



Lone Working Policy

Policy written:	May 2023
Policy review date:	May 2026
Signed by Director:	<i>E. Barnett</i>

The policy will be reviewed annually as a minimum, unless lessons learnt or new legislation, national or local guidance suggests the need for an earlier date of review.

Policy review dates and changes

Review date	By whom	Summary of changes made	Date ratified by directors	Date implemented
May 2024	E Barnett	CPI training added, work numbers added	May 2024	May 2024

Under section 2 (1) of the Health and Safety at Work Act of 1974, Phoenix ND Education Ltd has a legal duty, so far as practical, to ensure the health, safety and welfare at work of all staff. This is to protect employees from all acts of violence and abuse.

Phoenix ND Education Ltd considers all acts of violence and abuse as unacceptable and has a commitment to providing safety at work for all staff.

Definition

A lone worker is an employee who performs an activity that is carried out in isolation from other workers without close or direct supervision. Such staff may be exposed to risk because there is no-one to assist them and so a risk assessment may be required.

Aim

Phoenix ND Education Ltd takes seriously its responsibilities to ensure the health, safety and welfare of all employees who work alone either from home or out in the community without close or direct support or supervision. We are committed to reducing the risks to employees and the purpose of this policy is to ensure that there are adequate systems in place to

reduce the risks of lone working as far as is reasonably possible and practicable. This policy applies to all employees and associates who are undertaking activities on behalf of Phoenix ND Education Ltd whether employed on a temporary or permanent basis or self-employed.

This policy is designed to:

- alert staff to the risks presented by lone working,
- identify the responsibilities each person has in this situation,
- describe procedures which will minimise such risks,
- protect staff from violence whilst in lone situations,
- and to fulfil duty of care towards our employees.

Description of work-related violence

Any incident where an employee is abused, threatened, assaulted or has any damage to their property whilst in the course of their employment.

Responsibilities of Management

- Responsibility that every reasonable preventative measure is in place to protect staff
- Provision of training and guidelines for staff as part of their induction.
- Ensure that policies and procedures are regularly reviewed and updated as deemed necessary.
- To ensure staff have mobile phones (personal or owned by Phoenix ND Education Ltd).
- Ensure that any incidents are reported to the Provision Manager and if a staff member is absent from work for more than 3 days this will also be reported to the Provision Manager.

Responsibilities of Staff

Under Section 7 of the Health and Safety at Work Act 1974 is the duty of every employee whilst working to take reasonable care for the Health and Safety of himself/herself and any other person who may be affected by his/her actions or omissions at work.

- Employees should ensure they are familiar with policy and procedures that are written in this document and comply with them.
- Failure to do so could result in disciplinary action.
- Staff must converse with the AP Manager, on matters of Health and Safety. At no time should they put themselves or others at risk by their actions. All potential hazards, accidents or near misses which have been witnessed should be reported to the AP Manager immediately.
- Car users are responsible at all times with regard to maintenance of their vehicles for work.
- If at any time a staff member is involved in a road traffic accident whilst at work, he/she should notify the AP Manager with details ASAP.
- Any medical conditions which may affect any aspect of safety staff should notify AP Manager and report on Risk Assessment forms.
- Staff should make contact with the AP Manager at least once a day on their working day – this can be a message into the group WhatsApp or direct contact.

Home Visits – Health and Safety

- Ensure contact details are accurate with the latest telephone numbers wherever possible.

- If at any time you have cause for concern for making any visit, discussion should take place with AP Manager prior to visit taking place. This may mean the visit taking place at alternative venue.
- At time of initial visit, staff to note environment and any potential risks for lone working at future date.
- Completion of generic risk assessment on leaving and return with initial visit information.
- When visits are taking place in public or any community building (libraries, community centres) risk assessment should be carried out before activity commences.
- When working in school and public areas staff should avoid isolated situations e.g., room with door closed and no view outside. Any premises for use on a one-to-one basis should be equipped with a telephone if you do not have your mobile phone.
- On any home visit ensure you are never left alone in the home with a child. Carer/parent should be present at all times and preferably in a nearby room. This also promotes good practice to ensure working supportively and cooperatively with parents. Except when working with children over the age of 18, with the permission of parents/carers and the young person, providing the young person is deemed to have mental capacity to make these decisions.
- Never agree to be left alone with a child in the house.
- If at any time you are left alone in a room with a child, ensure the door is ajar.
- If the child become ill or has an accident during your session, inform the parent/carers immediately. In case of accidental injury, report to AP Manager immediately and complete an accident form.
- If you become ill, inform the parent/carers immediately. Inform AP Manager if you are unable to return to work. In case of injury notify AP Manager ASAP and seek medical attention.
- If your session with learner involves working closely or any physical contact e.g., lap play make sure the parent/carers understands the reasoning behind this.
- If at any time any person within the household interrupts your session in a way which is unacceptable to you, end the session and rearrange for a later date.
- If during your session any verbal or physical threats or abuse threaten your personal safety leave at once and notify AP Manager. It is then your responsibility to log every detail immediately.
- Never give out your personal information such as land line or mobile telephone numbers or home addresses.
- Never agree to keep any confidences which may be told to you. If you think anything may be disclosed to you warn that you are duty bound to pass any information regarding any aspect of children's safety for well-being.
- All schools and settings should have policies and practices in place in response to violence. Staff should make sure they are fully informed of any existing policies or practices in relation to the school in which they are working.
- Be aware of who to contact in the setting should the need arise.
- Always park your vehicle in a well-lit area and avoid any isolated parking place. All valuables should be out of sight and locked away securely.
- Always have written carer/parental consent permission for transporting any learner (completed approval for educational visit form) and your vehicle is appropriately insured and taxed.
- If your vehicle should break down, contact the AP Manager and make arrangements for yourself and any learners, who may be travelling with you, to be safely transported by alternative means.

Visiting protocol

- All visits to be made by prior arrangements by either telephone or personal contact.
- Ensure purpose of the visit is made clear.
- Carry your Phoenix ND Education Ltd ID card with you.
- Remember you are a visitor.
- Aim to arrive on time, not earlier than arranged. In the event of arriving late call ahead with explanation.
- If on arrival someone other than you are expecting meets you feel free to rearrange your appointment.
- If during any time of your visit you feel uncomfortable about your personal safety, leave immediately and notify AP Manager.
- Always have contact number for AP Manager in case of emergency;

★ Nik Warner - 07301035222

★ Eloise Barnett - 07525437294

- Never leave any confidential or sensitive information on view.
- If you are visiting in pairs agree on an exit strategy in case of an uncomfortable situation and you need to leave.

Avoidance and Diffusion Strategies

- Never expose yourself to unnecessary risks
- Always visit in daylight and be on time
- Having knocked on door, stand back by 2 or 3 metres
- If at any time you have any doubt, make excuse to stay on doorstep
- Make note of body language
- Use humour
- Be calm
- Keep serious
- Seek advice
- Listen
- Communicate
- Acknowledge their feelings
- Always be non-judgemental
- Be apologetic/empathise
- Stay out of their space
- Never undermine
- Offer a way out without losing face
- Give respect
- Be insistent in a quiet way
- Be assertive with care but not in an aggressive manner
- Give yourself time to think
- Be aware you have back-up/support
- Set boundaries
- Be aware to do this may be difficult
- Leave yourself a way out
- Always make a note to yourself to make sure you have a clear and unobstructed clear exit

Crisis – Appropriate Responses

- Call for assistance (back-up)
- Walk away
- “Can I help you?”
- Pause or call an end to the meeting
- “What can we do?”
- “How can we move forward”
- Set boundaries – give clear concise signals
- Have roles defined
- Explanation of consequences
- Don’t try hero response – personal safety is paramount at all times
- Record and witness
- Chance for debriefing

Transportation of Learners

- Staff must ensure that they are covered for ‘business use’ on their car insurance policy.
- A risk assessment, relating specifically to transportation, MUST be completed by the member of staff and signed off by the AP manager.
- Parent/Carer written permission MUST be obtained prior to the transportation of learners.
- The transportation of learners is ultimately the decision of the member of staff.

Managing Actual and Potential Aggression

- Staff will receive bespoke CPI training to equip them to develop strategies to manage the avoidance of the need for physical intervention.

Dealing with Animals

- If there is a known problem with animals at a particular address or location, the occupants should be contacted and requested to remove or secure the animals before arrival.
- If a Lone Worker is confronted by an aggressive animal on a first visit to a service user’s address, they should not put themselves at risk. If necessary, they should abandon the visit and report the incident at the earliest opportunity.
- If a Lone Worker feels uneasy with animals being present, they should politely request that they be removed. However, a request of this nature may provoke a negative reaction. All possible efforts should be made to ensure that the situation is managed, should hostility become evident. If this is not possible then alternative arrangements should be made to carry out the visit, such as rescheduling so that the Lone Worker can be accompanied or asking a colleague, more at ease with animals, to assist them.

Monitoring and Review

- The ongoing implementation of the Lone Working Policy will be monitored through the supervision process.
- Lone working and risk assessment will be regular agenda items for team meetings.
- Any member of staff with a concern regarding these issues should ensure that it is discussed with the whole team, as appropriate.
- The policy will be reviewed as part of the regular cycle of reviews, unless changing circumstances require an earlier review.

