Engage MAT

Lone Working Policy and Procedure

Date of ratification April 2019

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Contents

1.   Lone working policy

Lone working activities are a normal part of service delivery.

Schools recognises their health and safety responsibilities towards staff who are involved in lone working processes and others who may be affected by these activities. Lone workers should not be put at more risk than other employees and specific control measures may be necessary in order to achieve this.

This document outlines a sensible risk based approach towards lone working. Safe lone working can be achieved by ensuring that safe systems of work are made available through management processes and used by all employees.

Periodic review will take place to ensure that these measures are effective.

All employees are expected to report all incidents which occur in relation to lone working in order to ensure that the organisation can prevent future events.

2.   Defining lone working

The Health and Safety Executive defines lone workers as 'those who work by themselves without close or direct supervision'. Lone workers may be found in a range of situations:

People in fixed establishments where:
- Only one person works at the premises.
- People work separately from others, e.g. in isolated areas of a site.
- People work outside normal hours, e.g. maintenance employees.

Mobile, or peripatetic workers operating away from their fixed base:
- On construction, maintenance, inspection activities or unfamiliar sites.
- 'Service' workers, for example, Social Workers, Tutors, Mobile Library Drivers, Enforcement Officers.

3.   Note on lone working risk assessment

There is no general legal prohibition on working alone. However, a risk assessment of lone working tasks must be carried out.

Lone working can be included as part of an overall risk assessment for an activity or a specific lone working assessment must be carried out. A lone working risk assessment template and an example of a Lone Worker Risk Assessment is included with this guidance.

The manager is responsible for ensuring that risk assessments are carried out, however, this task can be delegated to a competent person.

4.   Identify the hazard

Activities identified needs to be assessed to determine the level of risk they present. This involves looking at factors such as:

- The potential for violence and aggression
- The environment and other activities taking place in the same working area. Examples of these two areas include adverse weather, working on an unfamiliar construction site.

In addition the risk assessment must take account of foreseeable emergencies which may arise, such as equipment failure, illness and accidents.

4.1   Potential for violence and aggression

It is recognised that the hazards presented by a particular lone working activity will vary, e.g. carrying out unwanted enforcement activities, cash handling, driving for business.

The following table identifies four areas for consideration as they are applicable when assessing lone working risks. This table does not contain an exhaustive list and should be used as a starting point.

The client	Individual characteristics can have the potential to contribute towards violence and aggression, e.g. previous history, or the fact that the person is unknown and there is no available information to use as part of the risk assessment process.
The employee who is lone working	Factors which may increase or decrease the chances of violence and aggression occurring, e.g. their competence (level of training, experience, cultural awareness etc), role (e.g. representing authority in enforcement work) and the things they might do (e.g. arriving late for a home visit)
Interaction	The interaction which takes place between the employee and the client, for example, enforcing rules, carrying out inspections, asking questions about family backgrounds, carrying valuable items, transporting people who use the service.
The work environment	**Off school Sites** For example; a home visit on another person's property, visiting rural areas that are without lighting, court visits etc. The table below provides further information about the work environment. **On school Sites** Lone working employees need to be able to raise the alarm in the event of an emergency.

	Where there is the potential for violence and aggression involving a client, both employees and visitors need to be able to move to a place of safety if a difficult situation arises, for example, exit the meeting room that you are working in.

4.2 Physical hazards

The working environment and activities may present particular hazards and should be considered as part of the lone working risk assessment, for example:

Work environment	The level of risk varies from one working environment to another, higher risk environments can include: construction sites; docks; farms and working on or near to water (including the coastline). Lower risk lone working environments can include working at offices that are secure and driving alone on short duration journeys in built up areas.
	There must be a safe way in and out of the workplace. This can be difficult to achieve when working on premises which are not under the control of the school, for example when making a first home visit.
	Other areas for consideration include when using third party owned electrical appliances (home visits), poor lighting.
Activity being undertaken	The level of risk varies by activity. Examples of higher risk activity includes working off ladders to carry out maintenance work, carrying out bridge inspections, animal handling on farms, working on highways, using hazardous machinery. Lower risk lone working activity includes attending meetings at another base belonging to the school and home working.
Plant, equipment, substances	Some equipment used to carry out work may not be easily and safely handled by one person, e.g., temporary access equipment such as ladders or trestles. Other manual handling activities may also not be suitable for one person.
	It should be established whether equipment can be used and controlled safely by a lone worker, for example, a reversing a heavy goods vehicle in an area with high pedestrian movement.
	Specific warnings may be provided by the manufacturer or identified through the way in which the work is being done which indicates a need to avoid lone working, for example, when using certain chemicals or hazardous substances.

Communication with others and supervision.	Means of communication vary depending on the work activity and location. There are areas in Norfolk where a mobile phone signal is not available. This also impacts on the ability to summon assistance in the event of an emergency.

5   Who is at risk (and when)

The lone working assessment must consider who might be harmed as a result of our activities, for example, employees, visitors and contractors.

The following table provides details of some specific aspects for consideration when assessing the suitability of lone working for employees:

New and expectant mothers	Impaired ability to carry out physically strenuous work. Later stages of pregnancy may increase the risk of falls through reduced visibility and changes to mobility. Risk of early labour or miscarriage through physical assault. Please note: a specific risk assessment is available for *New and Expectant Mothers*.
Young people	Lack of experience and level of maturity. Inability to concentrate for long periods.
Disability	Impact on ability to make unassisted evacuation. Ability to identify that evacuation is required.
New employees, trainees including inexperienced volunteers	Lack of familiarity through level of experience or training needs.
Specific medical conditions	Some individuals may have medical conditions that make them unsuitable for working alone. These may include some health conditions, such as unstable epilepsy or diabetes. The consideration of medical conditions should include both routine activities and foreseeable emergencies, which may impose additional physical and mental burdens on the individual.

The following table provides examples of individual consideration for non-employees

Contractors	Unfamiliar with site layout, emergency procedures, adjacent activities and site hazards.
Person who uses the service attending a school	Unfamiliar with exit route from meeting room, may become agitated and need to leave the room in anger.

site for a one to one meeting.	

A lone worker may be seconded to the school from another organisation or vice versa, in both cases adequate lone worker arrangements must be put in place.

Lone working may be encountered during part of a working day as well as for lone working occupations, for example, locking and opening up an office base, driving to different work bases to attend meetings.

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.

6   Controlling the risk
It is important to ensure that control measures are proportionate to the risk.

A key factor in controlling lone worker risk is to ensure that lone workers are competent in adapting to a foreseeable range of changing and developing situations with little or no contact with their supervisor. The extent of supervision must be proportionate to the risk and the competency of the lone worker. The manager is responsible for ensuring that safe working arrangements are in place for the all stages of the activity, from the task planning, to implementation and completion. These arrangements include ensuring that lone workers are competent in adapting to a foreseeable range of changing and developing situations with little or no contact with their supervisor.

6.1   Withdrawing from lone working activity
Headteachers/Managers must ensure that the lone worker is supported if they decide that they need to terminate the work they are carrying out to protect their (or others') safety. For example, when working at height and wind speeds increase during the course of the work or visiting a person who uses a service who becomes verbally aggressive and threatening. In this instance a review of the arrangements for similar future work must be carried out.

6.2   Unsafe lone working
In circumstances with all control measures in place, if the assessment identifies that it isn't possible for the task to be carried out safely then lone working should not proceed.

If you are unsure about what controls are needed because the task is considered higher risk or requires more technical/specialist knowledge, further guidance should be sought from the Health, Safety and Wellbeing Team.

6.3   Supervisory monitoring of lone working

The manager must ensure that lone worker monitoring takes place. Monitoring can include:

Supervisor visits sites in person or observes people who are working alone
Making regular contact with the lone worker using mobile phones, radio, telephone or use of automated devices (please refer to Emergency Arrangements in this document for the arrangements needed if a lone worker cannot be contacted). An overview of contact systems are detailed below.

6.3.1 In house buddy systems

A buddy system is used to maintain telephone contact at pre-determined intervals between a nominated buddy and lone worker in order to confirm safety. The lone worker must provide the buddy with an itinerary. A guidance document for buddy systems is available. In house buddy systems rely on:

- All buddy employees knowing the actions to be taken in the event of a lone worker either raising an alert or emergency.
- Employees having the time and concentration to be able to fulfil the requirement of the role
- Full participation of all employees who are involved in system use in order to ensure that it remains robust and has credibility.

A buddy can also be used to monitor lone workers in person and respond to meeting room alarms, for example, when meeting with a service user at the work base. The buddy can check through a door vision panel into the room where meetings are carried out /or come into the room and ask a set question at a predetermined time; if assistance is needed it can be established through the response made without raising an alert to the other person(s) in the room.

6.3.2 Automated lone working alarm or tracking devices

Automated systems are provided to higher risk lone workers in order to either raise an alarm or to record and identify their location. Training in the use of these devices and the circumstances under which the device is to be used is of paramount importance as it has been identified that lone workers do not use or understand these systems fully where appropriate training has not been received. In addition line management of all employees who may be involved in receiving an automated emergency alert must be able to deal with the response procedure effectively. The type of lone working device selected will depend upon the type of lone work activity involved.

NCC schools can access the NCC contract for lone working devices – for details please contact the health and safety team on healthandsafety@norfolk.gov.uk .

6.4 Mandatory control measures for potentially violent and aggressive situations

Where there is the potential for violence and aggression the following three risk categories and mandatory control measures are provided. Some employees may fall into more than one category of lone working, therefore all control measures against each individual category may apply.

Additional information is provided for consideration, this information is a guide only and isn't a fully inclusive list of control measures.

Risk Category	Control Measures
Category 1 Employees working in offices or other secure locations outside of normal working hours or who routinely work in these locations on their own. Work of a low risk office type. Examples would include: Teachers, office based employees, travelling to meetings.	**Mandatory** • Employees must be briefed on the measures required to ensure their workplace is secure if they are lone working and emergency procedures. • All employees must record an itinerary of their movements that is accessible to their manager/colleagues. Details made available should include location, car make, model, registration number and mobile phone number.
	For guidance and consideration Refer to low risk office lone working procedure

Category 2	Mandatory
Employees working in locations where security is inadequate or where shared premises would allow non-authorised access to their work area. Employees working in unfamiliar locations but not meeting members of the public. Employees visiting established clients who have been assessed as presenting no risk to employees. Employees responding to intruder alarm calls for school property out of hours. Firefighters conducting home fire risk assessments or similar activities. Examples would include: Groundsmen / school caretakers, employees whose duties include responding to out of hours intruder alarm calls, school employees working in shared offices with poor security arrangements, some home care employees, firefighters fitting smoke detectors in residents' properties by appointment.	• For out of hours alarm calls each team must have clear instructions for employees. • Employees who are expected to respond to alarm call-outs must have access to a personally issued work mobile with appropriate reception or have indicated that they are willing to use their personal mobile in such circumstances and that it has appropriate network coverage for the area in question. Where possible, lone working to respond to an alarm should be avoided through the use of contracted key holder arrangements. Where it is not possible then a buddy/automated buddy arrangement must be put in place. • Where dealing with violence and aggression training is not provided, the line manager should give clear information to lone workers on what work can and cannot be done alone; when to withdraw or stop work; communication and check-in procedures; signs of escalating violence and aggression and emergency procedures. • Where the problem relates to poor security allowing un-authorised access to work areas, the security of the building should be reviewed, if necessary with the other occupiers or landlord and appropriate measures introduced. • Daily work tracking arrangements must be put in place in line with the level of risk involved • All employees must record an itinerary of their movements that is accessible to their manager/colleagues. Details made available should include location, car make, model, registration number and mobile phone number.

	Consider issuing a personal safety alarm. Provide all other relevant assessment information, for example, where alarms are located in private meeting rooms.
	For guidance and consideration Consideration should be given to ensuing that employees receive appropriate training in dealing with confrontational situations such as the Suzy Lamplugh Trust's dealing with Violence and Aggression 1 day course available through HR Learning and Development.
Category 3 Employees who visit unknown clients or clients who are known to present challenging or aggressive behaviour in their own homes in order to provide a service. Employees who routinely work alone in remote locations. Examples would include: Youth Offending team employees, Assessment and family support workers, Mobile Library employees, EDT out of hours team.	**Mandatory** - Employees dealing with clients must receive training on dealing with confrontational situations such as the Suzy Lamplugh Trust's dealing with violence and aggression 1 day course. This training should be repeated annually. - Information to include what work can and cannot be done alone; when to withdraw or stop work; communication arrangements and emergency procedures. - A form of employees tracking system must be introduced and its use enforced. This could either be a buddy system or an automated system. The Health, Safety and Wellbeing Team will be able to advise on which system would be most suitable. - Employees must be briefed on the procedures for lone working before they start such work for the first time and at

	least 6 monthly thereafter. Records of these briefings should be maintained.
	• Where a client presents a known risk of violence, then the visit should be re-arranged for a venue where appropriate levels of security or assistance are available. If there are particular reasons for the visit to take place at the client's home then at least 2 people should attend.
	• Consider issuing a personal safety alarm.
	• Provide all other relevant assessment information

6.5   Personal safety - guidance on lone working control measures

A <mark>guide on control measures</mark> is available. This guide includes information that can be used in the development of a lone working risk assessment, for example, issuing personal safety alarms, the use of alarms in meeting rooms.

6.6   Violence at work

Detailed <mark>guidance</mark> for Headteachers/managers is available on HR InfoSpace and should be used alongside this document as it applies to lone working activities.

7   Emergency arrangements

Lone workers should be capable of responding to foreseeable emergencies through the development of planned arrangements, for example, fire and first aid need. The requirements for emergency will depend on the nature of the work being carried out.

Where it is possible a lone worker should withdraw from circumstances of escalating violence and aggression towards them.

Where a lone worker monitoring system is used it must include a means to raise the alarm in the event of (a) failure to contact a lone worker (b) an emergency request for assistance. The lone worker buddy system <mark>template</mark> outlines a recommended system. When using a buddy system you must ensure that there is no delay in raising the alarm with the police. If there is no response from a lone worker to confirm their safety the police should be contacted and informed of the last known whereabouts after no more than a 30 – 45 minute period of trying to make contact.

8   Risk assessment recording

Lone working issues may be considered as part of an overall risk assessment of a job role or activity. However, where lone working has not been considered as part of other risk assessments, a specific risk assessment must be carried out (a Lone Working Risk Assessment Template is available). It is important to note that the original risk assessment may change as the activity itself progresses and further information on the competency of lone workers has been provided in this guide.

9   Risk assessment review

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 manager 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.

Headteachers/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.

Appendix 1 – Lone working and personal safety guidance on suitable control measures

1.   Introduction

All lone workers who may foreseeably encounter violence and confrontation at work must understand the risk assessment process outlined in the ==*Lone Working policy*== and be able to safely undertake lone working activities. This document details of some of the available control measures. Their application will depend upon the nature of the risk and outcome of assessments made before and during lone working activities.

2.   Advance Assessment Information

2.1   Telephone assessment

A telephone call before making a visit in person may assist is some circumstances to:

- Establish who will be present
- Confirm the meeting time and duration
- Establish the expectations of whoever you are meeting has
- Clarify issues which you will not be able to assist with in advance
- Eliminate the need to make a personal visit where appropriate.

2.2   Visiting other premises (such as home visits)

If you need to have a look at the general layout of an area and familiarise yourself then consider going to the site the day before your meeting and have a look around. This doesn't mean you need to make yourself too conspicuous and you don't have to get out of your car if you don't need to.

2.3   Recording personal information relating to risk

Where risk information is recorded then this information must be referred to as part of the risk assessment. All employees must ensure that they update these records once they become aware of any risk factors which may impact on the safety of lone workers.

3.   Maintaining contact whilst lone working

3.1   In house buddy system

Use of buddy systems rely on all employees involved knowing the actions to be taken in the event an emergency, e.g. lone worker raising an agreed alert or not contacting a buddy at the agreed time. Where used, consideration should be given to periods of annual leave or other absence as well as ensuring that the buddy is available for the working hours required.

1)   A buddy system is used to maintain telephone contact at pre-determined intervals between a nominated buddy and lone worker in order to confirm safety. The lone worker must provide the buddy with an itinerary. A template for the buddy system is provided for this purpose (Appendix 1).

2)   A buddy can also be used to monitor lone workers in person, for example, when meeting at the work place. The buddy can check through a door vision panel into the room where meetings are carried out /or come into the room and ask a set question at a predetermined time; if assistance is needed it can be established through the response made without raising an alert to the other person(s) in the room e.g. ask a colleague to come into the room to ask you if you can take a telephone call, this gives them the opportunity to say no to indicate there aren't any problems or yes in order to leave the meeting room or to summon assistance.

3.2   Automated lone working devices

Automated systems are generally provided to higher risk lone workers and where a buddy system cannot be operated effectively. It can be used to either raise an alarm or to record and identify the location of a lone worker. The type of lone working device selected will depend upon the type of lone work activity being undertaken.

Training in the use of the device and the circumstances under which the device is used must be provided to both the system users and the manager. In addition all employees who may be involved in receiving an automated emergency alert must be trained to deal with the response procedure effectively.

Norfolk County Council schools can access the NCC contract for lone working devices – please contact the health and safety team for details of the devices available and how to purchase.

3.3   Diary/Daily Log

It is important to leave an itinerary which can be accessed by other parties if needed in an emergency. The risk assessment will identify where teams must have specific arrangements in place to ensure that information about lone workers movements can be located, for example:

- By using your Outlook Calender and ensuring that any visits which need to be marked as private can be accessed by giving access permission to relevant colleagues if it were needed for personal safety purposes.
- By recording a reference number to case notes/other recorded accessible information in your Outlook Calender.
- By logging your schedule in a team "log book" or other itinerary which is not part of the Outlook Calender for personal safety purposes.

Risk Category 2 and 3 Lone Workers are defined in the Lone Working Policy. The following information must be accessible to anyone who would act as a responder in an emergency to these workers:

- Name, address and telephone contact of where you will be going
- Time of the appointment, when you expect the visit to be completed and the time you will contact your nominated colleague to let them know that your visit has been safely completed.
- The make, model, colour and registration of the car you will be driving and the route you will be taking or what transport you will be using.
- In addition, if you are visiting a rural area and do not have a tracking system then you can leave the grid reference number with your details.
- Any particular risk factors identified and the purpose of the appointment.

3.4   Mobile Telephone Use

With most mobile telephones you can still make a 999 call when the phone is locked or where is there is no signal. Telephones can help to summon assistance and/or to be traced but they must always be supplementary to other lone working control measures and are not a protective device.

Pre-programme the one touch dial function with the numbers you are most likely to use in an emergency and keep your phone in your pocket or an easily accessible place when lone working.

Leave your telephone switched on during meetings (put it onto silent or vibrate)

Some parts of Norfolk do not have a good mobile signal, this must be considered as part of the risk assessment, for example, where appropriate the lone worker can extend the "call-in" time to include the travel they need to get back to a signal area. It is important that all factors are considered when deciding how to deal with the lack of signal, including providing roaming SIM cards which use all networks available.

3.4.1 In case of emergency (ICE)

ICE stands for 'In Case of Emergency': emergency services will look for your ICE details on your mobile phone. Whilst this doesn't prevent an incident, it does mean that you have made some provision for contact to be made if it were needed, for example, Road Traffic Collision.

Use your mobile's phone book to store the name and number of someone who should be contacted if you have an emergency – but add the letters ICE in front of their name.   Make sure you choose a number that's easy to get in touch with – a home number could be useless in an emergency if the person works full time. You can recommend day and evening numbers and call them ICE1, ICE 2 etc.

Make sure the person whose name and number you are giving has agreed to be your 'ICE partner'. You should also make sure your ICE partner has a list of people to contact on your behalf. In addition, they'll need to know about any medical conditions that could affect your emergency treatment, including allergies or medication.

If your phone doesn't show the callers name this may be because your ICE contact number is now duplicated as an entry in your phone. If this happens delete the original entry on your phone in order to get the ICE number to display in the caller ID.

3.4.2 Bluetooth
Consider switching off or create a different "Bluetooth" name on all work technology. Bluetooth can be used as a means for obtaining personal identification in situations where you would not want these details to be obtained, for example, when using public transport alone.

4.   Abusive Telephone Calls
See <mark>Violence Policy</mark>

5.   Using your own car
Become a member of a national breakdown service.

Travel with doors locked, particularly in urban areas. If windows are open, handbags and valuables should be kept out of sight.

At night, the car should be parked in a well-lit and busy place**.** Car parks where the car and the user will not be easily visible should be avoided.

If you are driving and think you are being followed keep driving until you reach a busy area, the police station or a garage, etc.

Avoid carrying unknown passengers.

Avoid leaving any personal information loose in your car, for example, personal post or insurance documents. It is recommended that you lock them away or keep them in your boot.

6   Name Badges
Risk assessment may identify that "no surname" or "no name" ID Badge is safest. Other details can be used instead, for example a code number for the employee. Identification badges should always be removed before leaving your place of work/conference venue/wherever it is that you have been given a name badge to wear.

7   General Personal Safety Considerations

- Where possible notify the person you are meeting if you cannot keep the appointment or are going to be late.
- Take a torch with you, it may be needed if your car breaks down, you are working in a rural environment with inadequate lighting, or you can't see to use your car keys. Keep spare batteries.
- Find out directions in advance of your visit, print off a map if you don't use Sat Nav.
- Check that your phone battery is charged. Carry a phone charger in your car. Take phone cards (for use if you are out of a signal area)
- Carry the minimum amount of personal belongings (and valuables) and always be prepared to leave belongings behind if you need to.
- If you feel uneasy about conducting a lone working visit, discuss this with your manager to establish if additional control measures are needed.
- Do not enter someone's home if you don't feel comfortable or safe.
- Do not enter a house if the person you have arranged to see is not there. Be aware of, and maintain, personal safety at all times during visits.
- Always wait to be invited into someone else's home
- Make a note of anything that may affect your personal safety, try to sit close to the door where possible
- Avoid accepting drinks where you are not familiar with the person, or there is a challenging situation.
- Remember that some people will automatically lock their front door behind you and this may not always be a sign of a threat to you.

7.1   Ongoing Assessment

If the plans you have made change then consider the outcomes of this prior to going ahead. e.g. calling your buddy to let them know your itinerary has changed, confirm a change in work with your manager. Maintain your levels of awareness, the situation can change rapidly and action needs to be taken as soon as possible if it does. Do not enter a situation if you feel uneasy or you instinctively feel that something is wrong.

Be alert for signs of DANGER

- Raised voice, rapid speech and babbling indicate rising tension.
- Changes in tone and pitch as the conversation progresses may suggest anger, frustration or impending violent behaviour.
- Keep your distance. Each of us has a personal space, which we defend when we feel it is being invaded.
- Be alert for body language that may indicate developing anger – e.g. flushed face, fidgeting, pointing, folded arms, etc.
- Be aware that a situation can change, years of field experience and comfortable working relationships can alter in a short space of time due to

changing factors that put your personal safety at risk. Always maintain a level of awareness to avoid complacency.

Avoid risk
- Avoid confrontation: defuse a potentially violent situation; do not meet aggression with aggression
- Advise or phone a colleague with any change of plans that you make at the last minute.
- Know where you are going and how you are going to get there.
- Assess all situations, including when traveling.

Keep control in a difficult situation
- Be aware of your surroundings and potential hazards
- Trust your instincts and do not underestimate the situation – things can get out of control very quickly.
- Recognise that fear is natural, but can be channeled into positive action.
- Learn relaxation and tension control techniques: obvious stress or fear may increase the other person's aggression. Breathe slowly to control your own tension
- Stay calm, speak gently, slowly and clearly. Do not argue or try to outsmart the person verbally. Provide reassurance and empathise. If you are not able to help at that time, then compromise by giving a timescale to make contact with the person with a possible solution.
- Avoid body language which may be misinterpreted, such as looking down at aggressor; hands on hips/folded arms; raised arm; any physical contact and keep your distance.
- Listen to the persons concerns and talk through the problem; suggest taking a break for fresh air
- Compromise: offer the aggressor a way out of the situation.
- Sometimes it is not possible to contain and defuse the threat of violence, ensure that part of your preplanned options includes how you will remove yourself from a situation.
- Be aware that something that you do or say could change the dynamics of the situation, for example, issuing an enforcement notice.

Take action when in danger
- Your primary aim is to get away
- Remember: avoiding violence is a sign of strength, not weakness
- Ring 999 if you are in danger you see someone else in danger.
- In other circumstances you should use your buddy system.

8.   Panic and assistance alarms – portable and fixed
The purpose of having a personal alarm is to both disorientate and shock an attacker giving you a few seconds to get away from the situation. It is a common

misconception that a personal alarm will summon assistance, it may not be heard by anyone else or may not encourage another party to respond to it.

It is important to select the right type of alarm with features that are suitable for the working circumstances faced. The user of the alarm must ensure that the battery is changed regularly.

The type and location of alarms in buildings and meeting rooms must be assessed giving consideration to the layout of the room, how many people may use the room, how it will be activated by the worker (for example, most alarms need to be set off discreetly), that the alarm sounder can easily be differentiated from a fire alarm by the response team.

Building alarms should be tested, maintained accordingly to manufacturer's instruction and response staff must be familiar with the alarm sounder. Battery operated devices are less preferable as the battery will discharge over time and additional checks will be needed to reduce the risk of them not working.

Response arrangements must be put in place. Emphasis must be put on making a calm response with the objective of diffusing the situation.

9.   Personal Safety Training & Information

All lone workers must receive appropriate information about lone working in order to work safely. Details of Personal Safety Training are available from the HR office at the Trust and must be attended by higher risk lone workers.

10.   Violent Incidents

Violence at Work is defined as "assault, threat or abusive behaviour during the course of work duties".

If you experience violence at work your primary action must be to get to a place of safety. After the incident, you must ensure that your manager is advised of the incident and that an *incident report form* is completed. This form will initiate a formal investigation into the incident and ensure that where possible, action is taken to prevent recurrence.

Debriefing may need to be arranged to allow you to talk through the experience as soon as possible after the event. This service is available through the Norfolk Support Line.

Appendix 2 – Lone Working Buddy System

1. **Lone Worker:**
   Use your school arrangements to record relevant lone working information. Please note: if you are using the privacy settings on your outlook calendar you must ensure that your buddy(s) can access your private appointments.

1.2   The following information must be recorded: who the visit is with, visit address and postcode, your mobile number, venue details, purpose of your visit and venue number if available (you should also leave your home number/other out of work contact details and address). Ensure that a return time is detailed. If you know of any relevant risk factors that would assist in an emergency then please record this information.

1.3   If you have specific details that may increase the risk of this visit, ensure you have reviewed your risk assessment for any additional control measures. If you are working in an area with no known mobile phone signal please ensure that this is taken into account as part of the risk assessment, for example, ensure that a call in time considers the travel time required to reach a place with a mobile phone signal.

1.4   Take a charged mobile phone and the details of how you can contact your buddy.

1.5   Ensure that the speed dial function to your buddy is ready for use on the mobile phone.

1.6   For high-risk visits a 'call in time' should also be agreed with your buddy to let them know the meeting has concluded. Ensure that you and your buddy agree on an alert that you will both know but won't cause you difficulties in saying e.g. 'can you have a look at the red file' which should be used if you experience difficulty and wish to raise an alert.

1.7   Contact your buddy before the return time/ call in time expires to confirm that you have finished otherwise the buddy will follow step 2.2

1.8   If your visit is likely to last longer than the time agreed with your buddy you must contact them before it expires and agree another time.

1.9   Notify your buddy if you are not returning to the office/school at the end of the day.

1.10 Call your buddy and use the agreed alert e.g. 'can you have a look at the red file' if you experience difficulty during a meeting and are able to make a call.

1.11 As your Buddy may be required to call your home contact number or another contact number, in the event that you cannot be raised, it is advisable that family or friends who may answer these calls are aware that they would receive this call if a work incident had arisen.

2. Buddy responsible for monitoring 'call in times' should:

2.1 Ensure that 'call in times' are monitored. You can use an online diary, mobile phone alarm, timer clock to assist with this.

2.2 Take the following action if contact is not made within the agreed time:
- Attempt to contact the mobile number given
- If there is no response, phone the meeting venue number
- If there is no response, phone the employee home number
- If there is no response on the numbers above a second attempt will be made to contact the mobile phone number
- If there is no response from the lone worker to confirm their safety the Police should be contacted and informed of the last known whereabouts after no more than a 30 – 45 minute period of trying to make contact.

3. If an alert is raised

3.1 If a lone worker calls for assistance, for example, you are asked to 'look at the red file' or you receive a call where you need to establish if assistance is required, ensure that you ask the following questions:

3.1.1 Question 1 - Do you need the police? Are you at xxxx location? (see section 4.0)

3.1.2 Question 2 – Can you get out of the situation? If the answer is yes advise the lone worker you will call back in 5 minutes. If you call the lone worker back and there is no reply then call 999 and follow the section below:

4. Information for making a call to the police in an emergency

Ring 999 and notify the police that you have not been able to contact a lone worker or that a lone worker has raised an alarm by using an agreed phrase. Express the seriousness of the concern as the lone worker had identified a personal safety risk and that you have tried to contact them for 30 minutes. Ensure you have the following information for the police:

1. That you are tracking a lone worker, you have followed lone working procedures on behalf of state name of person and that they (1) cannot be

contacted at the set time and you have attempted to make contact for the last 30 minutes or (2) they have raised an alarm, and give details of what they were doing when lone working including any specific details left by the lone worker.
2. The name and contact details of the lone worker.
3. The address (and postcode where possible) where the lone worker was known to be).
4. Any other information that the lone worker had left about the visit.
5. Follow instructions given by the police

5. Information for the Buddy when calling an alternative number to trace a lone worker

If you call a home number remember that this may distress the person answering the call. Explain that you are trying to locate the person and have been given this number as one means of contact. If they are unable to assist with their location, ensure that you call them back and keep them up to date, leave your name and number in case the person arrives or contacts their home.

Ensure that the home contact number is called again within 30 minutes and give an update about the situation. Arrange to return calls to provide updated information.

Lone Working Policy and Procedure

Appendix 3 - Lone Working Risk Assessment Form F617

School:	Date of assessment: / /

Lone working tasks/activities (E.g. meetings, home visits, caretaking). (List below)	Lone working risk category (violence and aggression related only)	Foreseeable hazards involved (E.g. violence, falls from height, manual handling injuries, etc.)	

Are all people carrying out lone working tasks medically fit to work alone? Yes ☐ No ☐
If no, discuss this with the person concerned and record any adjustments to their work that are necessary confidentiality

Are there any other specific considerations for the individual lone worker Yes ☐ No ☐
(Examples include pregnant worker, a young person, new employee)
Please state the specific considerations below (unless confidentiality is needed).
Non employees who might be affected by the activities

Control measure options	Detail actions/existing controls in place	Further actions/controls required
Written instructions/procedures/information which is specific to the lone working activity.		
Details of prohibited lone working (E.g. work at height alone, home visits to people with known history of violence, etc.)		
Information, instruction and training		
Additional arrangements for new members of staff who will be lone working or young person (As a minimum cover the lone working procedure at induction.)		

Lone Working Policy and Procedure

Available information checked (for example, previous incidents relating to a similar activity, risk of violence is indicated.		
Arrangements in place for monitoring lone worker safety periodically, such as calling in, periodic visit)		
Fixed or portable alarms which can be used		
Other equipment provided (including Personal Protective Equipment)		

Other lone working issues
Please use the space provided below to list any other lone working issues and control measures not covered above.

Lone working issue	Further actions/controls

Foreseeable emergencies during lone working (Refer back to lone working activities listed earlier, for example, lone worker fails to return from site, lone worker is attacked, lone worker sets off an emergency alarm etc.)	Action to be taken/emergency procedure For example, buddy arrangements to response to an emergency.

Additional controls that will be put in place for tasks/activities that are unsafe to be carried out by a lone worker (E.g. working in pairs)

Name of assessor:	Signature:	Date: / /
Headteacher must sign below to accept the assessment and ensure that remedial actions are implemented.		
Headteacher name:	Signature:	Date: **/ /**

Appendix 4 - Lone Working – Low Risk Office Working Form (low risk environment form F617b)

Please complete this form with additional details of your lone working arrangements. There are suggested control measures which are detailed under the heading "Suggested Control Measures" in this document.

Equipment provided
The following equipment is provided to help ensure your personal safety when lone working:

Car Parking
The following car parking safety arrangements are in place:

Opening up
When opening up:

If you notice anything suspicious on opening the building, do not enter and call 999.

Security while working
The following guidelines should be followed to ensure your security while lone working in the office:

Prohibited activities
The following activities should not be undertaken:

Buildings providing public services (e.g. libraries) but in which lone working takes place during closed (to the public) hours

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Closing up
Ensure the building is properly secured
Before leaving, if you spot any signs of suspicious activity or anything gives you cause for concern relating to your personal safety, you should return to the building and follow instructions detail in 'What to do if your personal safety is threatened'
If you have concerns but do not feel directly threatened, before leaving the building you could:
Call your manager or head teacher and advise them of your concerns, that you are making your way back to your car or off the site and will call them to let them know when you are safe.
Agree action that will be taken if you fail to call back.

Call your manager or head teacher and leave the call open while making your way to your car or off the site. The call can be closed once you are safe (again please note that using a mobile phone can make you less alert to dangers around you and may prevent you hearing somebody approaching)

What to do if your personal safety is directly threatened
If such a situation arises at any time that your personal safety is being threatened e.g. attempts are being made to force entry, you should retreat to a relatively safe place e.g. a room with a locked door and then call the police
If outside the building, do not return inside if you would be unable to get back in and secure the building before your safety was compromised

Reporting incidents occurring to line manager/headteacher
Any incidents occurring during lone working should be reported using the normal school's reporting arrangements. This should include any unsafe site conditions (e.g. poor lighting, potholes in car park etc) as well as any acts of violence or aggression
These details will be used to review the lone working risk assessment and to ensure remedial measures are taken

Variations to plan
Detail instances where there may be variations to normal working and what alternative measures would be needed in this instance.

Responsibilities	
For ensuring plan is up to date	Usually the headteacher
For training staff on the procedure	Usually the headteacher
Date: / /	Review date: / /
Please review this document after a 12 month period unless significant changes have occurred prior to this date which required a review at that time.	

Suggested Control Measures

The following information is intended for by managers who are responsible for lone workers in a low risk office setting where the building is not open to the public. Please use the control measures which apply to your work environment from the headings below.

Equipment provided
- Telephone or mobile phone
- Personal alarm

Car parking
- Reverse into your parking space where possible so you can pull away quickly if necessary
- Avoid talking on a phone when walking from your car to the premises. You are less likely to notice what is going on in your environment if you are distracted by a phone call.
- Ensure that bins are moved and shrubbery is cut back so that all areas are clearly visible.
- Consider what lighting will be available when you leave work (particularly if it is light on arrival and dark on leaving).

Opening up
- After entering the building, immediately secure the door behind you (before turning off any alarm)
- If you notice anything suspicious on opening the building, do not enter and call 999.

Security while working
- Ensure that entry to the premises is restricted to authorised personnel only (for example, by using of a swipe card system).
- Ensure you carry the work telephone or your mobile phone with you when moving around the building so that you can summon assistance if necessary
- Do not allow visitors into the premises without an appointment; consider having an intercom system if you need to. Always ensure that you have a planned response to give if someone turns up without an appointment and would like to access the building.
- Deliveries should be scheduled where possible to avoid days where lone working is taking place. However, where deliveries are attempted, seek verification before permitting entry.

Prohibited activities
- Consider the risk of falls when using ladders, such as ladders that need footing, where they may not be used appropriately without supervision
- Work with substances posing a significant risk to health

Lifting heavy or awkward loads.