Community Academies Trust

Personal Safety Policy and Lone Working Risk Assessment

Education is for improving lives and for leaving your community and world better than you found it.

Approved by the Board of Directors on: 9 December 2020
Review date: December 2022

Contents

Policy Statement

This policy has been provided in accordance with the Community Academies Trust (CAT) Health and Safety Policy to ensure that all health and safety issues relating to personal safety are adequately managed and controlled in compliance with the Health and Safety at Work Act 1974 and the Health and safety at Work Regulations 1999 and other associated legislation.

The trust is committed to protecting the health, safety and wellbeing of its employees and has a duty of care to advise and assess risk for its employees and others affected by the trust's undertakings. It is essential therefore that everyone who works for or undertakes work on behalf of the trust adheres to the requirements of this policy.

Scope

The information and guidance and instruction within this policy applies to all areas of the trust. It is essential therefore that everyone adheres to its requirements. All employees, volunteers and agency workers are included in this policy.

Aims of the Policy

- Increase employee awareness of safety issues relating to lone working
- Ensure that the risk of lone working is assessed in a systematic and ongoing way, and that safe systems and methods of work are put in place to reduce the risk so far as is reasonably practicable
- Ensure that appropriate support and training is available to all employees that equips them to recognise risk and provides advice on safety when working alone
- Encourage full reporting and recording of all adverse incidents relating to lone working or incidents of aggression, both physical and verbal, which may or may not result in pain and or injury or offensive and non physical abuse including verbal or racial or sexual abuse, threatening behaviour, gesturing, swearing, shouting, insults, innuendo, intimidating behaviour causing fear or emotional upset
- Reduce the number of incidents and injuries to staff related to lone working and aggression.

Lone Working Definition

Lone workers are those who work by themselves without close or direct supervision, for example people working on their own outside normal working hours, cleaners, site team members, office staff, teachers, and support staff.

This could involve:
- Only one person working on the premises
- People working separately from each other on sites with multiple buildings
- People working outside normal hours
- People working from home

Roles and Responsibilities

Headteachers /line managers and Health and Safety representatives:
- Ensuring all staff are aware of the policy
- Identifying where people work alone and deciding whether systems can be adopted to avoid workers carrying out tasks on their own
- Ensuring risk assessments are carried out and reviewed regularly
- Putting systems and safe methods of work into practice which are designed to eliminate or reduce the risks associated with working alone
- Ensuring staff groups and individuals identified as being at risk are given appropriate information, instruction and training. This includes induction, updating and refreshing training as necessary
- Managing the effectiveness of preventative measures through an effective system of reporting, investigation and recording incidents
- Ensuring appropriate support is given to staff involved in any incident
- Providing a mobile phone and other personal safety equipment where it is felt to be desirable.

Employees:
- Taking reasonable care of themselves and others affected by their actions
- Following guidance and procedures designed for safe working
- Reporting all incidents that may affect the health and safety of themselves or others and asking for guidance as appropriate
- Taking part in training designed to meet the requirements of the policy
- Reporting any dangers or potential dangers they identify or concerns they may have in respect of working alone.

Lone Working Guidance

Line Managers should complete a lone working risk assessment with all staff in any role requiring the staff member to work alone. A Lone Working Risk Assessment template can be found in Appendix 1 to this policy. This risk assessment focuses on the general risks associated with each individual worker undertaking lone working and should cover whether:

- The individual is medically fit and suitable to work alone
- There are adequate channels of communication in an emergency
- The workplace or task presents a special risk to lone workers
- There is a risk of violence
- The whereabouts of the lone worker can be traced

It is the responsibility of both line manager and the employee to ensure that actions identified in the lone working assessment are undertaken.

Aggression and Violence

This includes aggressive or inappropriate physical contact which may or may not result in pain and/or injury or offence and other non-physical abuse including verbal, racial or sexual abuse, threatening behaviour, gesturing, swearing, shouting, insults, innuendo, intimidating behaviour causing fear or emotional upset.

Before a meeting /site visit*:*
- Think carefully about how you are going to handle a potentially difficult meeting in order to reduce the likelihood of conflict
- Where possible, arrange meetings when other colleagues are available; try to avoid after-hours meetings.

During a meeting/site visit:
- On entering a building or premises, make sure you know how to get out in a hurry
- If the person you are meeting appears to be under the influence of alcohol or drugs, it may be appropriate to make another appointment
- Ensure your behaviour is honest, fair, even-handed, considerate and helpful. Never be aggressive back; this is how anger can escalate into violence; don't be patronising
- Minimise a parent's/visitor's frustration by responding promptly and showing that you care about their problem
- Show that you are paying attention; listen and hear them out, even if you have heard it before
- Do not keep leaving the room as this gives the message that you have other more important things to deal with.

If somebody starts to get angry*:*
- Try to remove an angry or upset person from an audience or, if easier, remove the audience
- Make reasonable efforts to control the situation
- Postpone the meeting, if considered necessary, to cool the atmosphere
- Stay calm; try to stay relaxed; don't become rooted to one spot; move about occasionally; try to look at something you are discussing rather than at the aggressor
- Listen carefully, even to abuse
- Agree where possible
- Ask yourself if you are the best person to deal with the situation
- Offer an angry person a range of options from which to choose: in that way he or she will find it difficult to stay angry
- If you are unable to control the situation it is better to retreat
- If you have been provided with a personal alarm, keep it where it is easy to use; it may be possible to use it to frighten the aggressor (for this reason, alarms can be effective in remote areas, where there may be no one within earshot). After a violent or potentially violent incident, employees should meet with their line manager to review the incident and agree courses of action including any further support or counselling. Any such review will be treated as a priority. A full written report of any incident or support will be compiled. This will be kept in confidence.

Monitoring and Review

To ensure the effective application of this policy the trust and its schools are required to have in place arrangements for monitoring and reviewing its implementation at regular intervals. The policy review promotes a cycle of continuous improvement therefore any actions identified to ensure this should be considered and implemented where reasonably practicable. Successful monitoring and review relies on commitment from the Headteacher and managers at all levels and should therefore be included as an integral part of the business planning process.

Appendix 1

		LIKELIHOOD				
		VERY UNLIKELY	UNLIKELY	LIKELY	HIGH LIKELY	ALMOST CERTAIN
SEVERITY	NEGLIGIBLE	LOW	LOW	LOW	LOW	LOW
	MINOR	LOW	LOW	LOW	MEDIUM	MEDIUM
	SERIOUS	LOW	MEDIUM	MEDIUM	MEDIUM	HIGH
	SEVERE	LOW	MEDIUM	MEDIUM	HIGH	HIGH
	VERY SEVERE	MEDIUM	MEDIUM	HIGH	HIGH	HIGH

Risk Assessment Form

Risk Assessment for (Activity/Process/Operation)	Lone working including travelling within duties of employment

Service		Team / Section			
Assessment Date		Review Date		Reference Number	

| What are the hazards | Affected Persons /Groups | What are the existing control measures? | Risk Rating

Refer to Chart | Further Action to be taken to Eliminate or Reduce the risk? Who by & Date | Residual Risk Rating |
|---|---|---|---|---|---|
| Lone Working : All staff | Staff working alone

Injury from accident Assault Ill health | • Staff aware of lone working policy.
• Staff to make Line Manager aware of any pre-existing ill health condition or other condition that may be relevant when lone working.
• Line manager notified of any lone working including whereabouts and timeframes.
• Local procedure implemented to maintain contact and emergency response – buddy system.
• Awareness of activity risk assessments and local emergency procedures; no high risk activities to be undertaken when working alone.
• Access control system in place and maintained to restrict access by unauthorised persons.
• Person closing up the building to ensure all areas are checked and vacated before locking up.
• Staff aware of school's dealing with violence and aggression risk assessment. | | | |

What are the hazards	Affected Persons /Groups	What are the existing control measures?	Risk Rating Refer to Chart	Further Action to be taken to Eliminate or Reduce the risk? Who by & Date	Residual Risk Rating
Lone working: Premises/ maintenance staff	Staff working alone Injury from accident Assault Ill health	• Staff aware of and follow lone working policy. • Colleagues informed of locations and planned activities, including start/finish times. Buddy system in place. • Building to be checked for staff prior to locking up. • Staff member carries a fully charged mobile phone or other communication device pre-programmed for immediate contact with the emergency services/Lone worker call system. • Regular contact made by phone etc. with XXXXX to keep them informed of the situation. • Premises are not entered if an intruder is suspected until police or other appropriate support arrives. • No attempt made to tackle or restrain intruders. • Awareness of location of nearest first aid box. • Awareness of assault and incident reporting procedure.		*To eliminate any risks to staff and non-employees e.g. family member, buddies etc. Consider employing a key holding/guarding company to attend alarm call outs*	

What are the hazards	Affected Persons /Groups	What are the existing control measures?	Risk Rating Refer to Chart	Further Action to be taken to Eliminate or Reduce the risk? Who by & Date	Residual Risk Rating
		• Perimeter security fencing in place. • Building perimeter secure with access control system into building. • Bushes/vegetation cut back to low level to maintain good visibility and eliminate potential hiding places. • Adequate external lighting/torch carried in hours of darkness.			
Lone working: Home visits	Staff working alone Injury from accident Assault Ill health	• Staff aware of and follow school's lone working and work-related violence and aggression arrangements. • Staff to make Line Manager aware of any pre-existing ill health condition that may be relevant when lone working. • Line manager notified of any lone working including whereabouts and timeframes. • Local procedure implemented to maintain contact and emergency response. • No working alone when making home visits, except in exceptional circumstances and when authorised by Head Teacher and/or Governing Body.			

What are the hazards	Affected Persons /Groups	What are the existing control measures?	Risk Rating Refer to Chart	Further Action to be taken to Eliminate or Reduce the risk? Who by & Date	Residual Risk Rating
		• Training provided where assessed as required. • Staff to dynamically assess individual situations and retreat from any confrontation and seek assistance. Staff authorised to cancel visit if concerned for any reason.			
Travelling - Transport accidents	Staff working alone, passengers and other persons affected Injury from accident/ assault Ill health	• Staff to make Line Manager aware of any pre-existing ill health condition that may be relevant. • Journeys pre-planned. • Appropriate transport selected. • Line Managers to assure that working time directive is adhered to. • Staff aware of and follow school's driving at work policy. • School vehicles/private vehicle maintained in good condition and pre journey checks undertaken. • Local procedure implemented to maintain contact and emergency response. • Knowledge of geographical location identifying known hazards and associated risk. • Check any medication/condition does not affect concentration,			

What are the hazards	Affected Persons /Groups	What are the existing control measures?	Risk Rating Refer to Chart	Further Action to be taken to Eliminate or Reduce the risk? Who by & Date	Residual Risk Rating
		makes drowsy or affects reaction times etc. • Assess length of journey, where driving adequate breaks are planned or second driver, are overnight stays required etc. • Check licences, insurance, no use of communicative devices whilst engine running. • Ensure system in place to maintain communication. • Additional risk assessment to be undertaken as required.			
Fire	Staff working alone Burns, major injury, death	• If fire suspected do not enter premises or open doors; call 999 and wait for fire service • Staff member aware of building evacuation routes and procedures • Emergency lighting in place in some parts of the school • Exit routes checked to ensure available out of hours.			
Poor housekeeping	Staff working alone Minor or major injury	• Internal and external maintenance undertaken as required. • Good housekeeping maintained. • Damage which cannot be repaired to be reported to the manager and the relevant department			

What are the hazards	Affected Persons /Groups	What are the existing control measures?	Risk Rating Refer to Chart	Further Action to be taken to Eliminate or Reduce the risk? Who by & Date	Residual Risk Rating
		• Damaged areas that pose a significant hazard are secured/ segregated/cordoned off to prevent access. • Suitable footwear worn. • Footpaths and lit areas used where possible • Climbing over obstacles avoided, e.g. fences			

Name of Assessor		Signature	

Name of Manager responsible for activity / process		Signature	

Risk Assessment Review Log

Only use this log to confirm that there have been no changes to the current assessment; otherwise an updated risk assessment must be done

Initial Review Date			
Assessor's Signature		Date:	
Signature of Responsible Manager		Date:	

Next Review Date	12 months from initial review		
Assessor's Signature		Date:	
Signature of Responsible Manager		Date:	

Initial Review Date	24 months from initial review		
Assessor's Signature		Date:	
Signature of Responsible Manager		Date:	

Initial Review Date	36 months from initial review		
Assessor's Signature		Date:	
Signature of Responsible Manager		Date:	

Risk Assessment(s) for (Activity/Process/Operation)	

This form can be used to record and demonstrate that the above risk assessment(s) has been provided to relevant employees (as below) to inform them of the risk assessment findings (i.e. the hazards, risks, and control measures associated with their work).

Name of Persons involved in the Activity/ Process/ Operation	Signature	Date