



Absolute Mentoring

Health and Safety Legislation imposes a general duty on all employers to ensure the health, safety and welfare of employees, (this includes agency staff), whilst working Absolute Mentoring.

This requirement includes the need to ensure that appropriate arrangements are in place whilst employees are working alone. It is the policy of Absolute to ensure, so far as is reasonably practicable, that employees who are required to work alone or unsupervised for significant periods of time are protected from risks to their health, safety and welfare.

The aim of the policy is to:

- 1) Increase awareness of safety issues relating to lone working;
- 2) Ensure that the risks of lone working are assessed regularly and that systems are put in place to minimise the risk as far as is reasonable and practical.
- 3) Ensure that staff have access to appropriate training and/or guidance that equips them to recognise risk and provides practical advice on safety when working alone.
- 4) Encourage full reporting and recording of all adverse incidents relating to lone working.
- 5) Definition of Lone Working Lone workers are defined by the Health and Safety Executive (HSE) as:

a) "those employees who work by themselves without close or direct supervision".

Individuals are alone at work when they are on their own, they cannot be seen or heard by another member of staff, cannot expect a visit from another member of staff for some time and/or where assistance is not readily available when needed. Therefore, lone workers are those who work by themselves without close or direct supervision. This includes situations where:

- b) Only one member of staff is on the premises;
- c) One person works separately from others;
- d) Carrying out work alone, away from the children's home;
- e) Working in premises that are not managed by Absolute Mentoring.

Absolute Mentoring is committed to providing a safe working environment as far as reasonably practicable that meets the needs of its staff. Consideration shall therefore be given to the health and safety implications in respect of lone working.

Absolute Mentoring expects that key stakeholders and managers will take reasonable steps to ensure the continued safety and welfare of staff.

Lone working arrangements will be defined by the conditions relating to each individual child, on a case-by-case basis. This will be defined by experience and with strict reference to matters detailed in the child's relevant plans. Arrangements for lone working will take account of the child's needs and presentation, which will be duly risk assessed and recorded.

- 6) Protection of Employees who may be Required to Work Alone and/or Outside Normal Working Hours Risk Assessments should be undertaken to identify the hazards (dangerous person's, dangerous dogs, access buildings alone etc.) and should be carried out in

association with the employees who will be undertaking those duties to ensure that their experiences and concerns are taken into account.

- 7) It is the responsibility of the manager / director / owner to co-ordinate the risk assessment for lone workers to ensure the following:
Anyone who is lone working shall be provided with a communication link to the On Call system, normally a mobile phone.
- 8) It is the responsibility of the registered manager to regularly re-assess risks and record the time and dates of review.
- 9) It is the responsibility of the registered manager to ensure that staff do not suffer from undue stress as a consequence of lone working.
- 10) It is recognised that some staff may be required to work alone for significant periods of time without direct supervision.
- 11) Risk Assessing for Lone Working The undertaking of risk assessments, which identify and control the hazards and risks associated with lone working, are a legal requirement under the Management of Health and Safety at Work Regulations.
- 12) Managers should establish clear procedures to set limits of what activities can and cannot be carried out whilst working alone. It is not possible to list all possible scenarios within this policy however; examples may include a child/young person known to have violent tendencies or working alone in an office outside of standard working hours.
- 13) Lone working may expose employees and others to particular hazards which may not be apparent in normal circumstances. Absolute Mentoring aim is to eliminate these hazards completely or, where this is not possible, to reduce them to an acceptable level.
- 14) In carrying out a Lone Working Risk Assessment particular consideration should be given to:
Task/activity to be carried out: • Timing and whether or not it is appropriate for the task to be carried out alone, level of risk, staff/police response time, complexity of task, training requirements. The ability of employees, training provision/requirements, relevant qualifications and experience, medical fitness, competence for tasks including supervision issues for new employees.
- 15) The remoteness or isolation of workplaces, means of communication, means of raising an alarm, time required for help to arrive, transport arrangements, the risk of injury, violence or criminal activity, awareness of the contents of Service User risk assessments and referral documentation, awareness of known associates and/or relatives of the Service User, awareness of medication, alcohol and/or drugs issues, service users' individual requirements, gender, race and/or culture issues. Means of communication, mobile phone usage, emergency and accident procedures, reporting of accidents, incidents and injuries. The nature of any potential injury or damage and anticipated "worst case" scenario, control measures for dealing with the situation, procedures to be followed in an emergency.
- 16) Backup/support contacts, line manager, head of service, emergency duty team, emergency services – police, fire, ambulance; Following completion of a risk assessment, consideration must be given to any appropriate action that is required.
- 17) They should be aware of how to deal with situations in which they feel at risk or unsafe, staff working alone have a responsibility for making themselves familiar with safety and lone working protocols.