



## Lone Working and Personal Safety

### Policy and Code of Practice

#### **1. Introduction**

- 1.1 The aim of this document is to identify the principle risks to the health and safety of employees arising from lone working and aggression and specify the general precautions that must be taken to reduce these risks.
- 1.2 For the purpose of this policy the term 'aggression' refers to verbal and physical aggression or threats. 'Lone working' refers to any activity where a member of staff is working away from others where the normal support mechanisms are not available and also out of hours working.

#### **2. Training**

- 2.1 All staff must be provided with sufficient instruction (level 1 minimum), training and supervision to be able to carry out their work safely (Health and Safety, Safeguarding, CSE, Prevent, Team Teach and Lone working)
- 2.2 Managers should have sufficient experience and training to be able to identify risk and hazards involved in work activities and to put in place measures to reduce the chance of injury.

#### **3. Risk Assessments**

- 3.1 Staff are expected to write and follow formal risk assessments for all students and activities as well as being able to dynamically risk assess as they go along.
- 3.2 Risk assessments are a 'live' document that need updating and amending regularly. They should inform staff what the risks are as well as tell staff what strategies can be implemented to reduce these risks. All risks need to be shared with ALL professionals, staff and Alternative Providers that work with the student and updated regularly.
- 3.3 When out in public constantly be vigilant and aware. P.A.L.S assess:  
PERSON (mental health issues/bigger, stronger/under influence/ relationship?)  
ARTICLES (knives/weapons/umbrella/scissors/ walking sticks?)

LOCATION (exits/phone signal/high crime area/ poorly lit?)

SITUATION (lone working/ poor relationship/ aggravating circumstances?)

#### **4. Key Health and Safety Points**

- Managers must ensure that all employees work in accordance with adopted safe working practices and procedures
- Employees are provided with sufficient levels of information, instruction, training and supervision.
- All accidents, incidents and problems are reported and recorded
- All hazards are reduced as far as is possible
- Staff to work in a way that doesn't endanger themselves or others

#### **5. Personal safety. If Violence is Threatened.**

5.1 Do not underestimate someone's hostility. Assess the situation. Are they upset rather than angry? Do you feel in danger? If you do, leave and seek help immediately.

5.2 Respond calmly. Keep voice low and slow. Relaxed and open body posture. Palms facing upwards. Stand sideways, outside of personal space to avoid looking confrontational.

5.3 Focus on the problem and finding solutions. Don't make any promises.

5.4 If you feel in danger at any point, retreat. Don't turn your back on an aggressor.

5.5 Don't touch an angry person as this may be interpreted as threatening behaviour. Give them time and space.

5.6 For pupils showing challenging behaviours refer to RBC Restrictive Physical Intervention(RPI) Policy. Staff may need to use a RPI if student is at risk of hurting themselves or someone else. All staff receive 6 hr Team teach training.

5.7 Keep an eye on potential escape routes.

#### **6. If case of an attack**

6.1 For an attack by pupils refer to RBC Restrictive Physical Intervention Policy. Staff may need to use a RPI if student is at risk of hurting themselves or someone else. All staff receive 6 hr Team teach training.

- 6.2 Remain as calm as possible. Adrenaline makes you stupid.
- 6.3 If attacked try to escape immediately. Run to a place where there are people.
- 6.4 Shout FIRE! (this quickly attracts attention)
- 6.5 If you are assaulted, physically restrained or obstructed and polite requests that you be allowed to leave are ignored, you may have to use self-defence to escape. Any physical action should use the minimum force for the shortest of time and be related to an overall intention to escape.

## **7. Arrangements for Lone Working**

- 7.1 Up-to date details of staff next of kin inc emergency telephone numbers and staff vehicles (registration, model, make and colour) to be kept by the main office. Staff to be advised to join a breakdown organisation.
- 7.2 Put emergency contact in work and personal mobile under ICE (persons name and number) police will look there first.
- 7.3 There are a number of first aiders located on each site. All accidents/incidences must be entered into the accident book.
- 7.4 For staff working in public spaces (community centres, libraries) go to reception and ask for first aider and follow each centres procedures.

## **8. Home Visits/ teaching in a home**

- 8.1 Manager to do an initial home visit and risk assess if suitable as a teaching venue. INCHECK data base checked to see if family is not blacklisted and needs to be visited in pairs.
- 8.2 Where possible and medical needs allow, most students are to be taught outside of the house. If teaching in the home a responsible adult over 18 needs to be present. If adult is not present DO NOT ENTER THE HOUSE.
- 8.3 Always be wary and alert to dangers. Know where the exits are.
- 8.4 Wear your RBC ID badge visibly.
- 8.5 DO NOT ENTER IF PERSON IS INAPPROPRIATELY DRESSED. Allow them 10-15 mins to get dressed.

8.6 Always have work mobile on and Cranbury number saved. Call office immediately to report any incidence/accidents/difficulties. If for any reason you feel uncomfortable in a house make an excuse and leave.

8.7 If home has a dog and you feel uncomfortable ask the owner to place dog in another room (using the excuse of having allergies works well) where dogs are exhibiting outward sign of aggression don't enter until dog has been restrained.

8.8 Avoid taking lots of valuables into the house.

## **9. When driving and parking**

9.1 Ensure car is road worthy and has enough petrol

9.2 Lock car doors to minimise risk of unwanted strangers getting into your car. Never pick up hitchhikers.

9.3 Do not sound your horn or flash your lights in anger. This can antagonise other drivers. Avoid eye contact and never get into personal confrontations especially if carrying pupils in the car.

9.4 If being followed, drive to a place where there are lots of other people or head for a police station. Don't let anyone follow you home.

9.5 Park in a well lit area. Park car in direction of exit to ensure a swift get away.

9.6 before entering your car check the back seats to ensure no one has climbed in.

9.7 Pupils can be transported in staff cars if parents have signed the permission slip and staff have the correct business insurance. Any dangerous behaviour will result in pupil not being able to travel in staff cars.

## **10. When Walking**

10.1 Always take the safe routes up main roads and not through short cuts. Avoid quiet or badly lit alleyways. Walk towards oncoming traffic.

10.2 Always use recognised pedestrian crossings.

10.3 Avoid passing stationary cars with their engines running and people sitting in them.

10.4 Keep hands free not in pockets.

10.5 Avoid wearing headphones. Keep phone close to hand.

10.6 If you think you are being followed cross the road confidently and look to see who is behind you. Head to a busy area and tell someone what's happening. Call 999 if necessary.

10.7 Don't walk with anyone you don't know or accept a lift with a stranger.

10.8 Don't keep all your valuables in one place. One of the safest ways to wear a bag is across the body under a coat.

10.9 There is nothing in your handbag worth fighting for (if there is you shouldn't be carrying it). Hand it over if attacked.

## **11. When Cycling**

11.1 Keep your bike in good working order

11.2 Dress to be seen and to be safe.

11.3 Avoid short cuts even if you are in a hurry. Never cycle anywhere that you wouldn't be comfortable walking in.

11.4 Obey the rules of the road

## **12. Dog Attacks**

12.1 NEVER turn your back on a dog. Face the dog but don't stare at it.

12.2 Stand still and tall. Don't try and run. Don't move until the dog loses interest.

12.3 Allow the dog to smell you but don't put out your hand.

12.4 If a dog attacks, hold out a clip board, note pad, hand bag rather than your arm

12.5 An open umbrella is a good deterrent.

12.6 Screaming and large movements excite the dog and prolong the attack.

12.7 If knocked down, roll into a ball and cover your head.

## **13. Procedure For signing Out**

13.1 Enter the anticipated length of visit and your estimated time of return to the office as well as your destination.

13.2 Phone in if you intend to return more than half an hour later than your estimated time of return.

13.3 If making multiple visits, leave details of visits in chronological order

13.4 If tutors change a pupils lesson time or venue please tell parents and manager so that they are aware.

#### **14. Procedure Following Non-Response From Staff Member**

14.1 Manager will take the following action if staff does not return/respond within the allotted time:

- Ring staff mobile
- Ring last known visit
- Phone all other previous visits that day
- Phone staff home number
- Advice a senior manager
- Contact police and advise of last known whereabouts of staff member
- Phone next of kin

#### **15. Out-Of-Hours Work**

15.1 If work during the holidays try and arrange a small group of you to all work in the building on the same day.

15.2 if this is not possible text manager when you arrive in the building and let them know when you are leaving the building.

15.3 For staff attending meetings during the holidays, text your manager to let you know that you have arrived at meeting and then again when you arrive home.

Policy and procedures written by: Nicky Dziewulska-Miles

Review due: Sept 2016

