



*Inspiring **G**rowth, **N**urturing **I**ndependence, **T**ransforming **E**ducation*

Lone Working Policy

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Introduction

At IGNITE, we recognise the importance of ensuring the safety and well-being of our staff when engaged in lone working situations. This comprehensive policy is designed to raise awareness among our staff about the potential risks associated with lone working, outline individual responsibilities, and provide clear procedures to minimise these risks. Our goal is to create a framework that enables staff to effectively manage potentially risky situations while minimising unnecessary anxiety.

The key objectives of this policy are as follows:

- **Consistent Application:**

To ensure that procedures related to lone working are applied consistently across the provision, promoting a unified approach to staff safety.

- **Information, Instruction, and Training:**

To ensure that all staff members receive relevant information, instruction, training, and supervision pertaining to lone working, equipping them with the necessary knowledge and skills to navigate such situations safely.

- **Risk Minimisation and Control:**

To identify and minimise risks to staff members in lone working scenarios, implementing practical measures to enhance their safety and well-being.

- **Resource Allocation:**

To allocate appropriate resources that prioritise the health and safety of both staff and pupils, creating a conducive environment for work and learning.

It is essential to read this policy in conjunction with our Provision Safeguarding and Child Protection Policy, as both policies complement each other in ensuring the overall safety and welfare of our provision community.

For the purpose of this policy, "lone working" refers to any work practice that involves a staff member carrying out their duties without direct supervision or the presence of colleagues. This primarily applies to situations involving direct contact with pupils and families.

Examples of lone working may include:

- Conducting home visits to pupils or families.
- Being the last person present in a building at the end of the day.
- Providing one-to-one support to a pupil, whether at the main provision site or an alternative location.

Home visits

At IGNITE, we prioritise the safety and well-being of our staff when conducting home visits. To ensure a secure environment, the following comprehensive procedures and risk assessment guidelines have been established:

- **Communication and Check-In:**

For every home visit, it is mandatory to notify reception upon arrival at each property and to provide an additional call when departing, indicating the next location. This practice is particularly crucial when visiting homes where potential ongoing risks have been identified. Prompt communication allows us to monitor staff safety effectively.

- **Situational Awareness:**

Staff members must remain vigilant and aware of their surroundings upon arrival at a home visit. Before proceeding, it is important to assess the surroundings for any potential signs of risk.

Some indicators of possible risk may include, but are not limited to:

- Presence of dogs on the premises
- Signs of alcohol or substance misuse
- Presence of groups of people congregating inside or outside the property
- Any signs of aggression or a known history of aggression
- Presence of sharp objects that could pose a threat

If any risk is identified before entering the property, staff should refrain from conducting the home visit and immediately contact reception or a member of the management team to seek guidance and support.

- **Personal Safety:**

If at any point during the visit, staff members feel unsafe or at risk, it is essential to contact reception or a member of the management team immediately. Staff should prioritise their own well-being and take appropriate actions to ensure their safety.

Emergency Assistance:

To enable the swift request for emergency help during a phone call, a pre-agreed code word should be established. For example, staff members may use a phrase such as

"Please tell CARLSON I will be late for my next visit" to discreetly signal a need for assistance.

Transportation of Pupils:

If a pupil is willing to come to provision and transportation is required, staff members must ensure they are included on the approved driver list. If a staff member is not on this list, they should refrain from transporting pupils. When a staff member is responsible for transporting a pupil, a thorough risk assessment should be conducted before proceeding. Staff should exercise extra caution when using their own vehicles for transportation.

By adhering to these home visit procedures and conducting thorough risk assessments, IGNITE strives to ensure the safety and security of our staff members during off-site engagements.

Lone Working in the Building

At IGNITE, we acknowledge that staff members may occasionally find themselves alone in a building. To ensure their safety and well-being, the following comprehensive guidelines have been established:

- **Informing Others:**

When working alone, it is imperative to inform a trusted colleague or supervisor about your whereabouts and the estimated time of completion. This ensures that someone is aware of your presence in the building and can provide assistance if needed.

- **Security Measures:**

Prioritise the security of the premises by ensuring all doors and windows are securely locked. Taking this precaution helps maintain a safe environment and prevents unauthorised access.

- **Front Door Protocol:**

Exercise caution when encountering individuals at the front door. Before opening it, always verify the identity of the person or confirm their purpose for being there. Vigilance in screening visitors helps maintain a secure environment.

- **Health and Safety:**

Maintain awareness of health and safety protocols to minimise unnecessary risks. Avoid hazardous activities such as working at heights or using ladders without appropriate precautions. Prioritise personal safety and adhere to established safety guidelines.

- **Timings and Presence:**

Strive to schedule your presence in the building just before the arrival of others and arrange to close the premises after the departure of the last person. By minimising the time spent alone, we enhance personal security and reduce potential risks.

- **Communication:**

Carry a mobile phone with you as you move around the building. This ensures that you have a means of communication readily available in case of emergencies or the need to reach out for assistance.

- **Familiarity with Exits and Alarms:**

All staff members should be well acquainted with the locations of exits and familiarise themselves with the operation of alarms. Being aware of emergency procedures and evacuation routes enhances personal safety and contributes to a swift response in case of an emergency.

By adhering to these comprehensive lone working guidelines, IGNITE prioritises the safety and well-being of our staff members.

Working 1-1 With A Pupil.

At IGNITE, we recognise the importance of one-on-one interactions between staff and pupils. These situations require careful consideration and adherence to comprehensive guidelines to ensure the safety and well-being of everyone involved.

Please familiarise yourself with the following protocols:

Risk Assessment:

Working one-on-one with pupils should always be evaluated as part of a thorough risk assessment. When selecting rooms or locations for these interactions, consider factors such as visibility and security measures. Rooms with viewing panels, CCTV coverage, and open doors are preferable, while public spaces are generally safer than secluded areas within the provision.

Scenario Considerations:

Reflect on the following scenarios and prepare appropriate responses, bearing in mind the trust placed in staff members:

- **First Aid:** If a pupil requires first aid, follow established protocols and seek medical assistance if necessary.
- **Distressed Pupil:** If a pupil is distressed, provide appropriate support and comfort while ensuring their safety and well-being.
- **Infatuation Concerns:** If you suspect a pupil has developed an infatuation with a staff member, report the situation to your supervisor or designated safeguarding officer to address it appropriately.
- **Requests for Personal Contact:** Should a pupil ask for your mobile number or personal contact information, politely decline and remind them of the professional boundaries that exist between staff and students.
- **Gift Giving:** If a pupil presents you with a gift, adhere to the provision's policies regarding acceptance of gifts and report the incident to your supervisor.
- **Outreach and External Agency Staff:** Outreach workers or external agency staff must sign in at the main entrance of the provision. Pay close attention to their working arrangements, especially if they are assigned to work one-on-one with pupils. Ensure that suitable locations are provided, following the same safety guidelines outlined for internal staff.
- **Communication and Check-ins:** When working alone at another site with a pupil, maintain regular contact to monitor the situation and counteract the effects of isolation. Agree upon "check-in times" to ensure ongoing communication and provide support if needed. Staff should have fully charged mobile phones with sufficient credit to facilitate effective communication.
- **Application of Policies:** All relevant IGNITE policies, including searching and screening policies, apply to pupils working at other sites. Ensure compliance with these policies to maintain a consistent and safe environment for all.

Whereabouts of staff

To ensure effective emergency response, it is imperative that staff members adhere to the following protocols and provide the necessary information. Your cooperation is vital in maintaining a safe and secure environment for everyone at IGNITE.

- **Sign-In Sheet Completion:**

Staff must diligently complete the sign-in sheet, providing all required details. This practice enables the Leadership Team to respond promptly and appropriately in case of

an emergency. If staff members are off-site, entries should include the time, location, and address details, particularly when conducting home visits.

- **Personal Information Submission:**

All staff members are required to provide appropriate personal information to the provision. Rest assured that this information will be used solely for emergency purposes and will be securely stored to prevent any unauthorised disclosure.

- **The following details should be included:**

- A) **Car Information:** If applicable, provide the make, model, colour, and registration number of your vehicle. This information assists in identifying staff members' vehicles on provision premises or during off-site visits.
- B) **Home Address and Telephone Number:** Share your home address and primary telephone number for emergency contact purposes.
- C) **Mobile Telephone Number:** Provide your mobile phone number to facilitate immediate communication during critical situations.
- D) **Next-of-Kin Details:** Submit relevant information about your designated next-of-kin, such as their name, contact number, and relationship to you. This enables the provision to reach out to your designated emergency contact if necessary.

Please be assured that the personal information you provide will be treated with utmost confidentiality and will only be accessed in cases of emergency or as required by applicable laws and regulations.

After Hours Contact and Risk Assessment Protocol

At IGNITE, we understand that certain situations may necessitate contact with children and parents outside of regular working hours.

This could be due to various factors, such as a parent's work commitments or other exceptional circumstances. To ensure the safety and well-being of both staff and the individuals involved, we have established a comprehensive protocol for such instances.

Please familiarise yourself with the following guidelines:

- **Communication with Leadership Team:**

Staff members must discuss any planned after-hours visits or contact with a member of the Leadership Team. This ensures that appropriate measures can be taken into

account and potential risks can be addressed. It is crucial to communicate relevant information and discuss the purpose, location, and individuals involved in the contact.

- **Risk Factors Assessment:**

During the discussion with the Leadership Team, a thorough risk assessment will be conducted to identify any factors that may pose potential risks or challenges. This assessment allows for the implementation of appropriate control measures to safeguard the well-being of staff and maintain a secure environment. The assessment may consider factors such as the location, time of day, nature of the visit, and any known circumstances that may affect the visit.

- **Buddy System Implementation:**

In cases where identified risks require additional precautions, a buddy system may be agreed upon and implemented. The buddy system ensures that staff members are not alone during after-hours visits or contact situations. It involves partnering with another staff member to provide mutual support and enhanced safety. By working together, staff can mitigate potential risks and maintain a secure environment for all parties involved.

- **Normal Protocols and Procedures:**

If, after a thorough risk assessment, no significant risks are identified, staff members may follow the normal protocols and procedures applicable to their contact with children and parents. It is essential to adhere to established guidelines to ensure professionalism, safety, and appropriate boundaries in all interactions.

Reporting of incidents

Ensuring the safety and well-being of all individuals at IGNITE is of paramount importance. In the event of any incident, it is crucial to promptly record and report the details to a member of the Leadership Team.

By following this comprehensive protocol, we can take immediate action to address the incident and prevent any further risks.

Please familiarise yourself with the following guidelines:

- **Prompt Reporting:**

All incidents, regardless of their nature or severity, must be reported to a member of the Leadership Team as soon as possible. Time is of the essence to ensure the safety of all individuals involved. By promptly reporting incidents, we can take appropriate measures to mitigate risks, provide support, and maintain a secure environment for everyone.

- **Detailed Documentation:**

When reporting an incident, provide a thorough and accurate account of what transpired. Include relevant information such as the date, time, location, individuals involved, and a detailed description of the incident. The more comprehensive the report, the better equipped the Leadership Team will be to assess the situation and take appropriate action.

- **Child Protection Concerns:**

If the incident suggests that a child may be at risk of harm, it is vital to follow the safeguarding and child protection policy. This policy outlines specific procedures for addressing child protection concerns and ensuring the immediate safety and well-being of the child. Promptly report any child protection concerns to a member of the Leadership Team, who will initiate the necessary steps in line with our established safeguarding protocols.

- **Confidentiality and Sensitivity:**

Throughout the reporting process, confidentiality and sensitivity must be maintained. It is crucial to respect the privacy and dignity of all individuals involved. Information should only be shared with those directly involved in addressing the incident or as required by our safeguarding and reporting obligations.

- **Support and Further Actions:**

Upon receiving the incident report, the Leadership Team will assess the situation and take appropriate actions to address the incident. This may include providing support to those affected, conducting investigations if necessary, and implementing measures to prevent similar incidents in the future. The Leadership Team will communicate with relevant stakeholders as needed while maintaining confidentiality and following legal and regulatory requirements.