

## LONE WORKER POLICY

### Statement

Grantham College is committed to taking all reasonable precautions to secure the health and safety of those carrying out work activities and will ensure, so far as is reasonably practicable, that employees, contractors and anyone else required to work alone or unsupervised for significant periods of time are protected from risks to their health and safety.

### Purpose and Objectives

This Policy and Procedure has been developed to protect employees and others required to work alone or unsupervised for significant periods of time, so far as is reasonably practicable, by controlling the foreseeable risks they may be exposed to.

This Policy, used together with Procedures on lone workers, staff development and training, will enable staff to appreciate the particular risks associated with lone working, and to ensure that safety precautions and emergency procedures are understood. It will also assist staff to recognise and respond correctly to hazards arising during lone working.

Lone working could expose employees and others to certain hazards. The College's objective is either to entirely remove the risks from these hazards or, where complete elimination is not possible, to reduce them to an acceptable level.

### Coverage, Scope and Application

This Policy covers:

- All Grantham College employees, students, contractors and visitors.
- All sites being used by Grantham College.
- All Grantham College activities being carried out (in or out of College).

This Policy and its associated Procedures apply to all lone working situations (see definition below), and shall be followed on every occasion where employees and others are required to work alone or unsupervised for significant periods of time.

**Definition:** "A Lone Worker" is defined as "Anyone who has no visual or audible contact with a second person who could provide assistance in case of emergency". Examples of lone working could be Estates staff who work early/late shifts, support or teaching staff who work in community locations or on smaller off-site premises, contractors who work outside normal hours or in remote locations.

### Organisation and Responsibilities

The Principal, through the members of the Senior Leadership Team, is responsible for ensuring that Heads of Curriculum and College Managers are made aware of the College Policy on lone workers, and understand their responsibilities under the Policy and its associated Procedures.

These College Managers are responsible for following this Procedure in respect of any lone, solitary and peripatetic workers in their areas of control. Managers must ensure that a Risk Assessment has been carried out with the individual prior to them working alone.

It is the responsibility of Managers to:

- Implement control measures to eliminate the danger or reduce it to a minimum.
- Draw up safe working procedures to include any control measures decided upon.
- Ensure all such procedures are communicated to staff and are fully understood.
- Check that all the procedures are adhered to.
- Train staff to ensure understanding of control measures and emergency procedures.
- Maintain regular contact with the lone worker to ensure they are happy that the safe working procedures are effective.
- Report any incidents/accidents involving lone workers to the College Health and Safety Officer as soon as possible.

It is the responsibility of the individuals identified as "lone workers" to:

- Comply with the safe working procedures and control measures identified.
- Report immediately to leadership any incidents/accidents involving lone workers to the Line Manager, College Health and Safety Officer and the appropriate Trade Union as soon as possible.
- Not knowingly place themselves in a position of unnecessary risk.

## **Quality and Monitoring**

This document will be reviewed by the Principal and Health and Safety Officer on a biannual basis.

## **PROCEDURES - LONE WORKER**

### **Risk Assessment**

It is important that before employees and others are allowed to work in lone working situation, their manager has ensured that a suitable and sufficient Risk Assessment has been carried out to confirm that the work is capable of being done safely by one person on their own.

The three most important things to be certain of are that:

1. The lone worker is aware of the hazards and risks to which he or she is being exposed;
2. The lone worker knows what to do if something goes wrong and has the means to communicate with someone in a position to assist them in an emergency;
3. Someone else knows the whereabouts of a lone worker and what he/she is doing.

Assessments of the risks of working alone carried out under the Management of Health and Safety at Work Regulations 1999 will confirm whether one unaccompanied person can actually do the work safely. This will include the identity of hazards from, for example, means of access and/or egress, plant and machinery, goods, substances and the working environment.

Particular consideration should be given to:

- The remoteness or isolation of workplaces.
- The problems of communication.
- Behaviour of others, which may threaten personal safety of employees.
- The risk of injury or damage to health from the activity.
- The nature of injury or damage to health and anticipated "worst case" scenario.

Where managers identify duties that require employees to work alone, a Risk Assessment with the employee concerned must be made of all work activities (see Appendix 1). The risk assessment should consider whether the work activities can safely be carried out by one unaccompanied person, and should take into account:

- employees and others will have available all necessary information, instruction, training and supervision to enable them to understand the hazards and appreciate the risks involved with working alone;
- employees will be required to follow the safe working procedures devised which will include First Aid arrangements, communication procedures and awareness of emergency procedures to avoid placing themselves at risk;
- all employees are required to co-operate with these efforts to ensure safe working, and to report any concerns to their Line Manager.
- where the Risk Assessment has identified, the need for measures to control the risk to lone, solitary or peripatetic workers, appropriate safe systems of work - in accordance with the following - should be included in local safety arrangements:
  - Risk Assessments will only be carried out by people trained/qualified to do so.

### **Safe System of Work**

Where Risk Assessment identifies a risk to the solitary worker, a safe system of work - taking into account normal and abnormal working conditions and foreseeable emergency situations - must be implemented.

This could involve the use of any of the following measures, appropriate to the degree of risk from the activity:

### **Training**

The College will arrange training for those staff that the risk assessment has shown are at potential risk as a result of working in a lone worker situation.

The training will cover the following:

- Raising awareness of the potential dangers;
- Elimination, avoidance or reduction of risks;
- How to make the working environment safer;
- Dealing safely with difficult persons;
- Identifying capabilities for working alone;
- Dealing with emergencies;
- Identifying further training such as Manual Handling, First Aid etc.

Managers are responsible for identifying staff requiring training, and for ensuring they attend the appropriate courses. Human Resources will also keep records on file.

## **Communication**

The Risk Assessment will usually identify good means of communication as a way of reducing the risk. If so, the solution may be to provide the lone worker with a mobile telephone, or agree with them that they are happy to use their own, or radio. If it is identified that such equipment is needed, the College will provide it through the normal process.

## **Transport**

Any employee using a College vehicle, or their own transport whilst travelling to carry out duties away from the main site, must have a valid driving licence, MOT and be covered for business use (see also College Policy on *Use of Minibuses* and the Policy on *Driving for Work*).

## **Personal Protective Equipment (PPE)**

Suitable PPE must be issued to an employee when the Risk Assessment has shown it to be necessary for safe operation. An attack alarm may be identified as necessary PPE for an employee carrying out lone, solitary or peripatetic duties. The work activities being undertaken will identify other PPE necessary to the task. Where PPE is issued, each employee should be trained in the correct application and use of the equipment. Records of PPE issued and training should be kept by the Line Manager.

## **First Aid**

A suitable portable First Aid kit must be made available to any employee.

## **Accident Reporting**

Any accident to an employee working in a lone worker situation must be reported to their Line Manager and the accident documentation completed.

## **Guidelines for Lone Workers and their Managers**

Managers and lone workers need to be aware that the risks to an employee working alone can be reduced by careful preparation and planning of the activity.

If it is practical to do so, each lone worker must provide his/her Manager with a list of their planned locations, times and contact numbers to enable contact to be made if required.

Managers need to be aware of the isolated environments that lone workers work in and the concerns that can cause. Managers should set up regular meetings with such staff to ensure their concerns are heard and resolved, and feedback given as required. Lone workers need to be aware that they can request such meetings without waiting for a formal invitation from their manager, and are entitled to have their Trade Union representative present if they wish.

If a lone worker is unhappy with the outcome of the Risk Assessment, or with the Control Measures put in place, he/she should contact the College Health and Safety Officer and/or his/her Trade Union representative.

<b>Suggested Checklist for Use in Planning Lone Working Activities</b>	<b>√ or X</b>
Has sufficient time been given to plan the activity?	
Has the employee been involved in the planning stage?	
Has a Risk Assessment been carried out?	
Has the employee received training in the control of identified risks?	
Has appropriate PPE been issued?	
Has the employee been trained in the use of PPE?	
Has the employee been given information and instructions on contacting the main site?	
Are there procedures for employees at base for following up loss of contact?	
Has the employee been issued with a portable First Aid kit?	

<b>Quality Assurance</b>			
<b>Review Period:</b>	2 yearly	<b>Review carried out by:</b>	Principal
<b>Approved by:</b>	SLT	<b>Date approved:</b>	November 2011
<b>Equality Impact Assessment date:</b>	24.11.11	<b>Last review date:</b>	New