

LONE WORKER POLICY

This policy should be read in conjunction with Behaviour Policy, Managing Allegations Policy, Email, Internet and Communications Policy, Safeguarding and Child Protection Policy, Safer Recruitment Policy, Health and Safety Policy and Attendance Policy.

Introduction

This policy is designed to alert staff to the risks presented by lone working, as far as reasonably practicable to identify the responsibilities each person has in this situation. The policy describes procedures which will minimise such risks and to give staff a framework for managing potentially risky situations.

Lone workers spend some or all of their working hours alone for a variety of reasons: they may work in an isolated location, be at a service-users premises (with parent/carer present), work from home or may simply be working outside normal office hours. Onwards 'n' Upwards recognises that working alone may involve an increased risk to the health and safety of its self-employed workers. As a consequence, the Company has a policy that helps to ensure that it succeeds in its responsibility to manage the risks faced by its workers:

- Under the terms of the Health and Safety at Work Act 1974 the Company has a duty to ensure the health and safety of its staff as far as is reasonably practical.
- The Management of Health and Safety at Work Regulations 1999 place a duty on the Company to assess the degree of risk in the workplace.

Within this document, 'lone working' refers to situations where staff in the course of their duties work alone or are physically isolated from colleagues and without access to immediate assistance. This last situation may also arise where there are other staff in the building but, the nature of the building itself may essentially create isolated areas.

Self-employed workers are responsible for taking all reasonable steps to maintain their own personal health and safety and that of other work colleagues.

Your safety comes first, remove yourself immediately from any situation in which you feel unsafe, threatened or vulnerable.

Lone Working in the Centre

- You should not be alone in the centre/office with a young person at any time.
- Do not place yourself in unnecessary danger by allowing unknown people into the building.
- Familiarise yourself with the alarm system at your location and your personal alarm code.
- Lock the door, ensuring you have access to keys and exits in the event of an emergency.
- Inform the Centre Manager or the Director of where you are and for how long.
- Ensure you are aware of where the First Aid Kit is positioned.
- Familiarise yourself with the fire extinguishers locations and each of their use.
- Ensure you have a fully charged mobile phone carried with you at all times and know where the centres landlines are located.
- Ensure you have Centre Managers, Associate Director and Director contact details stored in your mobile phone.
- If a member of staff notices a potential health and safety hazard or any faults at the centre, they must be reported immediately to the Centre Manager.
- Report all accidents or near misses to the Centre Manager or Director.
- Familiarise yourself with the location, fire safety procedures and escape routes in the event of an emergency.
- 2:1 support will be put in place if there are concerns of safety for both staff and learner.

Lone Working 1:1 with Children and Young People

- You should choose public areas eg cafes, libraries, busy public parks/recreation grounds instead of secluded or remote meeting places.
- Obtain background knowledge about the young person prior to starting sessions (available from Findmyshift), this includes their personal risk assessment if relevant, including medical information.
- Under no circumstance must a staff member work alone in a young person's home unless a responsible adult is present (such as parent/carer).
- Staff are not permitted to enter a young person's bedroom or any area of their accommodation alone.
- If you are working in a room with a learner, ensure that you leave the door open, or slightly ajar if privacy from being overheard is required.
- Ensure you have a fully charged mobile phone with them at all times and are aware of the Centre Manager and Director contact numbers and contact details for parent/carer.
- It is the staff members responsibility to ensure that all activities are age appropriate and inline with Onwards 'n' Upwards Health and Safety Policy.
- If a session has commenced and a worker suspects that the young person is under the influence of drugs or alcohol, the session will be terminated and the young person will be returned home in the most appropriate manner. The parent/carer will be informed.
- If the young person behaves inappropriately in a way likely to expose themselves, workers or third parties to offence or harm, the worker must inform the Centre Manager or Director immediately by phone and take their instructions. If there is not a member of the management team available, you should call the police and report the incident and seek help.
- To ensure learners using ICT are accessing appropriate material for educational purposes.

- If during a lone working session the child or young person makes any allegations about the worker or a colleague, eg abuse, inappropriate actions or theft, the worker must inform the Designated Safeguarding Lead Officer or Deputy Officer and take further instructions.
- Onwards 'n' Upwards recommend that all workers have a basic first aid kit kept in their vehicle.

Transporting Children and Young People

All staff adhere to the following guidelines:

- Workers to follow all current road safety laws, rules and regulations.
- Workers who use their own vehicles for transporting children and young people must ensure that the vehicle is road worthy, appropriately insured and the maximum capacity is not exceeded and the worker is fit to drive.
- The driver must ensure that themselves and all passengers are wearing seat belts as legally required at all times, and use car seats where required following current legislation.
- Adults transporting young people must drive according to the law and model good behaviour as a road user.
- If behaviour by a young person is sufficiently inappropriate, putting workers or other passengers at risk whilst driving, the driver should park the car at the first safe opportunity, take the keys out of the car and encourage the young person to also vacate the vehicle and step out of the car in order to call a member of the management team and take their instructions.
- When it is two staff to one student in a vehicle, ideally one member of staff would travel in the back of the car with the learner.
- When it is one staff to two students in a vehicle, ideally one learner will travel in the front and the other travels in the back.
- If whilst attending group a child or young person urgently requires a lift without prior arrangement, the journey and a reason for this should be immediately reported to a member of the management team and parent/carer will be informed.
- If at the end of a session, the young person requests to be dropped off to a different location, the worker should gain permission from parent/carer. If permission is not obtained, the worker will drop back to the pick up point.
- If a child or young person becomes distressed or angry in a lone working situation, this must immediately be reported to a member of the management team who will take appropriate risk assessment action.

Risk Assessments

All young people referred to Onwards 'n' Upwards will have an up-to-date risk assessment carried out by the Centre Manager and uploaded onto Findmyshift for workers to access. This would usually be carried out within the first four weeks from starting our programme.

A risk assessment is a dynamic working document and will be updated as necessary during the learners programme with us.

Workers will be informed of any particular safeguarding concerns relating to the young people they are working with.

Where there is any reasonable doubt about the safety of a lone worker in a given situation, consideration will be given to sending a second worker or making other arrangements to comply with the safety of the worker or safeguarding concerns.

Personal Belongings

Staff must ensure that they do not leave any personal belongings, for example, money, phones, car/house keys, personal ID unattended. If at the centre, please ensure your personal belongings are kept in a secure location. Failure to properly look after such items can and could lead to safeguarding incidents, as well as the obvious risks to your personal property and privacy.

Some learners are, for good reason, not allowed to have access to mobile communication devices of any kind and staff should not allow the learner use of their personal or work mobile phones.

This policy is available in hard copy at the centre, electronically on Findmyshift and on the Onwards 'n' Upwards website.

This policy will be reviewed annually.

Date updated	Policy approved by	Signed
16/01/2020	Linsey Spicer	