



# Phoenix Learning Centre

## **LONE WORKING POLICY**

**April 2024** *(Last Review April 2024)*

1. Phoenix Learning Centre LTD is committed to taking all reasonable precautions to secure the health and safety of those carrying out work activities and will ensure, so far as is reasonably practicable, that employees, contractors and anyone else required to work alone or unsupervised for any period of time are protected from risks to their health and safety.

## **PURPOSE AND OBJECTIVES**

2. The main aims of this policy are:

- To protect employees and others required to work alone or unsupervised, so far as is reasonably practicable
- To increase awareness of health and safety relating to lone working
- To set out expectations to ensure that employees and managers have a clear understanding of, and comply with, the relevant lone working requirements and Phoenix Learning Centre LTD's expectations
- To ensure that risks are assessed regularly and that measures are put in place to minimise these, as far as practical
- Encourage full reporting and recording of all incidents relating to lone working and reduce the number of incidents/injuries relating to lone working.

3. Whilst the policy does not specifically cover academic staff, the content of this policy can serve as a reminder for everyone's health and safety. Good practice and safety considerations for all colleagues within Phoenix Learning Centre LTD premises, at times when their presence cannot be reasonably anticipated, should be to notify Management of entry and exit so that Management is always aware of attendance outside of standard hours.

## **REGULATIONS**

4. Lone Working regulations form part of the Health and Safety at Work etc. Act 1974, Health and Safety at Work Regulations 1999 (SI 1999/3242). Specific regulations referring to lone working include:

Employers have a general duty under the Act to ensure the health, safety and welfare of their employees as far as is reasonably practicable, which includes providing safe systems, a safe place of work and suitable arrangements for employees' welfare.

## **MONITORING AND REVIEW**

5. The Staff Member responsible for Health and Safety will monitor the implementation of this policy.

6. A formal review of this policy will take place regularly unless there is a significant change in relevant legislation which triggers an early review.

## **PROCEDURES**

### Lone Working Definition

1. Lone workers are defined by the Health and Safety Executive (HSE) as:  
"Those who work by themselves without close or direct supervision"
2. Specifically this may refer to individuals who are working alone, that cannot be seen or heard by others, cannot expect a visit from another worker for some time and where assistance is not readily available where needed.
3. Lone working is not where individuals experience brief situations in which they find themselves alone, but where individuals are knowingly placed in circumstances where they work without direct or close supervision. This will not usually be for working environments such as offices, unless the work being conducted is outside of standard/expected hours for that individual.

4. Within Phoenix Learning Centre LTD we have a huge variety of different roles. This policy will not be able to describe every variant but it is expected that managers and staff will consider scenarios which may occur in their workplace and put in place reasonable measures.

## **Organisation and Responsibilities**

5. Phoenix Learning Centre LTD will minimise the need for employees to work alone where reasonably practicable. Where lone working is necessary, Phoenix Learning Centre LTD will take all reasonable steps to ensure the health and safety of employees working alone.
6. It is the responsibility of the relevant staff manager and the Health and Safety Officer to ensure that a risk assessment is conducted and that arrangements are in place prior to employees working alone. They must also:
  - Identify measures that may be needed to eliminate any danger or reduce it to a minimum;
  - Ensure emergency procedures are in place so that members of staff working alone can obtain assistance if required;
  - Ensure that any employee working alone is capable of undertaking the work unsupervised;
  - Ensure arrangements are in place so that someone else is aware of a lone worker's whereabouts at all times;
  - Report any incidents or accidents involving lone workers, as soon as possible.
  - Maintain regular contact with the lone worker to ensure they are happy that the safe working procedures are effective.
  - Phoenix Learning Centre LTD will consider the individual's circumstances, including any declared medical conditions, which may make them unsuitable for working alone. This aspect of the assessment should be co-ordinated with the HR who may consult

with Occupational Health specialists if required.

Phoenix Learning Centre LTD will ensure that adequate supervision is provided to lone workers. The adequacy of the supervision will depend on the level of risk, types of risk and duration of exposure. This may involve any of the following:

- Periodic checks on lone workers
- Periodic contact with lone worker i.e. telephone calls
- Automatic warning devices
- General or specific alarms for emergencies
- Checks on lone workers to ensure they have returned to the accommodation or home on completion of activities

### **Requirements of Lone Workers**

7. It is the responsibility of the individuals identified as 'lone workers' to ensure they comply with the safe working procedures and measures identified, that they report immediately to senior management any incidents and will not knowingly place themselves in a position of unnecessary risk.
8. It is the responsibility of the individual to declare any relevant medical conditions that may have an impact upon their suitability to be lone working.

### **Lone Working Risk Assessments**

9. As required by the Health and Safety at Work Regulations 1999 a suitable and sufficient risk assessment should be carried out when new or varied tasks are carried out which may come under the banner of lone working. The risk assessment should identify the hazards and the level of risk to which lone workers are exposed. This risk assessment should identify suitable controls to manage these risks.
10. Risk assessments must be carried out for, and by, all individuals whose working practice makes them vulnerable and recommendations should be made to eliminate or reduce the risk as far as possible.

11. The assessment should follow the Health and Safety Executive (HSE) 5 step legislation and should be undertaken by the lone worker and relevant manager, or Health & Safety Officer. The 5 steps are as follows:

- Step 1: Identify hazards
- Step 2: Assess the risks
- Step 3: Control the risks
- Step 4: Record your findings
- Step 5: Review the controls

12. When line managers carry out the assessments, important consideration should be given to the following:

- The remoteness of the workplace/working area
- Any potential communication problems
- How the lone worker will be supervised
- Whether the equipment, materials etc. can be handed safely by one person
- Whether the individual is medically fit and suitable to work alone
- How the lone worker will obtain help in an emergency situation
- The likelihood of a criminal attack
- Potential communication problems
- vulnerability of lone workers to feelings of isolation, stress and depression
- whether there is adequate first-aid cover

13. Risk assessments should be reviewed regularly and updated as required. They should also be reviewed whenever circumstances have changed and following the investigation of any accidents or incidents that may occur.

14. Further information on risk assessments can be obtained from the Health and Safety Executive (HSE) online at [www.hse.gov.uk/risk/fivesteps.htm](http://www.hse.gov.uk/risk/fivesteps.htm)

**LONE WORKING RISK ASSESSMENT**

Employee Name

Role

Area within Phoenix Learning Centre LTD where lone working will take place and nature of the task

Describe the remoteness of the workplace/working area

What means of communication will be /will be used when working alone?

How will the lone worker be supervised?

(This will be remotely otherwise not lone working but this box should describe what mechanisms are in place to check/ensure safety)

Can the equipment, materials etc. be handed safely by one person

Is the individual medically fit and suitable to work alone

Please list how the lone worker will obtain help in an emergency situation

What is the likely risk of external intruders while lone working?

If lone working is undertaken regularly by the same individual, please note conversations had regarding the individual's mental health and whether any steps have been taken to support (vulnerability of lone workers to feelings of isolation, stress and depression)



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Is there adequate first-aid cover on site during the period of lone working
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Signed (employee)
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Date
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Signed (manager)
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Date
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Please send the completed form to the Health and Safety Officer.
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