

# Lone Worker & Home Visit Policy



**Normand Croft** Community School

**An International Family of Learners**

**Reviewed By Governors** Summer 2017

**Next review:** As Required

1. **Aim:**
  - a. To ensure that any risks associated with working in isolation are adequately identified and appropriate action taken to minimize any risk to individual workers.
  
2. **Definition:** lone workers are those employees working alone without close direct supervision. This includes:
  - a. Where one person works alone in a premises
  - b. Where people work separately from each other
  - c. Where work is carried out outside normal working hours
  - d. Other areas outside the school – home visits
  
3. **Risk assessment:**
  - a. Where possible we do not allow staff to work alone outside the school. For example home visits are always undertaken by two staff.
  - b. However in all cases, the staff involved must think carefully about ensuring that measures are in place to ensure their safety.
  - c. All staff should understand that their safety should come first and be alert to any risk or dangers that put their health and safety in jeopardy. Staff should be able to recognise potentially difficult situations and be aware of actions that might affect personal safety.
  - d. All staff undertaking a home visit should carry identification and have access to a mobile phone. Mobile phones must be charged and switched on.
  - e. All staff undertaking a home visit must adhere to procedures relating to recording of destinations and reporting in. These will be agreed with the line manager prior to any home visit and should include:
    - i. Providing emergency mobile phone contact number
    - ii. start and expected end times of home visit
    - iii. address with postcode
    - iv. family telephone number
    - v. This information will also be passed to the police in emergency situations and therefore must be accurate.
  - f. To ensure personal safety at all times staff should not take unnecessary risks. They should dress appropriately and be aware of any cultural sensitivity and seek advice from their line manager at the earliest opportunity in the event of any concern.
  - g. An individual risk assessment should be undertaken for/ by if it is felt that the activity might have increased risk. The risk assessment may reflect upon:
    - i. identifying venue/ location /other people present
    - ii. description of activity
    - iii. control measures used to eliminate or minimize risk
  - h. All staff must report concerns arising from a visit to their line manager as soon as possible and an incident form filed if necessary.
  - i. Lone working may be encountered during part of a working day as well as for lone working occupations, for example, care taker, cleaners, gardeners or office base staff.

- j. All of the above considerations are just a guide and are not exhaustive. Each risk assessment must consider the vulnerabilities of the person involved in the lone working task, and identify controls to reduce to an acceptable level.

#### 4. Risk assessment review

- a) Lone working risk assessments must be regularly reviewed in line with changes which have been identified, for example, a violent incident has occurred during the last visit and it is no longer safe to lone work in the future. All incidents and/or previously unforeseeable risks must be reported by the lone worker as soon as possible, reviewed by the senior staff and flagged on any systems which will warn other workers of the risk. If no changes have occurred within a twelve month period then lone working risk assessments should be reviewed at that point.
- b) Head Teachers/ senior managers must ensure that there are adequate reporting and feedback mechanisms are in place which allow for new information to be gathered about any changes which impact on the risk assessment. Changes to working practice must be assessed and communicated to all relevant employees.

##### Line managers must:

- Ensure that staff members are aware of lone worker safety policy and procedures.
- Ensure that new starters have this information delivered as part of an induction.
- Assess the need for lone working and develop an alternative arrangement or support when it may be unsafe for a practitioner to work alone.
- Ensure that initial visits be undertaken as a joint visit. This may be with the a relevant external professional.
- In the event of an incident or concern, line managers will take appropriate action to ensure the safety of all concerned.

##### Employee responsibilities:

All employees have a general duty under the Health and Safety at Work Act of 1974 to:

- Take reasonable care of their own safety and that of other persons
- Co-operate with the employer on health and safety matters to enable the employer to carry out its own responsibilities successfully
- To correctly use equipment provided for their safety
- Report any defective equipment to their line manager
- Report accidents or dangerous occurrences at the earliest opportunity
- Be familiar with and observe at all times all safety policies and procedures
- Take reasonable care to ensure the safety of people in their charge