



# Adams Educational Services Limited

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Assess Learn Achieve

## Lone Working Policy

### Introduction

This Policy sets out the way in which Adams Educational Services Limited will deal with and manage the risks associated with lone working. The policy will be used to establish standards and a commitment to safety and therefore should be used to brief staff, as a reference document and the guideline to assess all relevant activities.

This policy forms part of the general health and safety policy documentation intended for use by directors, and staff and specifically support workers who may work on their own.

This policy deals with employees who may work by themselves at students' home address or their University/ College without direct supervision and who are exposed to a significant risk of the hazards associated with lone working.

The Director is the head of health and safety who provides competent support and manages a professional team to lead on all safety and health matters.

This policy aids our support workers to maintain their personal safety whilst working without direct or close supervision or support in a freelance or employed capacity in one of the following settings:

- Out in the community
- Visiting other people's homes
- Working outside normal hours

It is a necessary part of the job that staff and freelancers will sometimes work alone and, or at night.

It is necessary to make a distinction between working alone in a public place and working alone in isolated settings such as people's homes or where people are likely to become distressed.

Examples of this might be a visit to a person's home or an event that involves pressure and anxiety for any of the participants, such as employment issues and social services interviews.

### Legislation

There is no specific legislation on lone working. The general duty on employers to ensure the health and safety of employees, so far as is reasonably practicable under the Health and Safety at Work etc. Act 1974 (HASAWA) will apply.

Where working alone is identified in the workplace, The Management of Health and Safety at Work Regulations 1999 (MHSWR) require employers to assess the associated risks and put in place any necessary control measures to ensure the safety of employees working on their own.

Although there is no overall prohibition on working alone, there are some circumstances when there is a legal requirement for at least two people to be involved in the work e.g. work at or near live electrical cables.

Where lone working is identified, the risk must be assessed and suitable risk management applied.

### **Key Legislation**

- Health and Safety at Work etc. Act 1974
- Management of Health and Safety at work Regulations 1999
- Corporate Manslaughter and Corporate Homicide Act 2007
- Safety Representatives and Safety Committees Regulations 1977
- The Health and Safety (Consultation with Employees) Regulations 1996
- Regulatory Reform (Fire Safety) Order 2005
- The Reporting of Injuries, Diseases and dangerous Occurrences Regulations 1995 (RIDDOR)
- Control of Substances Hazardous to Health (COSHH) Regulations 2002

### **Aims and Objectives:**

#### **Aims:**

The aim of this policy is to ensure, so far as is reasonably practicable, that support workers and students who work alone are not exposed to risks to their health and safety and outline the steps to reduce and improve personal safety to employees and students who may carry out work alone.

#### **Objectives:**

The objectives of this policy are to ensure:

- Lone workers are identified
- Risks inherent in lone worker situations are assessed and suitable precautionary measures taken.

### **Those involved in lone working are encouraged to:**

- Be proactive about making pre-assignment enquiries; Do not rely on having full and accurate background information without asking
- Always tell someone where you are going if it is different from the booked venue. For example, your client may wish to go from work to someone's home. In the case of study support, never move from a booked room to a private venue.
- Always make sure the office knows the time of the visit and expected return if it is different from the booked time. We have an out of hours service for emergency's, ran by the booking co-odrinator.
- Prepare for difficult meetings by researching prior to arrival and planning a coping strategy. This should be shared with a colleague.

### **Late at night**

If the assignment is late at night, when the assignment is completed the support worker should call the office or let another colleague know. If a call is not received within one hour, office staff will call the support worker and the assignment organiser. It is therefore vital to inform the office if events are running over time.

## **Home visits**

- Do not enter private houses unaccompanied if you feel uncomfortable or unsafe. It is therefore vital to confirm arrangements to recognise /meet clients before an assignment.
- Say who you are and why you are there, take ID and encourage the client to check it.
- Before a home visit, Adams Educational Services Limited will carry out a risk assessment and work out if there are any risks with the assignment from prior knowledge e.g. if the client lives alone.
- Check to see if there are any pets you may be allergic to. If animals concern you, ask for them to be removed.
  - If you are concerned for your safety, never place yourself between the potential threat and the door. If you feel unsafe or at risk do not negotiate or hesitate.
  - Do not smoke in the client's home even if they do
  - If a fire occurs, do not put yourself at risk. Remove yourself and others to a safe place and dial 999
  - Check how the door locks on entry
  - Be led inside by the client. This prevents them deadlocking the door behind you.

## **On the way to the booking:**

- Join a national breakdown service, and plan a journey prior to departure.
- Please use an ICE (In Case of Emergency) number in your phone with up to date personal details.
- Prepare for car journeys and ensure you have:
  - Warm clothes, sensible shoes, a torch and fresh drinking water in your boot.
  - In winter weather carry a blanket/sleeping bag, shovel and some sort of matting/large flattened cardboard box to drive over if stuck in mud/snow
  - coins for emergencies (public telephones etc.)
  - more than enough fuel
  - a route map (A-z) or GPS with you
  - contact details of your destination
  - directions of where you are going
  - a car in good working order

## **In an accident:**

You are legally obliged to stop and exchange details with any other driver involved. Also take the vehicle make, model, colour, registration number and the accident location. It may also be necessary to take names & addresses of witnesses. If you are at all suspicious, stay in your car with the doors locked; open the window slightly to speak to the other driver. Offer to drive to the nearest police station or busy well-lit place. – Or, if necessary, call the police to attend.

## **Environmental Risks:**

Be cautious about your physical environment and beware of dangers that might be present. For example:

- discarded intravenous drug paraphernalia
- large hedges or corners can be potential hiding places

- uneven flooring/potholes
- communal housing areas sabotaged e.g. razor blades/needles stuck to the underside of handrails
- broken glass

**Mobile phones:**

- consider buying an in-car charger and it should be fully charged with enough credit to make a lengthy call in an emergency
- when driving use a hands services even in an area without reception - free kit
- dialing 112 will reach the emergency

**Dealing with threatening or aggressive behaviour:**

Safety and security in hospitals and police stations are the responsibility of the respective service provider, they will have tried and tested responses to verbally abusive or potentially violent individuals. You can help by:

- remaining calm
- making sure the service user is aware of what is going on where there is an unrelated disturbance in the immediate vicinity e.g. in a custody suite or A&E
- using your skills to try to defuse the situation where the service user is the cause of disturbance. Do not intervene in any physical altercation
- Do not respond to aggressive behaviour in ways that might antagonise others.
- Be alert to changes in moods, movements or expressions.

Please remember, if in doubt- protect yourself above all else: follow your instincts, common sense and leave the situation immediately.

Please note that currently, I am the only support worker. However, we are currently in the process of employing more staff/support workers and it is necessary for this policy to take this into account to remain valid.

**Reviewed:** July 2020