

## Lone Working Policy

Policy type	Statutory
Author/Reviewer	Keith Curtis, Head of Facilities
Approved by	Adrian Ball, CEO
Date of approval	
Date of next review	01/06/26
Review cycle	ANNUAL Policies will be reviewed in line with DEMAT's internal policy schedule and/or updated when new legislation comes into force
Description of changes	<ul style="list-style-type: none"> <li>▪ New Policy</li> </ul>

# Lone Working Policy

<b>This policy is to be used across all DEMAT</b>	<b>Version</b>	<b>Date</b>
DEMAT Officer responsible for updating content: Head of Facilities	1	May 2025
Date approved by DEMAT Audit & Risk Committee	1	Not Applicable
Effective date as determined by DEMAT	1	May 2025
Policy to be reviewed annually from date last approved by DEMAT Audit & Risk Committee	All	Annually
Policy to be reviewed by DEMAT	1	May 2026

For all questions in relation to this policy please contact the DEMAT Head of Facilities on 01353 656760 or contact the Central Health & Safety Team at: [healthandsafety@demat.org.uk](mailto:healthandsafety@demat.org.uk).

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## Definitions

**Lone Working** – HSE define Lone Working as “someone who work(s) by themselves without close or direct supervision.” This may include working in a building with other staff but where the nature of the building may essentially create isolated areas

### 1. Application of this Policy

The policy is applicable to all employees (permanent and temporary) of DEMAT. Where applicable, it is also applicable to all Volunteers supporting DEMAT.

The above definitions are included for reference purposes for both School and Central Team staff to enable clarify and transparency when applying this policy.

Individual Schools and sites are to use this policy to ensure appropriate local controls are in place that follow the points set out within this policy.

### 2. Associated Policies and Documents

This Policy/Procedure should be read in conjunction with the following DEMAT Policies/Procedures

DEMAT Health and Safety Policy

DEMAT Flexible Working Policy

HSE Lone Working INDG73

### 3. Purpose and Scope

This policy is designed to alert staff to the risks presented by lone working; to identify the responsibilities each person has in this situation, and to describe procedures which will minimise such risks. It is not intended to raise anxiety unnecessarily, but to give staff a framework for managing potentially risky situations.

The aim of the policy is to

- Safeguard employees who may be exposed to lone working
- Increase staff awareness of potential risks relating to lone working
- Ensure that the risk of lone working is assessed in a systematic and ongoing way to reduce the risk as far as is reasonably practicable.
- Ensure appropriate training is given to staff in all areas that equips them with the necessary skills and tools to recognise risk and provides practical advice on safety when working alone
- Ensure appropriate support is available to staff who are required to work alone.

- Encourage reporting and recording of all adverse incidents relating to lone working to help us investigate core issues and reduce the number of incidents and injuries to staff.

### **1.1 Scope**

This policy applies to all staff or volunteers who may be classed as a lone working whilst working on DEMAT business as defined by the HSE definition (see definitions section).

This policy does not consider homeworking within its scope as this is covered within the Flexible Working Policy.

## **4. Policy Statement**

DEMAT is committed to providing a safe and healthy working environment for all staff and volunteers. As part of this commitment, the DEMAT Trustees through the Trust Executive will take reasonable and practicable steps to manage risks associated with lone working. This will include risks to employees carrying out lone working tasks in the course of their employment and to volunteers when carrying out activities associated with their work. DEMAT aims to achieve this by:

- Carrying out suitable and sufficient risk assessments of all lone working activities.
- Implementing control measures identified by risk assessments to reduce risks to the lone worker to a tolerable level.
- Not allowing any activities to be carried out by lone workers where the risk assessment identifies that there is a significant risk of injury that can only reasonably practicably be controlled by having two or more people in attendance when that activity is performed. This applies regardless of where that work is to be carried out.

## **5. Roles and Responsibilities**

### **Trustees**

To ensure adequate resource, whether that be financial, professional, or technical is available to ensure sufficient controls are in place to mitigate the risks involved with Lone Working. This will be achieved by way of quarterly reports provided to them highlighting any requirements or concerns.

### **CEO**

To appoint a competent person who is charged with ensuring adequate provision and safeguards are in place in regard to mitigating risk involved with Lone working.

#### **Head of Facilities**

To work with schools and Facilities team to ensure adequate protection and risk mitigation is in place for any staff who may be required to undertake Lone Working. To ensure an audit is undertaken of these controls at least annually.

To ensure their schools and staff have adequate lone working procedures in line with their school requirements.

#### **Headteacher**

To ensure sufficient operational controls/measures are in place to safeguard any person who may undertake Lone working on school site. Share all relevant procedures/policies with any person who may be required to undertake Lone Working.

Ensure Risk Assessments are carried out to highlight and mitigate any potential risks.

To report any concerns to Facilities Department regarding Lone Working.

Ensure no works are undertaken as Lone Working if Risk Assessment deems it to have anything more than a negligible risk

#### **All Staff / Volunteers**

Will follow all procedures in place for the job role and for the work environment they are in.

Inform Headteacher of any medical or physical impairment, medical advice or medication that mean lone working is not safer for them to undertake.

Ensure they are aware of any emergency procedures/contacts and the location of the first aid provision and fire evacuation procedures.

Only carry out the work as agreed on any Risk Assessment and ensure all equipment is safe before commencement of work.

Being mindful of their own mental and physical health, taking breaks as needed and seeking support if they feel it is required.

Tasks that have inherent risk such as COSHH work, Working at Height will not be undertaken as lone working.

## **6. Information and Training**

DEMAT CEO through the Head of Facilities will ensure that employees and others will be given necessary information, instruction, training, and supervision to enable them to recognise the hazards and appreciate the risks involved in Lone Working. DEMAT will ensure schools have predetermined safe working practices and procedures and that all employees are aware of these and cooperate with these to ensure a safe working environment.

Additional information can be found on the HSE website or by contacting the Facilities department.

## **7. Safe Systems of Work**

DEMAT will ensure that schools have sufficient safe systems of work to adequately protect Lone Workers at their sites. These systems will be adhered to in conjunction with the Lone working Risk Assessment. The controls in place will be communicated to anyone who may be required to carry out lone working and these systems may include but are not limited to:

- Access Control Systems and CCTV coverage
- Regular check calls
- Emergency contacts for Lone workers
- Use of technology such as GPS Tracking, personal alarms.
- Limitation on works being carried out whilst lone working
- Up to date and relevant Risk Assessments.
- Written, understood, and signed emergency procedures in place relative to risk.

## 8. Planning

Schools will ensure that appropriate and adequate planning is in place for any activities that may involve lone working. These tasks may include but are not limited to:

- Cleaning of site
- Maintenance of Site
- Out of hours working
- Home visits
- Training courses

The Headteacher should be actively involved in the risk assessment and risk management controls for all lone working activities if it may impact them.

High risk tasks should not be planned to be undertaken as part of lone working unless necessary and only with sufficient controls in place.

The planning will include:

- Full Risk Assessment
- Communication procedure
- Emergency procedures
- Scope of works to be undertaken

## 9. Risk Assessments

Risk Assessments will be written, monitored and communicated with all parties who may have to carry out lone working either at school or at an offsite setting. The risk assessments will be reviewed at least annually or at such time that changes in process or policy makes it required.

All risk assessments will be uploaded onto Smart Log.

Risk Assessments will include all risks deemed significant and appropriate control measures.

## 10. Incident Reporting

### a. Schools

Any incidents occurring on school sites should be recorded to the staff members line manager and school headteacher if necessary, as soon as reasonably possible. If emergency services are required, DEMAT Head of Facilities should be notified after the event as soon practicable. If anyone has any concerns regarding safety whilst carrying out task, tasks should be suspended, and the line manager notified.

### b. Mobile Lone Working

If an incident occurs during lone working off site, the affected person should ensure they are safe before contacting the necessary persons recorded in the risk assessment. If emergency services are required, DEMAT Head of Facilities should be notified after the event as soon as practicable.

## 11. Monitoring and Review

Lone working activities will be actively monitored and reviewed constantly to ensure only necessary activities are undertaken as lone working. Where an incident occurs, the work activity will be reviewed after the event to support changes – “lessons learnt.”

This policy will be reviewed annually.