



## **REMOTE / LONE WORKER POLICY**

**Presented to**  
**Trustees Standards Committee**  
**10 March 2022**

Date approved: <sup>1</sup>	20 March 2019
Date reviewed: <sup>2</sup>	10 March 2022
Date of next review: <sup>3</sup>	Spring 2025

<sup>1</sup> This is the date the policy was approved by the meeting

<sup>2</sup> This is the date the policy was reviewed prior to its approval above

<sup>3</sup> This is the date as set by the policy review clause or the date approved plus three years

Footnote:

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# REMOTE / LONE WORKER POLICY

## 1. Introduction

Within their role some staff are required to visit students and families in their homes. The Trust recognises that sometimes staff work by themselves in the community and this document is to protect staff, so far as is reasonably practicable, from the risks of lone working. Where possible every effort should be made to avoid a home visit and to make use of / replace with a 'virtual' format.

1.1 This policy outlines the measures that should be taken by staff to guard their personal safety when working at, or visiting, the home of a student or family. All staff undertaking such work should read this policy and work through the flowchart under Appendix B. The purpose of the policy is to:

- a) Increase staff awareness of the safety issues relating to lone working.
- b) Ensure the risk of working alone is assessed and that systems and methods are in place to eliminate or reduce any risks.
- c) Ensure that support and training are available to staff who have to work alone.
- d) Encourage the full reporting and recording of all accidents/incidents relating to home working.

2. **When working with a young person under the age of 18 years, it must be under the direct supervision of a competent person, eg parent, carer, sibling over 18.** The person will be accessible within the property or in the same room if decided by the lone worker via the risk assessment. If visiting the home for the purposes of monitoring attendance, this does not apply.

3. Lone workers face the same hazards in their work as other workers, however risk of harm can be greater. Lone workers should consider:

- a) How they would leave the environment should there be a fire or a fire alarm sounds.
- b) How they would ensure personal safety eg dogs/other animals in the home, aggression/violence in the home.

4. Line managers are responsible for:

- a) Raising awareness with the lone worker of any known risks and carrying out/reviewing risk assessments.
- b) Supporting the lone worker in the event of any incident and investigating to enable recommendations to prevent a recurrence.
- c) Ensuring awareness and proper implementation of this policy and procedures.
- d) Ensure that support and training are available to staff who have to work alone.

5. Lone workers are responsible for:

- a) Ensuring they take reasonable care of themselves and other people who may be affected by their actions.
- b) Carrying out the pre-visit risk assessment at the property prior to the first visit, considering the risks to their health and safety and then complete the individual student risk assessment on each visit.
- c) Having business usage on their car insurance.
- d) Logging their mileage.
- e) Wearing an identification badge showing they work for the Trust.

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- f) Carrying a mobile phone that is charged, accessible and working including having an emergency number on speed dial in case of any incident and ensuring number known by the employing school and Line Manager.
- g) Maintaining an up to date and comprehensive diary of their appointments that is accessible to others.
- h) Making contact with the employing school ensuring someone knows their whereabouts and when they are due back if a visit finishes after the school day or they are not returning.
- i) Reporting all incidents during lone working, however small, to their Line Manager.

6. Risk assessments must be carried out for a lone worker's activity generically on initiating a programme of work with the Line Manager and then individually. All risk assessments are checked / reviewed by the Line Manager and held centrally. (See Appendix B for the different risk assessment documents in place).

## 7. Policy Review

The Trustees will review this policy in line with the procedure for policy review.

Date for review - If no other reason for review (see policy review procedure) this policy will be reviewed in 3 years.

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## APPENDIX A

### Pre-Visit Risk Assessment Check List

Activity to be covered by Risk Assessment:	
Staff Name:	Department:
Name of line Manager completing the pre-assessment:	

Activity	Y	N	N/A	N/K
Work in Student home?				
Work alone? (If under 18 with an adult present)				
Is it deemed necessary to have parent / carer etc: <input type="checkbox"/> Accessible within the property <input type="checkbox"/> In the same room				
Does the staff member have a mobile phone to make contact with school?				
Could the staff member be contacted easily by the school at any time?				
Has a Line Manager been notified of visits and timings?				
Late returning, is a nominated person notified?				
Has all pre-known information on the family been shared?				
<b>Environment – discussed on pre visit phone call</b>				
Is the working environment in a safe state of repair for the visit?				
Is there somewhere quiet to work?				
Is there parking nearby?				
<b>Visit</b>				
Does the staff member feel safe about visiting the area?				
Does the staff member feel safe about visiting the home?				
Has the staff member voiced any concerns about the work?				
Has any issue raised been addressed?				

Enquiries with other agencies, eg Social Services, Health etc
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Other concerns:	
Has the Individual Student Risk Assessment been completed	<input type="checkbox"/> Yes <input type="checkbox"/> No

#### Check List for each visit:

Does someone know where you are intending to visit?	Y	N
Does someone know the route you will be taking?	Y	N
Does someone know your anticipated time of return?	Y	N
Are the details of your car/phone number recorded at the school?	Y	N
Are the details of the visit(s) recorded at the school?	Y	N

Completed by:	Date:
Signed:	Review date:

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## Individual Student Risk Assessment

Staff Name		Department		Date Risk Assessment completed		Name of those completing assessments:									
Student name		DoB		Parent Name											
Timescale of work covered by this risk assessment			Address to be visited Phone Number				Outline of work to be undertaken								
Risk Identified	Hazards	Controls	Likelihood	Consequence	Risk Score	Accept? Y/N	Line Manager Recommendations	Date attended/risk identified							
								Date:	Date:	Date:	Date:	Date:	Date:	Date:	
Incident driving to/from visit								Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N
Threatening behaviour violence								Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N
Unsafe environment eg trailing wires								Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N
Left alone								Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N
Inappropriate advances/harassment								Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N
Unrestrained animals								Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N
Electrical/fire/gas hazard								Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N

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### **Points for the Lone Worker to consider/make themselves aware of:**

- During initial contact with the parent/carer and any follow up conversations with the parent/carer and learner, ask proactive questions, listen for any inconsistencies and stay alert for odd/unusual behaviour.
- Be vigilant during the visit, trust your instincts and do not be afraid to call off the lesson if you feel concerned.
- Follow the policy regarding making contact with staff at the school.
- Follow the guidance on logging all visits and undertaking risk assessments.
- Ensure you have a working space clear of clutter that is safe for both yourself and the learner.
- Be aware of any hazards eg animals/trailing wires.
- Ensure the presence of a third party above the age of 18 when working with a young person under the age of 18.
- Report all concerns that may present problems regarding accusations of assault or inappropriate conduct.
- Follow the Trust's Safeguarding Policy.
- Follow the Trust's Internet Safety guidance ensuring the safe use of technology with the learner in mind.
- Be aware that some learners may have additional vulnerabilities due to their race, religion, sexual orientation, or culture.
- Be aware that some learners may have learning, emotional or behavioural difficulties.

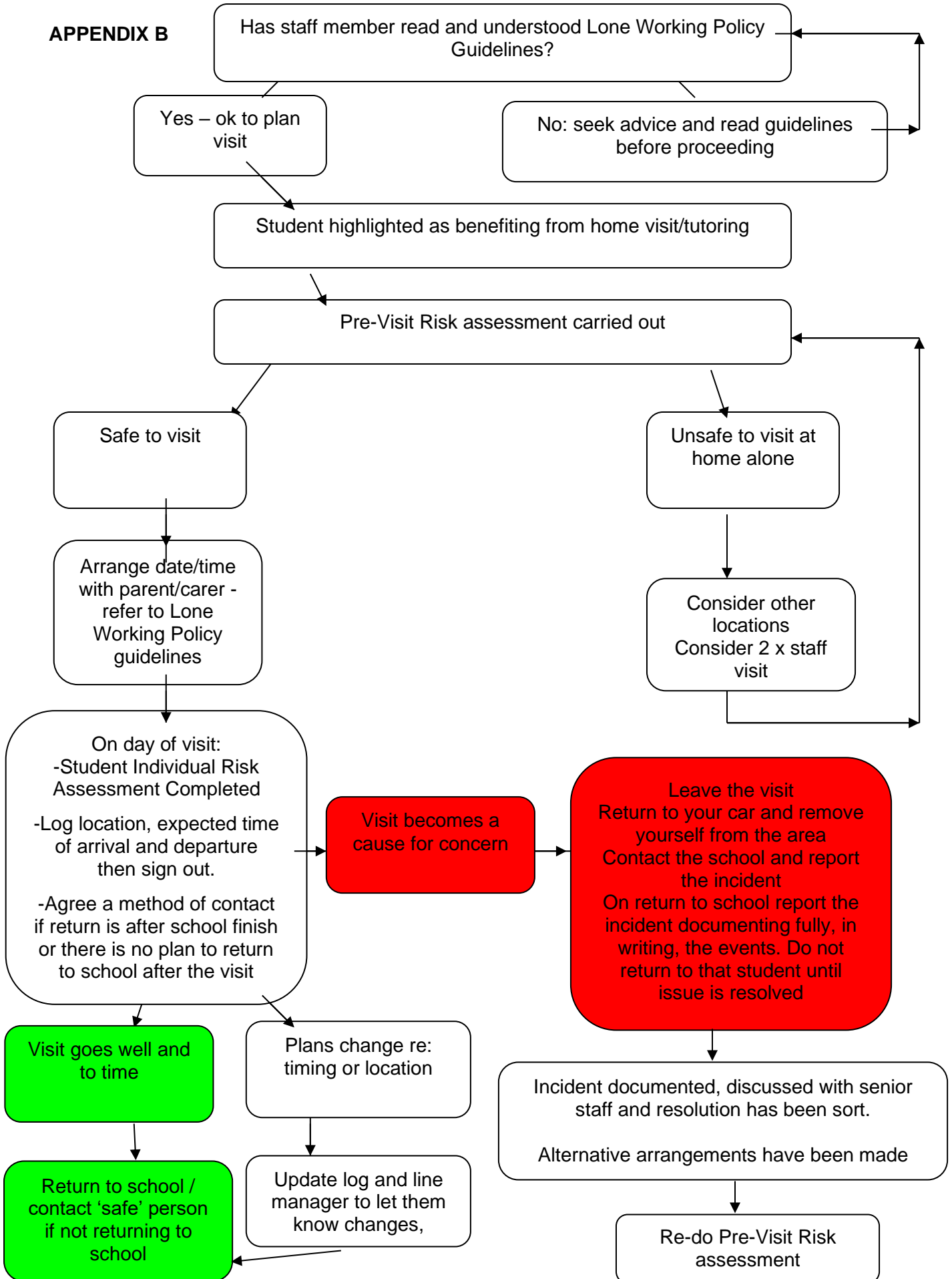
### **Be mindful of**

- Any unintentional perception of discriminatory, offensive or aggressive behaviour/language.
- The viewpoints of others eg dress appropriately, remove footwear.
- Follow the Data Protection Policy and do not share any information which is personal regarding yourself with the learner or about the learner to other learners.
- Receiving any information from the learner that could be deemed as personal, that is not vital to the work being undertaken.
- Only meeting in set tuition times with the learner, arranging these through the parent/carer and not the young person.
- Removing any work from the home that may include personal information/photographs of the young person on your laptop/electronic device. Do not take photographs.

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**APPENDIX B**



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## Completion of the risk assessment

### Appendix A

Completed on agreement to undertake a piece of work with SMT/Line Manager. Any prior information shared/read and pre visit phone call undertaken.

### Appendix B

Completed after first visit and discussed with line manager. Appendix B to be completed on each subsequent visit.

### Risk Score Calculation

Risk	None	Little	Lots	High needs and plan
	1	2	3	4
Consequence	None	Some but manageable	Possibly dangerous	Likely serious

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