



RISE SPACE Lone Workers

Policy and Procedure

Amendments

Version	Page/ Paragraph	Detail of amendment	Approved	Review
1			01/09/21	01/09/22
2				01/09/23
3	Throughout	Change of branding	30/08/24	01/09/25

Introduction

RISE SPACE is committed to protecting the health, safety and welfare of its employees and recognises that lone working is a Health and Safety (H & S) issue and acknowledges the importance of identifying and managing lone workers.

Employers have a duty under the Health and Safety at Work etc Act 1974 (HASAW), to ensure, so far as is reasonably practicable, the health, safety, and welfare of its employees. Under the Management of Health and Safety at Work Regulations 1999 (as amended), employers must assess the nature and scale of risks to safety in any workplace environment and base any control measures upon this assessment.

Lone working is one of the hazards assessed in the college's overall risk assessment and management plan.

PURPOSE

RISE SPACE aims to recognise lone workers and manage associated risks by early identification of lone working environments and practices.

The purpose of this policy is to provide assistance to managers and employees and to ensure lone workers are identified, risk assessed, and appropriate control measures are implemented and monitored.

A Working Alone Health and Safety Guidance booklet (INDG73 revision 2 – appendix 1) has been developed by Health and Safety Executive (HSE) to provide guidance for the management of lone working. Staff are required to read this and follow its recommendations.

DEFINITIONS:

Lone Workers are those that work by themselves without close or direct supervision. They may be found in a wide range of situations and a non-comprehensive list is as follows:

- Home or community visits
- Working outside normal hours

A risk assessment is the process used to identify the likelihood and consequence of a hazard to any person who may be affected, to evaluate the risks, and decide on any necessary control measures required to mitigate those risks to an acceptable level.

Lone workers to be line managed by a member of the Provision Lead

Each new situation must have a risk analysis which must be discussed with the Provision Lead before commencing the task.

If the risk is considered medium – high a written Risk Assessment to be produced by the manager to reduce risk (see college proforma held in the college office). This Risk Assessment will be regularly monitored by the Provision Lead. The lone worker, if concerned, should contact by phone or in person their line manager at any point to consult or seek advice. On completion of the task/visit, the lone worker should contact the line manager on leaving the site.

RESPONSIBILITIES OF EMPLOYEES

Cooperate with the implementation of this policy to ensure minimisation of risks associated with lone working.

Inform their line managers or Health & Safety representative to escalate any concerns they have in relation to lone working. Staff will meet regularly with their line manager to discuss concerns and these will be addressed and acted upon by the line manager. Staff will not be expected to continue the lone working if issues have not been resolved immediately.

Be responsible for personal safety and wellbeing and adhere to any specified control measures.

PERSONAL RISK ASSESSMENT

Individual risk assessments must consider the unique characteristics of the member of staff and ensure that control measures are adapted as is appropriate for that person.

All staff will be trained in manual handling and Safeguarding. RISE SPACE has the responsibility to assess risks to lone workers and take steps to avoid or control risks where necessary. (see [Lone Working Risk Assessment](#))

POTENTIAL MITIGATION MEASURES FOR CONSIDERATION

Lone workers will hold individual timetables detailing the times of the day and places they are visiting and what work is carried out. It is the responsibility of the lone worker to complete these and ensure the college hold their diary – work diaries, including electronic devices, ensures a central location for managers to know where staff are expected to be at certain times of the day.

These will be held by the RISE SPACE office and the relevant line manager. This information is critical if Line Managers, Directors or Police are involved:

- Name, address and telephone number of staff
- Car registration number
- Make and model of car
- Mobile telephone number and/or pager of staff
- Time of each visit including start and finish
- Name, address and telephone number of each pupil/parent/carers
- 'Buddy' contact details (if appropriate)
- Details of any risk assessments undertaken
- Photograph of staff
- Consider a code word to be used when in danger

This information should be held by relevant managers and nominated individuals, otherwise it is to be kept confidential and not to be placed in a position where pupils/parents/carers or the general public have access to it. This will be held centrally in the secure RISE SPACE Office in line with GDPR.

THINK BEFORE YOU GO

Think first:

- ❖ Have you been supplied with all the information about the person you are visiting and about the environment?
- ❖ Are there any records or reports available to you before you go?
- ❖ Do people know where you are going, is your calendar updated?
- ❖ Consider whether you are wearing appropriate footwear or clothing in case you need to leave promptly and or with urgency.
- ❖ Avoid wearing expensive jewellery
- ❖ Avoid wearing anything that can be grabbed to prevent you running away e.g. scarf.
- ❖ Have you got someone to check in with (a buddy)?

- ❖ Do you have a mobile phone/pager/telephone numbers or anything else to help to keep in touch?
- ❖ Is the mobile/pager accessible and working?
- ❖ Is it charged? Does it have enough credit?
- ❖ How are you getting there and back?

WHEN YOU ARRIVE

- ❖ Park taking into consideration the possible need to leave quickly
- ❖ On approach to the home there may be certain indications of the situation within the home, for instance, violent arguing
- ❖ Remember you are the visitor
- ❖ Stand back from the door and slightly to one side as it opens as this affords you a split second to react if necessary
- ❖ Say who you are, why you are there and show your ID if you have one
- ❖ Check who you are talking to
- ❖ Only enter the house if the person you have arranged the meeting with is there.
- ❖ Wait to be invited in or ask if you can go in
- ❖ If it is possible try and assess the person's attitude and mental state before entering the premises acknowledge that it is their territory; let them lead the way
- ❖ Check as you go in how the front door locks
- ❖ Take only what you need into the house
- ❖ If the person answering the door makes you feel uneasy about entering the premises, then make an excuse and do not enter.

DURING YOUR VISIT

- ❖ Study your surroundings. Look for an exit
- ❖ Ensure you can get out quickly if necessary, try to sit nearest the door
- ❖ Try not to react to bad, dirty or smelly surroundings
- ❖ Politely request for any pets, if you think they may get aggressive, to be secured away from the main room where treatment may be given
- ❖ Remain alert. Watch for changes in mood, movements or expressions

- ❖ If there is a TV or radio on in the house, with the volume raised, politely ask if they could turn it down – this will make sure you and the person you are talking to can hear what is being said
- ❖ Do not spread your belongings around as you may need to leave in a hurry
- ❖ If the person is making you slightly concerned, try not to stand in the kitchen as this can be the most dangerous room in the house
- ❖ If you feel at risk – have an excuse ready so you can leave as soon as possible e.g. that you need to get something from your car
- ❖ If you are prevented from leaving or threatened, stay calm and try and control the situation

HOME VISITS - CAR

- ❖ Ensure your car is, always, in a road worthy state with sufficient fuel, and have business insurance when necessary.
- ❖ Do not leave for a visit without being sure of your route. Have directions and a map in the car
- ❖ Park in well lit, public areas where possible, and away from waste ground and subways
- ❖ Lock possessions in the boot of your car
- ❖ If confronted in the car do not get out
- ❖ When driving through built up areas ensure your car doors are locked and the windows closed when possible

TRANSPORTING STUDENTS IN YOUR CAR

See Driving Policy [here](#) for guidance on transporting students in your own car

WHEN VISITS ARE COMPLETED

- ❖ Advise your base that you have finished your visit
- ❖ Inform them of your next destination
- ❖ Ensure all incidents are reported immediately as per the RISE SPACE Incident procedures.

ADDITIONAL ADVICE

- ❖ Care must be taken of staff's work diaries whilst on home visits; they must not be left unattended at any time

- ❖ Never give out your home telephone number or address. Advise them of the college telephone number
- ❖ Shout 'fire' rather than 'help' – it can get more response
- ❖ Whilst driving, if you feel your safety is being compromised, drive to a place which is well lit and busy e.g. shops, petrol stations
- ❖ Staff are representatives of RISE SPACE and should therefore follow all procedures in line with St Nicholas Policies and all staff are always expected to follow Staff Code of conduct.

MONITORING AND REVIEW

This policy will be monitored on a yearly basis by the Provision Lead and Board members to keep up to date with any adjustments to statutory legislation or changes to working arrangements.

EQUALITY, SAFEGUARDING AND EQUAL OPPORTUNITIES STATEMENT

RISE SPACE, in all policies and procedures, will promote equality of opportunity for students and staff from all social, cultural and economic backgrounds and ensure freedom from discrimination on the basis of membership of any group, including gender, sexual orientation, family circumstances, ethnic or national origin, disability (physical or mental), religious or political beliefs.

RISE SPACE aims to:

- Provide equal opportunity for all
- To foster good relations, and create effective partnership with all sections of the community
- To take no action which discriminates unlawfully in-service delivery, commissioning, and employment to provide an environment free from fear and discrimination, where diversity, respect and dignity are valued.
- All aspects of Safeguarding will be embedded into the life of the college and be adhered to and be the responsibility of all staff.

LINKS TO OTHER POLICIES

Safeguarding

Health and Safety

Staff Code of Conduct

Confidentiality Policy/Data Protection Policy

