



Diocese of Norwich  
Education and  
Academies Trust

# Lone Working Policy

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<b>Person Responsible:</b>	<b>Head of Estates</b>

## **Our Christian Ethos and Values**

All policies within the Diocese of Norwich Education and Academies Trust (hereafter referred to as “the Trust”), whether relating to an individual academy or the whole Trust, will be written and implemented in line with our Christian ethos and values.

We have high ambition for all, and we truly value the wider educational experience.

We walk and talk our Christian values. We put people at the centre of the organisation and want to see them flourish and grow. Our schools are inclusive, welcoming those of all faiths and none.

## **Overall accountabilities and roles**

The Trust has overall accountability for all its academies and staff. Through a Scheme of Delegation for each academy it sets out the responsibilities of the Trust, its Executive Officers, the Local Governing Body and the Principal / Headteacher. The Principal / Headteacher of each academy is responsible for the implementation of all policies of the Trust.

All employees of the Trust are subject to the Trust’s policies.

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## **Policy Statement**

The Trust is committed to ensure that no lone worker is at greater risk of injuries and ill-health as a result of not being directly supervised or working alone whilst undertaking the Trust's work.

## **Scope**

This policy applies to:

- all employees working at all locations, including those working from home; and
- other workers (e.g. casual and agency workers, secondees) undertaking work on behalf of the Trust.

## **Aims**

- to ensure appropriate and safe practices for lone workers
- to maintain staff well-being

## **Policy Details**

The Trust will ensure

- Early recognition and assessment of the risk to lone worker employees
- Establish effective lone worker risk assessment and incorporate the process and assessment results into management activities i.e. supervision, appraisal, team meeting agendas and other procedures/ management systems.
- Where significant risks are identified, put in place suitable control measures to remove or reduce those risks and establish effective communication and monitoring of control measures.
- Set up effective emergency arrangements and reporting systems to protect lone workers from foreseeable risks.
- That all incidents and near misses are reported and investigated for the purpose of improving safety and preventing recurrences.
- To ensure compliance with the Health and Safety at work act 1974 and the Management of Health and Safety 1999.

## **Roles and Responsibilities**

### **Principal/Headteacher**

Has a responsibility to:

- Ensure that lone worker risk assessments have been undertaken and suitable safe working procedures are in place to remove or reduce significant risks.
- Review lone worker incident statistics, identify trends and take action as appropriate.
- Put in place appropriate monitoring as effective means of communication are essential. These methods should be documented and agreed with the lone worker and could include:
  - supervisors periodically visiting and observing people working alone;
  - pre-agreed intervals of regular contact between the lone worker and supervisor, using phones, radios or email, bearing in mind the worker's understanding of English;
  - implementing robust system to ensure a lone worker has returned to their base or home once their task is completed.

### **Line Managers**

Have a responsibility to:

- Ensure that the requirements of this policy are fulfilled.

- Undertake risk assessments of lone worker risk and ensure safe working procedures are in place to remove or reduce significant risks.
- Ensure that all relevant staff are provided with adequate emergency equipment and are able to raise the alarm as far as is reasonably practicable.
- Ensure that lone workers are provided with adequate training via iAM Compliant to ensure they are able to operate safely.
- Ensure employees understand the need to report concerns about safety associated with lone working.
- Ensure all staff are provided with appropriate equipment to be able to undertake their roles safely.

## **Employees**

Have a duty to:

- Comply with the Academy's policy.
- Comply with any instructions provided for reasons of health and safety.
- Attend any training provided for health and safety.
- Report any incidents that may affect the health and safety or themselves or others and seek guidance where required.
- Report any concerns or failures in safety systems.
- Undertake annual training provided via iAM Compliant.
- Seek permission from their direct line manager before any lone working takes place.
- Ensure they do not arrange meetings with parents/carers or member of the public whilst lone working.

## **Risk Assessment Guidance**

- Is the person medically fit to undertake lone working?
- Are channels of communication available in the event of an emergency?
- Do the tasks being undertaken present a risk to the lone worker?
- Is there a risk of violence?
- Involve the person in the risk assessment process to help identify risks.

## **Performance and Risk Management**

Potential risks will be regularly monitored and evaluated to ensure this policy is kept up to date. The training and responsibilities of individuals will be monitored by the Academy through its management and appraisal processes. Where necessary the Academy/Trust will take appropriate action to ensure that this policy is upheld.

## **Communicating the Policy**

Any changes to this policy will be communicated throughout the organisation using appropriate communication channels.

## **Home Visits**

Where at all possible home visits will be made in pairs. If lone visits are made, the member of staff must inform the Academy Office where they are visiting, what time they expect to return, and ensure they have left their mobile phone number to enable contact in an emergency. For home

visits where there is known to be issues with domestic violence and abuse the employer should ensure that staff members visit in pairs.

### **Evaluation and Review**

This policy will be reviewed if:

- New legislation is published, or existing legislation is updated.
- New guidance is published, or existing guidance is updated.
- Research, monitoring or auditing suggests that a review may be required.
- Incident investigation suggests that a review may be required.

### **Links to Other Policies**

- Health & Safety Policy
- Staff Wellbeing Policy