



De Lisle College
A Catholic Voluntary Academy

LONE WORKING POLICY AND GUIDANCE

**Approved by the Governing Body at
De Lisle College: A Catholic Voluntary Academy:
2 February 2023**

Mission Statement

“Rooted and grounded in Love”.

Ephesians 3:17

Our mission is to be rooted and grounded in God’s love so that each student receives the highest quality Catholic education and knows that they are loved deeply by Jesus Christ.

- All students experience the **Love** of Jesus Christ every day.
- Everyone is given the **Opportunity** to grow.
- Everyone **Values** themselves and each other by ‘doing what is right, not what is easy’ in the words of our school motto.
- Above all, we will grow actively in our faith by seeking a personal **Encounter** with Jesus Christ, so that we bear witness to the good news and to the teachings of the Church.
- We all **Serve** our neighbours near and far as missionary disciples.

L = Love

O = Opportunity

V = Values

E = Encounter

S = Serve

#DeLisleLoves

Introduction

It is the responsibility of managers to ensure that lone working issues are managed in line with this document, in any area under their control.

Certain departments will have more stringent lone working procedures where there is a known potential for harm to occur to employees; Managers, Unions and Staff must take these into account as well as the general tenets within this policy. Further advice is available from Departmental Health and Safety Advisors.

Manager’s Checklist – Lone Working

The list below identifies key actions to be considered when involved with controlling the Health & Safety Risks arising from lone working:

1. Have you identified any lone working activities that your employees will undertake?
2. Has a Risk Assessment of these lone working activities been completed?
3. Does the Risk Assessment identify any activities that cannot safely be carried out by a lone worker?
4. Have you identified any additional control measures that may be required and have these been implemented?
5. Has a written lone working procedure been developed and communicated to employees?
6. Have any lone workers been categorised (category 1, 2 or 3) see below for advice on categories?
7. Are controls identified for those categories in place?

Lone Working Activities

The HSE defines lone workers as “those employees who work by themselves without close or direct supervision”.

Lone workers can be classed as:

People who work in fixed locations:

- could be times when only one person at the premises
- people working separately e.g. isolated areas of a site
- people who work out of normal hours e.g. overtime working

People who from time to time work away from their fixed base:

- visiting other employees
- visiting unknown clients e.g. court work
- visiting remote places
- construction sites e.g. Health & Safety Advisers

Lone Working Risk Assessment

Lone working issues may be considered as part of an overall Risk Assessment of a work activity. However, where lone working has not been considered as part of other Risk Assessments, a specific Risk Assessment must be completed.

To assist in this process a Lone Working Risk Assessment checklist is provided with this guidance. The findings of the Risk Assessment should be used to categorise the lone working activities, in order to clarify the control measures which are required for the different type of lone working.

A categorisation process may be used to discriminate between the different levels of risk.

The actual nature of the work that would fall into each category will vary across the Department and is outlined below:

Category 1

- employees working in offices or other secure locations outside normal working hours
- employees who routinely work in these locations on their own

This work activity is of a low risk office type nature.

Examples – office based employees, travelling to meetings.

Control measures

- employees must be briefed on the measures required to ensure their workplace is secure if they have to work alone
- if employees work in offices out of normal hours, consideration should be

given to the security of parking areas and any external lighting

Category 2

- employees working in locations where security may be inadequate or where shared premises would allow non- authorised access to their work area
- employees working in unfamiliar locations, but not meeting members of the public employees visiting established clients who have been assessed as presenting no risk to employees

Examples – Employees working in shared offices with poor security or employees visiting work colleagues on long term sickness or for counselling purposes.

Control measures

- the manager should give clear guidelines to employees who are lone working to include:
 - what work can and cannot be carried out alone
 - when to withdraw or stop work and seek advice
 - any communication and check in procedures
- where the problem relates to poor security allowing un-authorised access to work area, the security of the building should be reviewed, if necessary with the occupiers/landlord and appropriate measures agreed
- employees who are working remotely or visiting clients should draw up an itinerary for the period and agree this with their colleagues and manager

Category 3

- employees who may visit unknown clients or clients who are known to present challenging or aggressive behaviour in their homes, in order to provide a service
- employees who routinely work alone in remote locations

Examples – Youth Offending Team Employees, Assessment and Family Support or Court work.

Control measures

- employees dealing with clients must receive training in confrontational situations
- a “buddy” system or “call back” system must be put in place
- employees must be briefed on the procedures for lone working before they start such work and at least 6 months thereafter
- records of these briefings should be made
- where a client presents a known risk of violence and aggression arrangements should be made to re-arrange the meeting to a venue where

- appropriate levels of security or assistance are available
- if there are particular reasons for the visit to take place at the client's home, then at least 2 employees should attend

Risk Assessment Checklist

The following checklist can be used in order to assist when completing the risk assessment pro-forma:

Activity

1. Describe the lone working tasks/activities that the employees will undertake.

Hazards

2. Consider the foreseeable hazards involved e.g. violence, falls from height, manual handling etc.
3. Are all employees who will carry out lone working tasks/activities medically fit to work alone (if NO – discuss with the employee concerned and record separately (for confidential reasons) any adjustments that may be required.

Control measures

4. What specific or additional information or training do lone workers receive (provision of written lone working procedure as a minimum)?
5. What tasks are prohibited during lone working (e.g. working at height, home visits to persons with known history of violence etc.)?
6. What arrangements are in place for supervising lone workers (e.g. occasional call back to manager etc.)?
7. What arrangements are in place for emergencies (e.g. lone worker fails to return from visit or lone worker attacked)?

Verification

8. Ensure that the risk assessment is signed and dated by the manager, to verify that they are aware of any issues contained therein.
9. Agree a date for the review of the risk assessment.
10. Ensure that the completed risk assessment and information is shared with the employees who will be lone working.

* There is no set format for a lone working risk assessment – this form can be used as an example

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LONE WORKING RISK ASSESSMENT

NAME OF ASSESSOR: _____ LOCATION: _____ DATE: _____
(The person completing this assessment must be competent to do so)

ACTIVITY	HAZARD	RISK	CONTROL MEASURES
DESCRIPTION OF THE WORK INVOLVING RISK IF INJURY	DESCRIPTION OF THE AREAS OF THE WORK WITH POTENTIAL TO CAUSE HARM	HIGH/MEDIUM LOW	PUT IN PLACE TO REDUCE THE HAZARD AND RISK OF IT OCCURRING
		NEW	EXISTING

PLANNED REVIEW DATE: _____ SIGNATURE OF MANAGER: _____ DATE: _____

I have read and understood this assessment and will ensure that all relevant control measures are in place at all times.

*This risk assessment must be read in conjunction with all other relevant risk assessments