

# Education Department Policy

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Title	<b>Lone Worker Policy</b> The monitoring of selected employer groups to minimise the risk of exposure to adverse health and safety situations
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## 1 STATEMENT OF POLICY

The Education Department will ensure, so far as is reasonably practicable, the health, safety and welfare of persons working alone and working away from base/location.

The following procedures conform to Education's 'Policy for Lone Working' and 'General Guidance for Lone Working Arrangements'. It is the responsibility of the Department's managers and staff to comply with these procedures and to ensure that their whereabouts are known whenever they are away from their normal workplace. This will assist in the provision of safe systems for staff working alone and working away from base, and for emergency evacuations.

Specifically, Education must identify and assess the risks to all employees who work alone and/or in remote or hazardous locations, and take steps to avoid or control the risks identified.

Suitable arrangements must be in place in order to monitor the effectiveness of this lone working policy and review whenever necessary.

## 2 RESPONSIBILITIES FOR CONDUCTING RISK ASSESSMENTS ON EMPLOYEES WORKING ALONE OR AWAY FROM BASE

All managers are responsible for ensuring that assessments of the risks that lone workers face are carried out within their service unit, and suitable control measures are introduced.

Managers must ensure that their employees are given adequate information, instruction and training in dealing with the risks associated with lone working, and that they are made aware of, and use, the control measures introduced by Education to reduce the risks.

Managers must establish adequate arrangements for monitoring the effectiveness of any control measures introduced. This is essential in situations where a member of Education is responding to alarm systems within their own establishment or acting on behalf of an internal service provision including Property Holdings.

Employees have a duty to take reasonable care of themselves and of other people affected by their work activities. Their responsibilities include the need to co-operate with Education arrangements which have been established in meeting its obligations under this lone working policy.

It is the responsibility of line managers to know the whereabouts of employees under their control, and of any foreseeable risks to their health and safety. Managers are responsible for implementing and monitoring

Education's procedures for recording absences and for ensuring that appropriate follow-up action is taken where concerns arise over the whereabouts or well-being of absent employees.

### **3 ARRANGEMENTS**

For the purposes of this arrangements section there is a need to clearly identify two distinct groups of employees who are employed within Education and therefore separate consideration needs to be given for the control of risks relating to lone working.

#### **These two groups of 'Lone workers' are:**

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 working outside normal office hours, e.g. cleaners

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
- One worker is working from their own home.

Where a risk assessment has identified that people are required to work in dangerous or potentially hazardous locations or to carry out potentially difficult or hazardous tasks, they must be accompanied by a colleague, and a mobile telephone must be provided for emergency communication. Responses to intruder alarms should, by definition, be subject to clear and relevant instruction to all staff.

### **4 OFFICE EMPLOYEES RECORDING ABSENCES FROM BASE**

If appropriate, the senior manager in each workplace should nominate a point of contact to monitor absences from the workplace and a deputy point of contact to ensure continuous cover, and must ensure that they receive adequate instruction in carrying out these duties.

#### **Offsite & Absence Recording Forms (See Appendix 1)**

Appendix 1 may be substituted, if appropriate, by a board or suitable recording system as deemed appropriate in the circumstances and the work activity. It is the responsibility of individual employees to ensure that a record or suitable notification to an appropriate individual is undertaken each day for any periods they spend away from base taking into consideration normal work situations and the level of risk.

If it becomes apparent to an employee that they will be more than an hour later than their expected return time, they must inform the point of contact by telephone. If a form/record is used, it must be amended on their behalf accordingly.

Employees must normally return to base before the end of the working day. If they are not likely to return, they must inform the point of contact by telephone. If a form/record is used, it must be amended on their behalf accordingly.

### **5 OFFICE EMPLOYEES MISSING PERSONS PROCEDURE**

The nominated point of contact is responsible for checking the Offsite & Absence Recording Form at regular intervals throughout the day to ensure that no-one has failed to return within a reasonable period after their expected return time.

If an employee is found to be absent and unaccounted for, the point of contact must inform their manager.

The manager will be responsible for checking the whereabouts of the missing employee by telephoning their mobile number, their destination, or their home, as applicable and making enquiries of colleagues.

The times at which these actions are carried out for any particular incident or individual will be at the discretion of the manager concerned, taking all relevant factors into account, and giving adequate regard to the possible risks to safety of the missing person(s).

A written record must be made of all follow-up actions taken. No employees are to be unaccounted for at the end of any working day.

The line manager will be responsible for maintaining a list of home telephone, mobile phone, private/lease car registration and/or other applicable contact numbers to be readily available in the event of a search being required.

## **6 EMERGENCY EVACUATION PROCEDURE**

An Offsite & Absence Recording Form must be kept for each Fire Marshal Zone in each location, updated throughout each day, and readily available for the Fire Marshal to take it for checking the Roll Call in the event of an emergency evacuation of the building.

(Extent depending upon local arrangements for fire management)

## **7 WORKPLACE OPERATIVES, RECORDING ABSENCES**

### **Out of Hours Working**

Employees visiting un-occupied premises or remote location are required to be briefed on the Department's procedures and policies covering alarm responses.

### **Visiting 'At Risk' premises**

It is recommended that if this type of visit is necessary then as stated earlier in this policy all employees must be accompanied by a colleague or support organisation. A mobile phone shall be provided in these circumstances. A risk assessment shall be undertaken covering staff involved in alarm responses

### **Locations where operatives are required to carry out potentially difficult or hazardous tasks.**

Mobile phones are to be made available to facilitate the use of the system. However they should not be solely relied upon as the only means of communication.

The system relies on individual employees ringing in, to log calls and ringing back on completion of the job. Should the employee fail to ring in at the agreed time the system is designed to call them back.

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