



SMITHDON HIGH SCHOOL

**POLICY DOCUMENT
ON LONE WORKING**

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Re-adopted February 2013
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Lone Working can be carried out only if the following conditions are met:

- Where there is a known risk of work related violence* or aggression such as during a home visit or meeting with a parent, the activity **must** be carried out by more than one person **or** at an office or other suitable neutral venue rather than the person/client's home.
- Relevant background or risk assessment information regarding the person/client is available when carrying out a home visit for the first time (eg new referrals) concerning client/relative aggression, aggressive pets, or other occupants of the property.
- All lone workers have a mobile phone.
- All lone workers have been made aware of this procedure through induction, team briefings, supervision, etc.
- Lone workers will be tracked by means of:
 - leaving details of working times with a 'buddy'
 - use of 'buddy system'
 - guaranteed point of contact for the lone worker
- Training – lone workers have received or will receive appropriate training on personal safety awareness or dealing with violence and aggression.
- Do not go into a situation if you feel at risk. Lone workers should carry out a '10 second' risk assessment when they first arrive and the front door is opened, they meet a parent, etc. If they feel there is a risk of harm to themselves, they should have an excuse ready not to enter the house, continue the meeting, etc and to arrange for an alternative appointment.
- When visiting a private residence, meeting a parent, etc, if anyone present is under the influence of drink or drugs, or appears agitated, leave quickly if you need to and arrange an alternative meeting, with a third party present, by telephone.
- Reporting incidents – all incidents involving lone workers, particularly incidents of work related accidents or violence, must be reported on the NCC Incident Report Form or Accident Report Form and investigated by the line manager/Health and Safety Adviser, as appropriate.

*Work related violence is anything that an individual employee finds unacceptable and is defined by the Health and Safety Executive as 'any incident in which a person is abused, threatened or assaulted in circumstances relating to their work'. This can include verbal abuse or threats as well as physical attack.