks for lone workers e.g., remote areas, workshops, access and egress requirements, transport and parking arrangements.

### Process

Identify hazards specific to the work process e.g., work in the community, access and egress, training, working procedures, drivers, hazardous substances, cash handling.

### Use of Work Equipment

Identify hazards specific to the work equipment e.g., manual handling, portable electrical appliances, use of dangerous machinery, use of ladders.

### Potential for Violence

Identify the potential risk of violence, for example carrying laptops or mobile phones. Is there a history of violence, verbal abuse or threats to staff?

### Individual

Identify hazards specific to the individual e.g., competence, medical conditions, disabilities, female employees, new and expectant mothers, age, new or temporary employees.

### Work Pattern

Consider the lone worker's work pattern and how it relates to those of other workers, in terms of both time and location. For example, out of hours and evening working, work in rural areas, employees on call.

#### Support

Regular support, supervision and team meetings should provide the opportunity for employees and managers to discuss health and safety issues. However, urgent issues should be raised with the line manager / Head of Department, Mrs J Wells Business Manager, or a member of the Senior Leadership Team immediately.

#### Other

Consider any additional hazards particular to the lone work involved.

**Control Measures:** Through the risk assessment process, managers / Heads of Department should identify existing control measures, assess their effectiveness and specify any additional controls that may be necessary. Consider alternative work methods, training, supervision, protective equipment, joint working. In controlling risks, apply the following principles, if possible in this order:

- try a less risky option;
- prevent access to the hazard;
- organise the work to reduce exposure to the hazard;
- issue personal protective equipment;
- provide welfare facilities.

Some measures to consider may include:

- Specific information, instruction and training (e.g., emergency procedures, out of hours procedures, personal safety training);
- Increased communications systems/procedures (e.g., regular, pre-arranged contact, team meetings/briefings);
- Increased supervision
- Increased security (e.g., CCTV, secure access, personal alarms, mobile phones)
- Increased lighting at entrances, exits, car parks;
- Who to contact in an emergency and emergency procedures;
- First aid provision

**Record and Communicate Findings:** Managers / Heads of Department should maintain accurate records of risk assessments. All hazards specific to the Lone Working activity should be identified and evaluated and any further control measures recorded. All findings from a risk assessment must be communicated to all employees concerned. Risk assessments must be reviewed on a regular basis and revised as necessary.

**What Employees Should Do:** Employees also have a duty to take reasonable care of their own health and safety. Make sure that you know, and follow, relevant safe working procedures and guidelines including operating equipment and using hazardous substances. Don't do anything that you feel might put you in danger, report any dangerous incident or situation to your line manager and ask for advice. Don't cut corners or rush the work. Set reasonable targets and work towards them. If you start to feel tired, stop for a

short break at an appropriate point, if possible change your activity or try to go outside for some fresh air.

If you are unclear about how to do something, ask your line manager / Head of Department. If you are involved in an accident/incident try to stay calm and use information, instruction and training you have been provided with. Inform your line manager / Head of Department as soon as possible and if necessary, contact the emergency services. Report all incidents on the Quarrydale Academy reporting form. You should inform Mrs J Wells Business Manager of any relevant medical conditions that could affect your safety at work.

**Training and Supervision:** Training is particularly important where there is limited supervision to control, guide and help in situations of uncertainty. All employees regardless of whether they are lone workers or not, need to be fully aware of the risks involved in the work activity, the necessary procedures which are in place to protect themselves and others and be competent to undertake the work safely. However, there is a greater need where lone workers are concerned to be clear on exactly what is within their remit and what is not; and how to behave in circumstances which are new, unusual or beyond the scope of their training e.g. when to stop work and seek advice. By definition, lone workers cannot be subject to constant supervision but it is still the line manager's duty to provide appropriate controls whilst the employee is at work.

It should be borne in mind that supervision complements information, instruction and training and helps to ensure that employees understand the risks associated with their work. The form the supervision will take will be determined by the risk assessment undertaken by the manager / Head of Department. The degree of supervision will, therefore, vary according to the circumstances. In some instances it may take the form of a periodic visit or there may be a requirement for immediate contact to be maintained and reporting on a frequent basis as well as alarm raising procedures.

**LEGAL FRAMEWORK:** The Health and Safety at Work etc. Act 1974 requires employers to ensure the health and safety of their employees and others who may be affected by their work activities. This includes providing a safe environment, safe equipment and safe systems of work where staff work alone or outside normal working hours. The Management of Health and Safety at Work Regulations 1999 require employers to carry out risk assessments in order to identify and evaluate hazards, and devise and implement control measures. This includes taking measures to control lone working risks. Please refer to Quarrydale Academy's Lone Working Risk Assessment.