

Policy Title	Lone Working Policy
Issue date (m/y)	08/2012
Author	Donna Welburn, Operations Manager
Approved by	Laura Cook ,Director
Last review	09/2017
Review date (m/y)	07/2019

Context and or Aims

This policy sets out the way that the Learning Support Centre comply with the requirements of Health and Safety at Work Act 1974 and relevant statutory provisions. This policy covers everyone that is employed by The Learning Support Centre Ltd that are exposed to lone working conditions.

Policy Statement

The Learning Support Centre is committed to ensuring, so far as is reasonably practicable, the personal safety of its team members. It should be clearly understood by all concerned that in any situation, the reduction of risk and avoidance of untoward incidents is of paramount importance. Where visitors or clients are involved, the emphasis must be on safeguarding them from, harm, even in cases where they contribute to the disturbance. Within the context of The Learning Support Centre Ltd overall Health and Safety Policy a risk assessment is required where staff are going into service users homes.

Requirements for Implementation

Duties

- The Company Director will have overall responsibility for ensuring compliance with Health and Safety Legislation.
- Support Coordinators/Officers shall ensure that risk assessments are carried out as necessary and arrangements implemented to reduce risk.
- Support Coordinators/Officers shall as legally required, liaise with third parties to ensure the safety of team members when working away, off site. (i.e. University Campus)
- Management and Support Coordinators will review operations to identify situations where team members may be exposed to foreseeable risk.
- Team members will consider the potential risk associated with lone working and are required to follow procedure and make their line manager aware of this.
- Team members will report to their manager any problems whilst working alone.
- Team members will take reasonable care of themselves and other people affected by their work and co-operate with their employers in meeting their obligations.
- Team members will be personally accountable for their actions and responsible for ensuring they comply with agreed procedure.

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Safe Working Arrangements

When considering safe working arrangements coordinators will follow a hierarchical system based on the following:

- a) Assessment of the seriousness of the risk
- b) Avoidance of the risk
- c) Control of the risk to the greatest possible degree
- d) Provision of Personal Protective Equipment (PPE) and the security equipment/facilities where appropriate.

Undertaking home visits and travelling

Both coordinators and staff have a responsibility to ensure working arrangements are as safe as possible. A key factor in this is the line manager (or other staff member) knowing where staff plan to be and for there to be the means for two-way communication whenever possible.

Procedure for Lone Working

- Lone working is avoided where possible
- A risk assessment is carried out when a member of the team is lone working for example in a client's home.
- The member of the team is reminded of the lone working policy, incident form and out of hours number to ensure they have all information required.
- The member of the team carrying out the lone work will ensure that;
 - Their coordinator is aware of the date, time and location of where they will be working via email
 - Will park in a well-lit area facing their car in their direction of travel
 - Will ensure they have the campus security phone number and The Learning Support Centre out of hours phone number saved in their phone
 - Be confident they have an agreed method for raising an alarm.
- The member of the team will call their coordinator when the support session has finished and they have left and completed the session.

Working out of office hours

The office opening hours are from 9-5pm Monday – Friday. Team members are provided with an out of hours' number and will call this number if they are lone working out of hours with a client. This number is 07964313546



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Supervision

Lone working cannot be subject to constant supervision, supervision is an employer's duty to ensure their health and safety at work. The level of supervision required is a management decision, and will be based on the findings of risk assessment.

Related Documents

[Health and Safety at Work etc Act 1974](#)

[Management of health and safety at work](#)

Health and Safety Policy

Lone Working Guidance for Staff