



Truro and Penwith  
**Academy Trust**

# Lone Working Policy



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## **1.0 Introduction**

The following policy outlines procedures and guidance to be followed when any staff member is working alone. Its aim is to ensure clarity so that:

- Procedures are applied consistently across the Trust schools.
- All staff receive relevant information, instruction, training and supervision in respect of lone working.
- Risks to staff are minimized/controlled where practically possible, with the use of Risk assessments, along with personal safety awareness.
- Appropriate resources are in place to ensure the health and safety of staff and pupils.

This policy should be read in conjunction with the following document:

## **2.0 School safeguarding policy.**

For the purposes of this policy 'lone working' is defined as any working practice that involves a member of staff undertaking their duties alone, with specific emphasis on direct contact with pupils and families. Examples of lone working might include:

- Making home visits.
- Being the last person in a building at the end of the day.
- Working one to one with a pupil.
- Contractor management in school closure periods

Wherever possible staff should not work alone. For example families should be invited into school or an agreed local venue to avoid home visits. Staff must not take pupils in cars without another adult, staff should not work late and alone in School were possible.

It is recognised that on occasion staff might be alone in a building. These staff should take especial note of the following:

- Ensure someone knows where you will be working and what time you will finish
- Lock all final exit doors
- Have an emergency exit plan.
- Use the intercom/check on camera prior to opening up the main door.
- Be aware of Health and Safety, do not take unnecessary risks.
- When opening and closing sites try to arrange the times so that you are on site just before others arrive and close sites just after the last person has gone, to keep the time that you are on your own to a minimum.
- Keep a mobile phone with you as you move round the building.

## **3.0 Staff Movements**

Staff must always ensure that the school diary is completed in full so that the

Leadership team is able to respond appropriately in the event of an emergency.

- Diary entries where staff are off site must indicate time, location, address details if a home visit, who you are seeing and estimated time of, finish or return to school.
- Record your exact location e.g. “118 Charles Street, B9 23B then 16 Norman Road B32” not just “home visits”, or “Charles Street and Norman Road”.
- This is particularly important when making a home visit and/or where a possible ongoing risk has been identified. If your plans or estimated time of return change you must ensure you contact the school so that the diary can be updated on your behalf.
- All staff must provide the school with appropriate personal information, ensuring any changes are reported to the office as soon as possible.
- This information must only be used in an emergency and the school must ensure it is held securely to avoid inappropriate disclosure. Information should include:
  - Details of car make, model, colour and registration number if appropriate.
  - Home address and telephone number.
  - Mobile telephone number.
  - Details of next-of-kin.

#### **4.0 Working out of hours**

- There may be occasions when contact with children and parents will require staff to work outside of normal working hours. For example if a parent is not available during the day due to work commitments.
- Visits must be discussed with a member of the Leadership team, taking into account any risk factors that may be pertinent.
- Appropriate control measures, such as a buddy system described below, must then be agreed and implemented. If no risks are identified normal protocols will apply.
- Wherever possible these visits should not take place alone.
- Monitoring/buddy system
- In cases where a monitoring/buddy system has been agreed as part of a risk assessment process the following will apply:
  - If during office hours admin will alert a member of the Leadership team if staff member has not returned to or contacted the school within 30 minutes of expected return time/ finish time.

- Truro and Penwith Academy Trust is committed to protect and safeguard the children entrusted in their care, and expects all staff and volunteers to share this commitment
- Leadership team member to contact the staff member by mobile, if unable to do so will inform the Police.
- If out of hours it is the worker's responsibility to contact the agreed designated contact person (Member of the Leadership team) to advise they have finished and are on their way home.
- If no contact is made within 30 minutes of expected finish time, designated contact person will attempt to make contact with staff member, and if unable to do so will contact the Police.
- Mobile telephones must be kept switched on until contact has been made with the designated member of the Leadership team.
- In both instances, if an individual staff member for any reason is aware that they will not be contactable on their mobile they must ensure that an alternative contact number is given.
- A code word should be agreed so that emergency help can be requested during a phone call. E.g 'Please tell ERIC I will be late or my next visit'.

#### **5.0 Reporting of incidents**

- Any incident must be recorded and reported to a member of the leadership Team. This must be done as soon as possible so that others are not put at risk.
- If the incident suggests a child may be at risk this must be reported as soon as possible.
- If the incident involves aggression or an assault to a member of staff, of a pupil of the school then this Assault must be reported to the Police as soon as possible, ensuring the Pupils parents or guardian have been informed.

#### **6.0 One to one teaching and support**

- The nature of our work means there will be many occasions where staff work one to one with pupils. This must always be considered as part of a risk assessment.
- Rooms / locations for this must be carefully considered. For example doors should have viewing panels, staff should leave the door open and public spaces are better than out of the way parts of the school.
- Think about the following situations and what you would do in these example situations, always remembering staff are in a position of trust:
  1. When a pupil needs first aid.
  2. If a pupil is distressed.
  3. If you think a pupil has become infatuated with a staff member.
  4. Pupils ask for your mobile number.
  5. A pupil gives you a gift.
- Outreach/outside agency staff must sign in at the main entrance of the school. Carefully consider where they work especially if they have been instructed to work one to one with pupils.

- Pupils must not be seen without written parent / carer permission.

## **7.0 Personal Safety Tips for Staying Safe When Out and About**

The following tips have been developed using guidance provided by the Suzie Lamplough Trust.

### **Public Transport**

- 1.0 View timetables and decide time of travelling in advance.
2. When waiting for transport after dark, wait in well-lit areas and near any emergency alarms and CCTV cameras.
3. If using public transport, sit near the driver, move to a safer seat when possible; be aware of where the emergency alarm button is situated.
4. If something or someone makes you feel uncomfortable, act on your instincts & move seats be ready to raise the alarm.

### **Taxis**

1. Only use marked taxis.
2. Try making your bookings for outbound and return journeys before you leave.
3. If you can't book in advance, keep details of several firms on you to increase chances of successful booking.
4. When booking, ask for driver and/or car details so you can make sure you are getting into the right car.

### **Driving**

1. Ensure your car is well maintained and that you don't run out of petrol; lock your car doors whilst travelling between visits; try to park in a well-lit area. Consider joining a national breakdown organisation.
2. Keep an emergency kit in your car - extra coat, torch, water, spare change, telephone charger
3. Always have the necessary maps and directions in the car reducing the need to stop and ask.
4. When arriving back at your car be aware of your surroundings, have your keys ready and check inside of car before entering.
5. Do not keep valuables on a seat where they could be seen and grabbed through a window.

6. If you break down, be aware of your surroundings and only get out of your car when and if you feel it is safe to do so.
7. Road rage incidents are rare and, by not responding to aggression from other drivers, can often be avoided.
8. If the driver of another car forces you to stop, keep your engine running and if you need to, reverse to get away.
9. Try not to use isolated car parks.
10. When parking in a car park, consider where the entrances and exits are. Try to avoid having to walk across a lonely car park to get to your car. Park away from pillars/barriers and if possible reverse into your space so you can drive away easily.
11. When you park in daylight consider what the area will be like if you are returning in the dark.
12. Keep all valuables out of sight for example locked in the boot.
13. Lock your car even if you only go to pay for petrol on a garage forecourt.
14. If you are working on paperwork in the car, keep the activity to a minimum, park in a well-lit area, keep doors locked and try to remain aware of your surroundings. Think “Is this a safe place for me to park?”
15. If you are approached and feel uncomfortable, use your horn to attract attention or discourage the other person.
16. If you see an incident or accident or someone tries to flag you down don't stop to investigate without thinking - is it safe? Could you help? Would it be safer and more use if you went for help?

### **Walking/Out And About**

1. Try to avoid walking alone at night.
2. Keep to well-lit or busy streets and avoid isolated areas or known danger spots as much as possible.
3. Avoid areas where you know groups hang about.
4. Walk facing oncoming traffic.
5. If you have to walk in the same direction as the traffic and a driver stops simply turn and walk the other way.
6. If you think you are being followed, cross the street several times.  
If you still think you're being followed, get away from the situation  
- run if necessary to a busy area and seek assistance for example go into a shop, office building or go to a lit house etc. and ask for help.
7. A confident appearance for example walking tall, normal pace, arms relaxed, will make you look less vulnerable.
8. Shout for assistance, a clear instruction such as “call the Police” may work. This is worth doing even if there is no-one else nearby, as it could frighten off potential attackers.

9. Reduce the amount of bags or paperwork. It could affect your ability to move quickly. Try to keep one hand free whenever possible.
10. Keep your phone and keys in your pocket, not your bag
- 11 .Don't limit your awareness of your surroundings by using a personal radio or iPod, with earphones.
12. Consider carrying a personal safety alarm.
13. Remain alert and aware of your surroundings at all times.
14. Try to avoid danger rather than confront it. Walking away can be a simple but effective way to prevent an incident.
15. Carry your bag securely, if possible put the strap across your body.

You may prefer to carry laptops etc, in a backpack (with some padding) rather than a laptop bag. If possible, remove any logos/stickers on the bag which may identify it as containing computer equipment.

#### **Further information, the Law**

There are several laws which hold the employer responsible for protecting the safety of everyone in their employment:

- The Health and Safety at Work Act 1974
- The Management of Health and Safety at Work Regulations 1999
- The Corporate Manslaughter and Corporate Homicide Act 2007

#### **Related policies and documents:**

Health and Safety policy

Health and Safety Handbook

Whistle Blowing Policy

Safeguarding Policy

**Date of next review May 2021**