



Lone Working Policy

Updated: December 2015

Next revision date: December 2016

1. Objectives

- 1.1 Develop recognises that lone working does occur with employees and the organisation under its H & S responsibilities takes reasonable steps to manage the risks.

2. Scope

- 2.1. To cover all employees of Develop whilst carrying out their job role attending appointments on others premises
- 2.2. To cover employees who work at external offices managed by Develop or provided as a place of work
- 2.3. To cover all employees working from home

3. Key Principles

- 3.1 Develop follows the HSE guidance INDG73 “working alone” and in addition to carrying out risk assessments for working alone also supplies its staff expected to work alone with mobile phones.

4. Staff Responsibility

- 4.1 Staff to ensure Electronic diaries are kept up to date at all times and access permitted to line management so they are aware of working locations.
- 4.2 Staff provided with company mobile phones should ensure these are fully charged before commencing a journey and all contact numbers are programmed into the phone, staff not issued with a company mobile can request the use of a pool phone.
- 4.3 Staff are instructed not to meet with learners at residential homes where employees safety may be put at risk, alternative location such as libraries, well populated communal meeting points, training providers venues or Develop offices should only be used
- 4.4 If on arrival to any location the employee does not feel it is safe they should immediately leave and only when it is safe to do so, for example in

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a well lit highly populated location, they should contact their line manager to advise of the situation.

- 4.5 Whilst driving alone no employee should put themselves at any risk or endanger their own safety by demonstrating any means of anger or "road rage" towards any other driver.
- 4.6 Whenever possible all staff must keep in regular contact with their department to ensure regular communications are maintained

Develop will:

- Always involve staff undertaking lone working in the risk assessment process
- Take steps to check control measures are in place by providing instruction, training, supervision to lone workers and carry out periodic monitor and review of the policy
- Reviews risk assessments annually or, as few workplaces stay the same, when there has been a significant change in working practice
- When a risk assessment shows it is not possible for the work to be conducted safely by a lone worker, address that risk by, for example, making alternative arrangements or provide a second member of staff to be in attendance to provide help or back-up
- Where a lone worker is working at another employer's workplace, that employer should inform the lone worker's employer of any risks and the required control measures.
- Undertake Risk Assessments to help Develop to decide the right level of supervision required

Procedures are in place to monitor lone workers to help keep them healthy and safe. These may include:

- Line Managers periodically visiting and observing people working alone;
- Regular contact between the lone worker and supervisor, using either mobile phones, telephones, radios or e-mail, bearing in mind the worker's understanding of English;
- Consider Automatic warning devices which operate if specific signals are not received periodically from the lone worker, eg staff security systems;
- Other devices designed to raise the alarm in an emergency, these can be operated manually or automatically by the absence of activity;
- Checks to ensure a lone worker has returned to their base or home once their task is completed.

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5. Supporting Documents

- 5.1 This policy should be read in conjunction with the agreed procedures contained in the health and safety folders in the shared folder on the company IT network.
- 5.2 Risk assessments for lone working are available in the H & S Folders these should be followed and if not appropriate to the activity you are undertaking brought to the immediate attention of the H & S Manager

6. Monitoring and Evaluation

- 6.1 Develop monitors health and safety to ensure a safe environment in all the learning programmes, including the training premises, schools and work placements/tasters.
- 6.2 Develop's active monitoring includes:
- a. Checking working conditions
 - b. Ensuring safe working practices are being followed
 - c. H&S systems are achieving the right results and to decide how to improve performance
- 6.3 The health and safety policy and supporting documentation will be reviewed every year by the Health & Safety Manager and CEO to ensure:
- a. The degree of compliance with H&S legislation
 - b. Areas where the H&S standards are absent or inadequate are improved
 - c. Achievement of stated H&S objectives
 - d. Injury, illness and incident data are analysed to identify immediate and underlying causes, trends and common features and to act upon the information received
- 6.4 This policy is liable to full equality impact assessment annually.

7. Supporting Documents

- 7.1 This policy should be read in conjunction with the following policies and procedures:-

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- Safeguarding Policy
- Data Protection Policy
- Communication Policy
- Equality & Diversity Policy
- H&S Policy
- Occupational Driving policy
- QA Policy
- Medication Policy
- Health and safety forms contained in activity health & safety folder in the shared folders.

Policy signed by CEO: *Mark Pike* Date: 01/12/2015

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