



Holyhead

Teach What Matters

Lone Working Policy

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Agreed:

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Autumn 2021

Reviewer:

Y Idris



LONE WORKING POLICY

1. Introduction

The Governing Body recognises that some staff may work alone as part of their normal day. This policy has been written to address the problems of lone working.

In working alone staff may find themselves in a vulnerable position. For example, it may be more difficult for them to summon help if their health and safety is at risk. The Governing Body acknowledges their statutory responsibility to comply with the requirements of the Health and Safety at Work Act 1974, and the Management of Health and Safety at Work Regulations 1999 for those who work alone. The law requires employees to take reasonable care of themselves, and other people affected by their work. In addition, they must co-operate with the Governing Body in the discharge of their legal duties.

2. Guidelines

To comply with the statement of policy, Holyhead will adhere to the following guidelines:

- 2.1 To be classed as working alone does not mean that the person has to be working in complete isolation all of the time. The definition of lone working is 'A worker whose activities involve a large percentage of their working time operating in situations without the benefit of interaction with other workers or without supervision'.
- 2.2 Holyhead will use this definition of lone working to identify those staff who work alone. Staff who work alone include those involved in site maintenance, teaching, technicians, admin, library staff and staff who utilise mini buses.
- 2.3 People who work alone face the same hazards in their daily work as other staff. However, for lone workers the risk of harm is often greater. Holyhead will carry out risk assessments to identify any risks to the health and safety of staff who work alone.
- 2.4 Where it has been identified that a member of staff has been exposed to any significant risks Holyhead will take steps to ensure that the risks are either removed or adequately controlled. Control measures may include instruction, training, supervision, protective equipment etc.
- 2.5 Where a risk assessment indicates that it is not possible for the work to be completed safely by a lone worker, arrangements for providing help or backup will be put in place.

- 2.6 Holyhead will ensure, so far as is reasonably practicable, that staff working alone are medically fit and suitable to work on their own. These assessments will not only cover routine work but also any foreseeable emergencies that may impose additional physical and mental pressure on the employee. Where there are doubts Holyhead will seek the advice of the Health & Safety Adviser.
- 2.7 Anyone working alone should have access to a telephone and first aid equipment. They should also be aware of accident reporting procedures.
- 2.8 Staff should not use ladders and scaffold towers unless they have received appropriate training. In the case of scaffold towers staff must hold a current and valid PASMA certificate. Ladders and scaffold towers should not be used by anyone working alone.
- 2.9 Staff should not use hazardous equipment e.g. circular saws unless they have received adequate training. Even if training has been received, staff working alone should not use dangerous machinery, and for all other equipment, safe systems of work must be implemented.
- 2.10 The most common accidental injury at work is manual handling. Holyhead should ensure that staff are given information and training to enable them to make an instant evaluation of the risks involved in lifting or handling heavy or awkward loads. Where a risk assessment identifies that a lifting and handling task cannot be carried out safely by a lone worker the lone worker should request additional staff to assist.
- 2.11 Lone workers are particularly at risk if a fire occurs. This is because they are less likely to be aware of a fire until they themselves see or smell it. Lone workers should always be aware of the appropriate access routes out of the building from their place of work. These routes should be kept clear at all times.
- 2.12 Some workers may be required to work with and handle hazardous chemicals. Holyhead must carry out a risk assessment under the Control of Substances Hazardous to Health Regulations (COSHH), before any workers use hazardous substances. It is essential that lone workers know what substances or agents they are using, the hazards, what precautions are needed, and what to do in an emergency such as accidental spillage. They should be trained in the use of personal protective equipment (PPE) and there should be clear procedures for reporting any defects in PPE and for exchanging it immediately.
- 2.13 Where staff work alone, it is particularly important that Holyhead provides the information and training that staff need to avoid panic reactions in unusual situations. Information should be adequate to ensure they understand the risks of their work, the precautions that are needed and what they should do in an emergency.
- 2.14 Although proper information and training can provide employees with the competence to work on their own, there still needs to be some method of monitoring lone workers to ensure that they remain safe. Holyhead will carry out a risk assessment to identify the level of supervision required, the means of providing supervision and the procedures under which the lone worker should report to his/her superior.

- 2.15 During Holyhead closure periods it is unlikely that access will be required to the whole building on a daily basis. Discussion should take place to identify and agree the security procedures to be put in place to prevent access by unauthorised visitors. However, it is essential that evacuation procedures are not compromised in any way.
- 2.16 Staff / Contractors working in isolated areas during closure periods should ensure that they sign in on entry to the building and sign out on exit. Before leaving Holyhead the supervisor should check that all staff who have signed in have exited the building.
- 2.17 Anyone working alone should advise a relative, friend or neighbour of the time that they should be returning home. If they do not arrive home by that time, arrangements should be made for a search of the premises.

3. Key Holders

- 3.1 Key holders may need to attend premises outside of normal business hours. This may be to carry out normal work activities or following the activation of an intruder alarm or because of some other emergency that might have occurred.
 - 3.2 Good practice dictates that at least three key holders should be appointed in order to cover holidays and sickness etc.
 - 3.3 Please see Appendix 1 for intruder alarm activation procedures.
 - 3.4 It is the responsibility of all school personnel and contractors to adhere to the lone working procedures and to report any difficulties, failure of equipment or general concerns on health and safety to the Principal and/or Premises Manager. If members of staff fail to follow procedures designed to protect their safety, this could result in a disciplinary matter as they will have contributed to their injury and any compensation claims for damages or unfair dismissal may be reduced accordingly.
 - 3.5 The School respects the right of the employee, under the Trade Union Reform and Employment Rights Act 1993, to refuse to carry out work where there is a serious and imminent risk of danger. They also can advise others to do the same without being dismissed as a result. Staff should be proactive in bringing to the attention of the Principal and/or Facilities Manager any aspect of work related risks.
- 4.0 The Facilities Manager and/or Health and Safety Governor will regularly monitor the implementation of these procedures. Following any incident an investigation will be carried out and its findings used to inform change to procedures and working practices.

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Alarm Activation procedures

On receiving a telephone call notifying of intruder alarm activation establish the identity of the person making the call i.e. Fire Alarm Provider.

Arrange with either a member of your family or other responsible person to call the Police to the premises if they have not heard to say that all is well. This call should be made between 30 to 45 minutes after the estimated time of arrival.

What to take:

1. Identification of who you are, for example an employee badge. This helps if police do attend the scene or are later called to the scene.
2. A torch of a reasonable size and power
3. Your mobile phone

On arrival at the premises

If the Police are in attendance make sure they have checked all sides of the building. Then enter with the Police and check all areas.

If the Police are not in attendance walk slowly round as much of the premises as possible checking for forced entry e.g. broken glass, prised doors, windows etc. including the roof and walls. Evidence of flash lights being used or other lights left on within the building; noise from within the building or outside; suspicious/unfamiliar vehicles parked in the immediate area. If in any doubt leave the site and call the Police by dialling 999.

If all appears to be quiet, enter and check premises. Switch on appropriate lights and proceed to re-set the alarm. If there are signs of a break in leave at once and call the Police as above.

If in doubt leave the site immediately, even if you have the use of a mobile phone. Arrange to meet the Police nearby. This is for your own safety.

On entering the premises:

Carefully note all information displayed on the alarm controls. Take no action at the control panel beyond un-setting the protected areas.

If alone and, at any point, it is suspected there has been a break-in, then leave the premises and call the Police.

If there has been a break-in, re-enter the premises and check carefully with the police and following their instructions. Please note that a crime reference number will be required for insurance purposes.

After checking the premises:

Notify the member of family or other responsible person, who is expecting to be contacted, to let them know that all is in order. Consider arranging to make further calls if appropriate.

Arrange for any emergency repairs to be made so the premises can be secured.

If there is no apparent break-in, secure the premises and set the alarm system.

If the reason for the alarm activation cannot be identified it may be necessary to arrange with the Facilities Manager the following day to contact the alarm company to check the system for faults.

Complete an alarm monitoring form the following day with full details of the problem.