

# Children, Young People, Education and Skills Lone Working Policy

Title: **Children, Young People, Education and Skills (CYPES) Lone Working Policy**

Issued: February 2008

Last Updated: October 2023

Author: CYPES Health and Safety Manager

Review date: October 2026

## 1. Overview

The aim of this CYPES Lone Working Policy is to provide guidance in managing risks that are associated to lone working.

Lone working is not inherently unsafe. By implementing adequate control measures, this can reduce any risks associated with working alone in most circumstances.

## 2. Scope

This policy is designed for employees and volunteers who either frequently or occasionally work or volunteer alone. It also refers to both high and low risk activities.

## 3. Responsibilities and distribution

This policy is available on gov.je and must be made accessible to all CYPES employees who lone work or manage lone working activities. The aim of the policy is to ensure all CYPES employees understand their responsibilities in relation to Lone working.

It is the responsibility of all CYPES staff who lone work or manage lone workers, to comply with this Lone Working Policy.

### Line Managers:

- Must ensure the whereabouts of lone workers is known whenever they are away from their normal work location.
- Are responsible for ensuring any risk associated with lone working is identified and assessed in conjunction with the employee or volunteer.
- Must review the lone working activities when changes occur, or as part of regular review schedule.
- Must have documented safe systems of work in place for lone workers.
- Must ensure their employees/volunteers are given adequate information, instruction and training relevant to the lone working hazards they may encounter.
- Must establish adequate arrangements for monitoring the effectiveness of any control measures introduced.

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- Investigate incidents or near misses that are reported and ensure lessons are learnt to prevent reoccurrence.

#### Employees:

- Have a duty to take reasonable care of themselves and of others affected by their work activities.
- Assist the line manager when they are assessing lone working risks, by providing information about lone working tasks relevant to them.
- Must cooperate with any arrangements put in place to manage lone working risks.
- Report incidents and near misses that occur.

## **Policy/Standards**

The Department of Children, Young People, Education and Skills (CYPES), so far as is reasonably practicable, have a legal duty towards the health, safety, and welfare of persons working alone, both at their main base/location and whilst away from it.

At any given time, employees or others may be alone, either in CYPES buildings or when operating on our behalf externally. CYPES are responsible for assessing the risks to lone workers and taking steps to avoid or control the risks where necessary.

The arrangements in this CYPES Lone Working Policy align with the Government of Jersey (GoJ) Health and Safety Lone Working Minimum.

## **5. Further information and related documents**

[Corporate Lone Working Minimum Standard](#)

[Protecting lone workers \(hse.gov.uk\)](https://www.hse.gov.uk)

[CYPES Incident Reporting and Investigating Policy](#)

[Corporate Risk Assessment Minimum standard](#)

[Managing Home Workers HSE](#)

## **6. Recommendations and Guidelines**

### **6.1 Definition of Lone working**

Lone workers are those who work by themselves without close or direct supervision (Health and Safety Executive - HSE)

*For example:*

- People working separately from others in a building
- People who work outside 'normal' hours
- People who work away from their fixed base without colleagues
- People who work at home

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Lone workers are exposed to the same hazards at work as anyone else, but there is greater risk that those hazards may cause harm as help and support may not be immediately available if something goes wrong.

Lone workers can also be at an increased risk of certain hazards, such as violence and aggression.

While it can be safe to work alone, it is crucial that lack of immediate support is considered as part of the risk assessment process.

## 6.2 Risk Assessment

Prior to any lone working activities taking place, risk assessments must be undertaken by the Line Manager in consultation with the lone worker, to ensure adequate control measures are in place. The risk assessment can be specific to the task or be part of more general risk assessment that covers other aspects of a job. For lone working tasks that are higher risk there should be a specific risk assessment (RA) in place.

Things to consider:

- The environment – is there a safe way in and out, can the lone worker easily move to a safe area?
- Are there any existing security or emergency arrangements in place in a building that they should be aware of e.g. fire or intruder alarms?
- Is the person at risk from potential conflict?
- What type of emergencies could occur?
- Can one person manage the task if it involves using equipment/machinery?
- Are lifting and handling tasks suitable for one person?
- Are there any hazardous substances used that may pose a risk?
- Is the individual who is lone working at greater risk for any reason, e.g. pregnant worker, young worker?
- Is the lone worker medically fit for the task?
- How much experience does the person have, do they need supervision initially?
- How will the lone worker communicate, and what level of communication is required?
- What emergency/first aid arrangements are in place if something goes wrong?
- Have there been any previous incidents in similar situations?

All available information must be considered when compiling the risk assessment, and documented Safe Systems of work must be in place. Risk assessments must be updated as necessary. This includes when there are changes to the task, the individual, the environment, or changes to technology, such as lone working devices and mobile phone apps.

Where a risk assessment has identified that lone workers are required to work in a potentially hazardous or dangerous location, or carry out a potentially difficult or hazardous task, if the risks levels cannot be reduced, then this task must not be undertaken by a lone worker.

Occasionally lone workers may have to make decisions based on a changing situation. This may require them to carry out a dynamic risk assessment (DRA). Carrying out a dynamic risk assessment should be included in lone worker training.

### 6.3 Supervision and monitoring arrangements

Supervision and monitoring of lone working arrangements should be part of the risk assessment process and will depend on the risks associated with lone working hazards.

They may include:

- Periodic visits to the lone worker at their work location
- Contact at pre agreed times between the lone worker and a nominated person
- Systems in place to ensure lone workers have returned safely to their base, or home at the end of the working day. This includes a robust procedure if this does not happen
- Implementation of lone working devices or other communication systems

Lone working arrangements should be regularly reviewed to ensure they remain effective. These reviews may occur as part of the following reasons:

- General review
- Following an incident
- Staff concerns
- Changes in routine or procedure
- Changes in technology

### 6.4 Technology

Technology can sometimes be used as an additional tool for managing the risks associated to lone working. The effectiveness and the limitations of technology devices must be evaluated, and consideration given to legal and ethical implications. Get further advice from [CYPESHandSCentral@gov.je](mailto:CYPESHandSCentral@gov.je) prior to purchasing any devices/licences.

Examples of technology can include:

- Mobile phones/personal safety apps
- Radios
- Personal safety alarms
- CCTV

### 6.5 Training

All staff who lone work must, as a minimum, complete general lone worker training, this can be completed online and is available as part of the Government of Jersey H&S training provision. For staff who lone work in potentially higher risk situations/environments or undertake more hazardous tasks a higher level of training may be required.

Lone worker refresher training should be completed every three years or if circumstances change and a higher level of training is required.

For further training advice contact [CYPESHandSCentral@gov.je](mailto:CYPESHandSCentral@gov.je)

Lone workers must also be made aware of:

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- Any risk assessments and safe systems of work relevant to them. This includes information about any known risks in their work area or any locations to be visited.
- Training in the use of any communication aids or personal alarm devices/systems
- How to report incidents

Risk assessments will identify if additional training is required, for example if there are specific risks identified such as violence and aggression, further training in conflict resolution may be required.

## **6.6 Stress, Mental Health, and Wellbeing**


Lone working can have a negative impact on a staff member's work-related stress levels and mental health. Staff who are continually away from their colleagues and managers may feel disconnected and isolated, which can affect their performance and their stress levels. Arrangements should be in place to ensure regular direct contact is made between the lone worker and their line manager, as well as support from line managers and colleagues.

## **6.7 Reporting Lone working Incidents and near misses**

Incidents and near misses that occur when lone working must be reported and investigated as per the [CYPES Incident Reporting and Investigating Policy](#)

Appendix A

Example of a Generic Lone working Risk Assessment

	<b>RISK ASSESSMENT FOR</b> <i>Caretaker Lone working</i>		
	<b>REVIEW DATE:</b> Annually or when changes occur in work activity	<b>RESPONSIBLE MANAGER</b> <i>Head teacher</i>	<b>DATE OF ASSESSMENT:</b>
	<b>NAME OF ASSESSOR</b>	<b>DEPARTMENT AND LOCATION</b>	

Degree of Risk	
Likelihood (L)	
5	Certain – Hazard occurs frequently. It is a constant threat, or is custom practice ie, daily, montly, weekly
4	Likely – Hazard will probably occur but it is not a persistent issue. There are no issues of custom and practice, but we know we know from our experiences that the hazard does prestant itself from time to time
3	Possible – Hazard may occur occasionally, ie. One or twice a year
2	Unlikely – Hazard occurs infrequently but remains a possibility
1	Rare – Hazard is not expected to occur

Severity (S)	
5	Catastrophic - incident leading to irreversible health effects or death
4	Major - incident leading to long term incapacity/ disability
3	Moderate - incident leading to injury. Requiring 4-14 days off work
2	Minor - incident leading to minor injury. Requiring < 4 days off work
1	Negligible - incident leading to no/ minimal injury. Requiring 0 days off work

Persons at Risk
Employees
Students
Clients
Contractors
Members of the Public
Work Experience Students
Other Persons

Risk Rating Matrix						
Likelihood	Severity					
	1	2	3	4	5	
1	1	2	3	4	5	
2	2	4	6	8	10	
3	3	6	9	12	15	
4	4	8	12	16	20	
5	5	10	15	20	25	

Activity	Hazard	People exposed	Existing controls	Current Risk (L x S)	Further control measures required or comments	Risk rating after additional controls (LxS)
Lone Working	Moving or handling large, awkward, heavy, or unstable objects	Caretaker	<ul style="list-style-type: none"> <li>• Caretaker has completed moving and handling training.</li> <li>• Transfers are planned and route is prepared (e.g. - obstructions cleared and doors opened)</li> <li>• Lone worker wears suitable clothes and footwear.</li> <li>• Heavier or more awkward items are not moved until there are more employees available to assist.</li> <li>• No hazardous manual handling activities are performed</li> </ul>	<b>2x3</b>	<ul style="list-style-type: none"> <li>• Sack truck to be purchased</li> </ul>	<b>1x3</b>
Lone Working	Lack of response in an emergency	Caretaker	<ul style="list-style-type: none"> <li>• Contact is made between caretaker and designated buddy at set times.</li> <li>• Procedure in place in case check in does not happen as planned.</li> <li>• Caretaker always carries a fully charged mobile phone when working.</li> <li>• Caretaker has completed lone worker training</li> </ul>	<b>2x3</b>		

Activity	Hazard	People exposed	Existing controls	Current Risk (L x S)	Further control measures required or comments	Risk rating after additional controls (LxS)
Lone working	Slips trips and falls	Caretaker	<ul style="list-style-type: none"> <li>Adequate Internal and external lighting in place</li> <li>Spills cleared up immediately.</li> <li>Wet floor signage available</li> <li>Appropriate footwear worn.</li> </ul>	1x3		
Lone working	Breach of security Intruder in work location	Caretaker	<ul style="list-style-type: none"> <li>If it is suspected there is an intruder in the work location the caretaker will call the emergency services and not confront the intruder</li> <li>Access restrictions in place</li> <li>Caretaker carries a phone at all times</li> </ul>	2x3	<ul style="list-style-type: none"> <li>Review Personal Safety mobile app to see if it is suitable</li> </ul>	1x3
Lone working	Using potentially hazardous equipment, materials, and substances	Caretaker	<ul style="list-style-type: none"> <li>All equipment is assessed individually to identify if it safe for the caretaker to use when working alone.</li> <li>Caretaker is trained and competent to work with equipment and substances.</li> <li>Appropriate PPE is worn.</li> <li>Safe Operating Procedures in place</li> <li>Machine guards are in situ.</li> <li>Caretaker is aware of relevant COSHH assessments.</li> </ul>	2x4	<ul style="list-style-type: none"> <li>Safer substitutes to be looked at for hazardous substances to be used.</li> </ul>	



Activity	Hazard	People exposed	Existing controls	Current Risk (L x S)	Further control measures required or comments	Risk rating after additional controls (LxS)
Lone working	Fire or other emergency situations	Caretaker	<ul style="list-style-type: none"> <li>Caretaker attends fire safety training.</li> <li>Caretaker is aware of any emergency procedures in place (e.g., the arrangements in case of a fire or any building specific lone working procedures)</li> <li>Caretaker is familiar with the fire exits in the area they are working.</li> <li>Caretaker knows the location of the closest first aid kit.</li> <li>Caretaker always carries a fully charged mobile phone when working.</li> <li>All incidents and near misses are reported on the appropriate asap.</li> </ul>	2x3		
Lone working	Poor mental/stress health due to social isolation through longer holiday periods	Caretaker	<ul style="list-style-type: none"> <li>Regular daily planned contact made with buddy and any concerns discussed.</li> <li>Access to Mental Health First Aider network.</li> <li>Be Supported helpline, available 24/7</li> <li>Regular contact with friends and relatives maintained.</li> </ul>	1x3		

## Appendix B


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**Example of a Specific Lone working Risk Assessment**

	<b>RISK ASSESSMENT FOR</b> <i>Lone worker for home visit to .....</i>		
	<b>REVIEW DATE:</b> Annually or when changes occur in work activity	<b>RESPONSIBLE MANAGER</b>	<b>DATE OF ASSESSMENT:</b>
	<b>NAME OF ASSESSOR</b>	<b>DEPARTMENT AND LOCATION</b>	

Degree of Risk	
Likelihood (L)	
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Likelihood	Severity					
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2	2	4	6	8	10	
3	3	6	9	12	15	
4	4	8	12	16	20	
5	5	10	15	20	25	

Activity	Hazard	People exposed	Existing controls	Current Risk (L x S)	Further control measures required or comments	Risk rating after additional Controls (LxS)
Undertaking home visits alone	Travelling to and from home visit	Lone worker	<ul style="list-style-type: none"> <li>Lone worker has adequate experience to attend visits alone.</li> <li>Lone worker training has been completed.</li> <li>Safest and most public route planned to enter or exit location.</li> <li>Consideration is given to location of parking e.g., park in well-lit, public area.</li> <li>Items required to enter a building such as ID badge, keys or fob are easily accessible.</li> <li>Lone worker reduces valuables and personal items being carried.</li> <li>Lone worker carries a fully charged mobile phone at all times with key numbers preset into phone.</li> <li>Any lone working incidents or near misses are reported at the earliest convenience.</li> </ul>	<b>2x3</b>		
Undertaking home visits alone	Unexpected exposure to violence and aggression	Lone worker	<ul style="list-style-type: none"> <li>Lone worker has received Maybo training to the appropriate level.</li> <li>Home visits are individually assessed, visits assessed as high risk are not undertaken by staff lone working.</li> <li>Safe operating procedure in place (SOP) for home visit.</li> <li>If lone worker feels intimidated or at risk at any time, they will follow planned exit procedure.</li> </ul>	<b>3x3</b>	<ul style="list-style-type: none"> <li>License for lone worker devices to be considered</li> </ul>	<b>2x3</b>

Activity	Hazard	People exposed	Existing Controls	Current Risk (L x S)	Further control measures required or comments	Risk rating after additional Controls (LxS)
Undertaking home visits alone	Managers or others are unaware of the location of a lone worker	Lone worker	<ul style="list-style-type: none"> <li>Lone worker keeps Outlook diary up to date with visit information and diary is shared with key people.</li> <li>Contact is made between lone worker and designated buddy at arranged times during the visit.</li> <li>If visit is undertaken at the end of the day the lone worker will check in when visit has finished before going home.</li> <li>SOP in place with procedure to follow if lone worker does not check in as planned.</li> </ul>	<b>2x3</b>		
Undertaking home visits alone	Slips trips and falls	Lone worker	<ul style="list-style-type: none"> <li>Appropriate footwear is worn.</li> <li>Lone worker carries a torch if visit is taken at the end of the day or in the evening.</li> </ul>	<b>2x2</b>		
Undertaking home visits alone	Poor mental/stress health	Lone Worker	<ul style="list-style-type: none"> <li>Regular supervision in place with manager</li> <li>De-briefs held if required following visit.</li> <li>Access to Mental Health First Aider network.</li> <li>Be Supported helpline, available 24/7</li> </ul>	<b>1x3</b>		
Undertaking home visits alone	Injury from animals in premises	Lone Worker	<ul style="list-style-type: none"> <li>Animals such as dogs who are living or visiting the address of the visit are requested to be kept in different room during the duration of the visit.</li> </ul>	<b>1x3</b>		

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## APPENDIX C

**EXAMPLE****SAFE OPERATING PROCEDURE (SOP) FOR LONE WORKING**

Task	Owner and date
Written by	Mary Brown
Approved by	Stephanie Blue Head of Service
Due for review	12/4/ 2024
Last updated by	12/10/2023

**Summary****Purpose**

The purpose of this SOP is to ensure all staff who work face to face with clients as lone workers external to the office environment, can do so in a managed way that reduces the risks to themselves and others as low as reasonably possible.

**Scope**

This SOP includes visits to clients homes, their families homes, as well as visits to any other agreed location external the office base. It includes pre planning the visit, and procedures to follow if things do not go as planned.

**Relevant legislation**

Health and Safety at Work (Jersey Law) 1989

**Responsibilities**

## Team Managers responsibilities

- Risk assesses the lone working activity with input from key stakeholders and ensure adequate controls are in place.
- Implement SOP and ensure it is reviewed frequently.
- Make sure lone working devices are available and well maintained.
- Ensure staff are trained to use them.

## Lone Worker responsibilities

- Work with team manager to compile a risk assessment and SOP.
- Cooperate with arrangements put in place.
- Report any incidents or near misses when lone working.
- Report any defects with lone working devices

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## How this will be communicated to staff

- This SOP is available on the team SharePoint site
- A copy is kept in the H&S file
- Whenever it has been reviewed the updated copy is shared by email to all team members
- When reviewed it is shared at the weekly team meeting

## Procedure

1. Prior to the planned visit, all available information is gathered about the individual/family being visited and the location. e.g. information about recent visits, any incidents that may have occurred, any alerts identified for this individual, available parking in well lit area.

**\*If concerns are raised this visit will not be done by a lone worker\***

2. If the family/individual is known to have a dog or other pet that may cause potential harm, request the pet is in a different room for the duration of the visit

3. Record information about visit in your diary e.g. time of visit, address and person you are visiting, make sure diary can be accessed.

4. **Always** take a lone working device with you as well as a torch if the visit is taking place in the evening. Ensure batteries are charged

5. Pre plan an early exit procedure in case the visit is not going as planned and you wish to leave early.

6. Always carry fully charged mobile phone, with team numbers preset into it.

7. Nominate a buddy before each visit and let them know when you leave and your expected return time and make sure they have your mobile phone number.

8. Park in a well-lit area where other people are around.

9. If there are other people at the visit who were not expected such as friends or other family members and you feel intimidated, ask if they can leave or if they refuse re arrange the visit.

10. At the location always ensure you are positioned with a clear exit route behind you so you can leave at any time without being obstructed

11. If the meeting goes on for longer than planned phone your buddy to let them know.

12. If you feel intimidated or threatened at any time, leave the location immediately. If this is not possible and you are obstructed from leaving, activate your lone working device. This will alert the call center and will utilise two way audio system on the device. The call center will monitor the situation and determine a course of action which may include calling the police. There is a GPS tracker in the device so they will know your location. Try to stay calm and deescalate the situation.

13. If the call center deems it an unsafe situation they will call the police, you may also ask them to do this by using the words **red file** e.g., *if they hear you say 'I must return to the office to get the red file'* the call center will automatically escalate the situation to the States of Jersey Police

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**Buddy**

If the lone worker does not return at the agreed time call them on their mobile phone. If they do not answer immediately call again in 15 mins as they may be driving. If they have not answered after calling three times initiate the emergency response procedure and escalate the situation to the team manager.

**Read by**

Name	Signature	Date

## Appendix D

**Mobile Phone Personal Safety Information****Use Emergency SOS on your iPhone**

With Emergency SOS, you can quickly and easily call for help and alert your emergency contacts.

**Here's how it works.**

When you make a call with SOS, your iPhone automatically calls the local emergency number and shares your location information with emergency services<sup>1</sup>. In some countries and regions, you might need to choose the service that you need. .

You can also [add emergency contacts](#). After an emergency call ends, your iPhone alerts your emergency contacts with a text message, unless you choose to cancel. Your iPhone sends your current location, and for a period of time after you enter SOS mode, your emergency contacts receive updates when your location changes.

On iPhone 14, you can even [use Emergency SOS via satellite to text emergency services](#) when no cellular and Wi-Fi coverage is available.

[Use Emergency SOS on your iPhone – Apple Support \(UK\)](#)



### **Get help during an emergency with your Android phone.**

You can use the Personal Safety app to save and share your emergency info. Your phone can also contact emergency services automatically in some countries and regions and with certain carriers.

[Get help during an emergency with your Android phone - Android Help \(google.com\)](https://www.google.com/adsense/androidhelp)

## CHANGE HISTORY

Version	Date Issued	Issued by	Reason for Change
0.1	February 2008	Head of Facilities Management	<ul style="list-style-type: none"> <li>• First Draft for review</li> </ul>
0.2	November 2013	Head of Facilities Management	<ul style="list-style-type: none"> <li>• Review</li> </ul>
0.3	February 2016	Head of Facilities Management	<ul style="list-style-type: none"> <li>• Updated to reflect new department name and job titles/contacts</li> </ul>
0.4	October 2023	Health and Safety Manager	<ul style="list-style-type: none"> <li>• Updated to align with Corporate Lone Working Minimum Standard.</li> <li>• Remove need to use Education department Absence workplace forms</li> <li>• Lone working to be managed by Risk Assessment</li> </ul>

Presented To	Approved by:	Date
Secondary Head Teachers		Sent to all secondary HT on 21/11/2023
Primary Head Teachers Group		Shared with Safeguarding and H&S subgroup on 31/11/2023
Senior Leadership Team	Approved by SLT	16/01/2024
Health & Safety Forum		Shared with H&S forum on 01/11/2023

## ADDITIONAL INFORMATION

Associated policies	Name	Reference
	<a href="#">Corporate Lone Working Minimum Standard</a>	
	<a href="#">CYPES Incident Reporting and Investigating Policy</a>	
	<a href="#">Corporate Risk Assessment Minimum standard</a>	
	<a href="#">Corporate Violence and Aggression Minimum Standard</a>	