



'Doing our best to achieve our best'

Clarendon Primary School & Family Centre Lone Worker/Personal Safety Policy

Introduction

It is recognised that Home School Link Workers (HSLWs) and Outreach Workers (ORWs) are required to work by themselves in the community without close or direct supervision, sometimes in isolated work areas and periodically out of office hours.

Under the Health and Safety at Work Act 1974 employers have a legal and moral responsibility to effectively manage the risks associated with individual members of staff working on their own. Also to ensure that employees receive such information, induction, training and supervision as is necessary. Employees have responsibilities to take reasonable care of themselves and other people affected by their work.

Under the Management of Health and Safety at Work Regulations 1992 (updated 1999) employees are also responsible for informing their employers of any situation or condition, which they consider a serious danger and any shortcomings in the employer's health and safety arrangements.

Scope of the Policy

This policy applies to all situations involving lone working arising in connection with the duties and activities of HSLW/ORWs or other school and family centre staff.

"Lone Working" is inclusive of:

Those working at their main place of work where:

- Only one person is working on the premises
- People work separately from each other, e.g. in different locations
- People work outside of normal office hours

Those working away from their fixed base where:

- One worker is visiting another agency's premises or meeting venue
- One worker is making a home visit to an individual/family
- One worker is working from his or her own home.

Aims of the Policy

The aim of the policy is to: -

- Increase staff awareness of safety issues relating to lone working
- Ensure that the risk of lone working is assessed regularly and that safe systems and methods of work are put in place to reduce the risk as far as is reasonably practicable
- Ensure that the necessary support and training is available to all staff providing practical advice on safety when working alone
- Encourage full reporting and recording of all incidents, including near misses, relating to lone working

- Reduce the number of incidents and injuries to staff related to lone working

It is not intended to raise unnecessary anxiety but to provide an appropriate framework for managing risk and avoiding conflict.

Responsibilities for Line Managers and Health and Safety Representatives include:

- Ensuring that all staff are familiar with the policy and practice guidance and understand the requirements at induction stage
- Ensuring that risk assessments are undertaken as necessary and reviewed at regular intervals
- Ensuring procedures and safe systems of work are designed to eliminate or reduce the risks associated with working alone
- Ensuring that staff have access to appropriate information, instruction and training, updating and refreshing this training as necessary
- Ensuring there is an effective system of reporting, investigating and recording incidents and near misses
- Ensuring that appropriate support is given to staff involved in any incident or near miss
- Providing equipment to enable staff to work safely alone

Responsibilities for Employees include:

- Ensuring they have read and understood the policy and practice guidance and are satisfied with safety measures put in place
- Taking reasonable precautions to ensure their own safety i.e. checking directions for their destination, ensuring car is road worthy, ensuring items such as laptops, mobile phones are carried discreetly, and avoiding poorly lit or deserted areas
- Following guidance and procedures designed for safe working
- Taking personal responsibility for sharing information regarding their whereabouts
- Reporting all incidents that may affect the health and safety of themselves or others and asking for guidance as appropriate
- Taking part in training designed to meet the requirements of the policy
- Reporting any dangers or potential dangers they identify or any concerns they might have in respect of working alone

Lone Working/ Personal Safety Awareness Practice Guidance

Check list for newly appointed staff

- ✓ Copy of Car insurance kept on file - to cover business use if necessary
- ✓ Copy of policy and practice guidance given in induction pack
- ✓ Check available dates for Lone Worker/Personal Safety training in your area and secure place as a matter of priority
- ✓ Confirm DBS current and stating the HSLW/ORW role
- ✓ Surrey Safer Staffing badge obtained/Staff ID badge provided

Before setting out

- ✓ Always make an appointment by letter or telephone – Never cold call

- ✓ Gather as much information as possible about the family and location you are visiting before attending appointment
- ✓ Complete a PET risk assessment (People – Environment – Task) and leave copy on child's file
- ✓ Consider either joint working or public area for appointment if information is limited
- ✓ Details of visit to be left at designated base or with assigned member of staff, e.g. contact no, car registration and description of clothes worn
- ✓ Electronic diary board to be kept up to date daily with full details of location of visit including agreed appointment time
- ✓ Check mobile phone in working order, charged and with credit
- ✓ ID badge on person – (Consider vulnerability if worn around the neck)
- ✓ Clarify “code word” agreed (if this is part of your lone working system)
- ✓ Only carry what you need whilst working and do not draw attention to yourself by overtly displaying valuables
- ✓ Plan your route, if driving check you have sufficient petrol for journey
- ✓ Give thought to clothes and footwear – Avoid any that may hinder your movements in an emergency.
- ✓ Give thought to appropriate dress when visiting areas and families and be sensitive to circumstances and culture

Your appointment – on arrival

- ✓ Where possible always attempt to park your car facing the way you intend to drive out
- ✓ Assess the area – are you happy to continue? Never enter any location you have assessed as unsafe.
- ✓ Call in to relevant base to alert staff of your arrival
- ✓ If your itinerary changes call in and make the relevant staff aware
- ✓ Separate car keys from your other belongings
- ✓ Only take in with you the minimum amount of material belongings required
- ✓ Once you have knocked on the door or rang the doorbell stand clear of the doorway and be aware of personal space. Looking through letterboxes is confrontational and invades the families' personal space.
- ✓ Be mindful of any indication of alcohol or substance misuse from anyone present. Do not continue appointment if either factor has been identified
- ✓ If an animal being present makes you uncomfortable, ask respectfully if they can be placed in a separate room. If this is not acknowledged reschedule your appointment for a different venue
- ✓ If anyone present is inappropriately dressed do not continue with appointment. Leave the building until the situation has been rectified. Again if this is not possible reschedule your appointment for an alternative venue
- ✓ Always be the last to enter the building and situate yourself closest to the exit, making a mental note of alternative exit routes
- ✓ Throughout your visit be aware of signs or signals that could indicate a potential problem. Your personal safety is paramount and your ongoing (dynamic) assessment on the situation is crucial.

Your appointment – on leaving

- ✓ Call in to relevant base to alert staff that your visit has now finished.

On your return

- ✓ Review your risk assessment and make additional notes if you feel this is necessary.
- ✓ Any serious concerns discuss with your Line Manager and if agreed take separate action i.e. complete incident report form, attach warning note to child's file and share any relevant information in the appropriate way

- ✓ When completing incident report forms make sure you include all relevant details linked to the incident i.e. time, date, location, surroundings, people present, reason for visit, other extenuating circumstances. Try to keep factual and limit opinion-based content. Always write report in black/blue pen and complete by signing and dating.

If a member of staff does not report in as expected, an agreed plan of action should be put into operation.

The following response to be initiated:

- Phone colleague's mobile
- Call colleague at home (up to date personal information is vital)
- Contact appointments in reverse order
- Contact line manager/ Headteacher
- Call police

Any individual nominated to deal with the response should be fully aware of their role and responsibilities.

Incident reporting

Full reporting and recording of all incidents, including near misses, relating to lone working should be recorded with your Line Manager and then if appropriate on Surrey central web site at <https://surreycc.oshens.com> There is a tutorial available once you have accessed the site. By completing a form on line the report will be linked directly to your school and you will be given a reference number.

Review

Date reviewed: Autumn Term 2022

Date due for review: Autumn Term 2025

Appendix 1- Home Visit Risk Assessment

Family Name and Address of Visit		EHM Number	
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Home / Location (*Environment*)

Question	Prior to initial visit	After initial visit	Review	Comments
Is there a safe route to get to your destination?	Yes No	Yes No	Yes No	
Is there parking available in a nearby safe location?	Yes No	Yes No	Yes No	
Is there a safe route into the property, are there any risk factors preventing you from entering the property safely?	Yes No	Yes No	Yes No	
Are there any known physical hazards in the environment? (<i>i.e. broken glass, damaged steps, dangerous electrics, trip hazards, weapons, animals, fumes, drug paraphernalia</i>)	Yes No	Yes No	Yes No	
Are staff, parents and children well and not showing any signs of illness?	Yes No	Yes No	Yes No	
Do I have mobile phone reception within the home/location?	Yes No	Yes No	Yes No	
Is there a safe and easily accessible exit available in case of an emergency? (<i>i.e. fire or violence</i>)				

Lone Worker/Personal Safety

Question	Prior to initial visit	After initial visit	Review	Comments
Am I physically and mentally equipped to cope with this visit? (<i>If not speak to Family Centre Manager</i>)	Yes No	Yes No	Yes No	
Do my colleagues know where I am?	Yes	Yes	Yes	

Is my mobile phone with me, working and charged?	No Yes No	No Yes No	No Yes No	
Am I aware of how I would react in a violent situation?	Yes No	Yes No	Yes No	
Are visits planned and scheduled with the family in advance? When planning meetings/ conversations consider the day/time and venue (<i>especially where DA is present</i>)	Yes No	Yes No	Yes No	

Person/Family

Question	Prior to initial visit	After initial visit	Review	Comments
Do they perceive me as a threat?	Yes No	Yes No	Yes No	
Do they have realistic expectations of what I can do for them?	Yes No	Yes No	Yes No	
Do they have a history of violence or aggression? (<i>i.e. physically, verbally, written</i>)	Yes No	Yes No	Yes No	If yes, please state any known triggers.
Do they suffer from any conditions that may affect my safety? (<i>i.e. mental illness, high levels of stress, drug or alcohol abuse</i>)	Yes No	Yes No	Yes No	
Is the visit particularly stressful or upsetting for them?	Yes No	Yes No	Yes No	
Do I feel I have adequate support in place to manage this situation? (<i>e.g. another professional, further advice from Centre Manager</i>)	Yes No	Yes No	Yes No	If no, what do I need and who is best placed to offer this?
Do I feel anxious for my safety with this person/family?	Yes No	Yes No	Yes No	Please state your reasons
Will there be other people be in the home/location during the visit?	Yes No	Yes No	Yes No	If yes, are they likely to reward the person for violence?
Is the person displaying any concerning	Yes	Yes	Yes	If yes, please state

behaviours? (<i>i.e. rapid mood swings, oversensitivity, body language</i>)	No	No	No	behaviours.
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Conclusions

Are there other health and safety concerns that need to be discussed/addressed at this time?	Yes	No
Based on the information you have, do you feel safe to conduct a location/home visit?	Yes	No
If no, please state any safety precautions that could be put in place to mitigate risk.		

Completed by (<i>Name of Outreach Worker</i>)			
Signed and agreed by (<i>name of line manager and date</i>)			
Date completed prior to initial visit		Date completed at initial visit	
Dates reviewed			

Appendix 2- Incident Report Form

Please indicate nature of incident: Safeguarding; Child Protection, Health and Safety or Complaint.
Who is this Concerning (Name, Address, Date of Birth and Telephone Number)
Date and time of incident:
Explanation of Incident:
Action Taken and by who:
Follow up information/action:
Name and position of Person Completing Report: Staff Signature and Date and Time :
Reported to: Manager's name or authority with contact details whom reported to and any further action taken.