United Learning
Lone Working and Violence at Work Policy

Scope

This Policy forms part of the health and safety arrangements detailed in Part 3 of the 'United Learning Group Health and Safety Management Policy'. It outlines the arrangements in place to achieve compliance with the duties contained within the Health and Safety at Work etc Act 1974 and specifically the Management of Health and Safety at Work Regulations 1999.

It is applicable to all schools and central office locations, herein referred to as United Learning Sites.

Implementation

The requirements of this Policy must be implemented within 12 weeks of the date of publication.

Interpretation

The following definitions apply to this Policy:

- Lone workers – those who work by themselves without close or direct supervision
- Violence at work – any incident in which an employee is abused, threatened, or assaulted by another person whilst in the course of his/her employment.

Typical Lone Workers

Across United Learning operations, examples of persons who may qualify as lone workers include:

- A person working alone in a design and technology prep room
- A member of site team working in a remote location e.g. boiler room
- Peripatetic workers who travel between sites, e.g. finance business partners
- Employees who may visit and enter pupil homes, e.g. family liaison officer
- A person who works from home

Where lone working is necessary, it is the responsibility of the employee's line manager to risk assess this work and devise suitable controls as necessary to reduce the risks to an acceptable level. There are many ways to achieve this control, and local determination is required to establish and implement the most suitable method in the circumstances.

Some examples of control measures for lone working are:

- In/out boards to track employee movements, expected return times etc
- Call-back systems between field-staff and line managers
- Use of GPS enabled smartphone tracking software
- Subscription to proprietary software systems for lone worker management
- Training on the relevant system in place and the emergency plan that complements it

All control measures require an effective emergency plan that comes into effect if there is any suggestion that the control measures identified may have failed.

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There are some high-risk activities where lone working may not suitable and where at least one other person may need to be present. Examples include:

- Working in a confined space
- Working on or near exposed live electrical conductors
- Working with individuals where it may be known that they may behave in an erratic or unsafe manner, or where their behaviour may be unpredictable.

Further Information

The Suzy Lamplugh Trust contains a wide range of information on lone worker management, including training solutions and a directory of companies providing solutions for lone workers.

Violence at Work

All Sites must evaluate the risk to their employee's safety from violence at work and implement control measures to reduce the risks as far as reasonably practicable. There is crossover with the lone working requirements detailed above as incidents of assault most commonly occur when an employee is alone with a third party. An example of a typical situation where violence may become an issue would be a teacher meeting with a parent to discuss a matter relating to their child.

Acts of violence or aggression between employees will not be tolerated and recourse should be made to the Group's Harassment and Bullying Policy for further information on how internal disciplinary proceedings apply in such incidents.

Some non-consensual acts of violence to a person at work, which results in death, specified injury, or over seven day absence are reportable under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR). Events of this nature should be logged onto the Accident Reporting and Management System (ARMS) where their RIDDOR status will be determined by the Group H&S Manager.

Acts of violence or aggression between students are not RIDDOR reportable as they do not arise of out of or in connection with a work activity.

Cross Reference to Other Policies

- Risk Management
- Harassment and Bullying Policy (HR)

Summary of Requirements

- All lone working activities to be included in the risk assessment process
- Suitable controls to be implemented to manage the risks of lone working with consideration of the factors affecting the likelihood of harm being realised

Local Management Arrangements

At Guildford High School, lone worker risk assessments are located with the Facilities Manager

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