



## **North Star School**

# **Lone Working Policy**

November 2021

Review date: November 2022

### **General Statement:**

North Star School recognises that there may be an increased risk to the health and safety of its employees whilst working alone. This policy sets out our approach in both identifying these risks and adequately managing them. Any questions regarding its operation should be addressed to the directors.

### **Definition:**

For the purposes of this policy, a lone worker is an individual who spends some or all of their working hours working alone. Due to the nature of our provision being an online school, staff will mainly work from home during normal business working hours.

### **Legal Position:**

Our duty to both assess and control any risks from lone working is governed by the Health and Safety at Work Act 1974 (HSWA). S.2 requires us to ensure, so far as is reasonably practicable, the health, safety and welfare of our employees. Similar duties are owed to other workers, such as agency temps under S.3 of the HSWA. This will be achieved by carrying out risk assessments in accordance with the Management of Health and Safety at Work Regulations 1999.

### **Risk Assessment:**

Our risk assessments will cover all work currently undertaken alone (or proposed to be), where the risk may be increased by the work activity itself, or by the lack of on-hand support should something go wrong. Once all job roles involving lone working have been identified, the following factors will be considered:

### **Risk of violence**



All jobs involving an element of lone working will be assessed for a risk of verbal threats, or violence. North Star School will not tolerate any verbal abuse towards staff members and as an online provider, meeting/lesson links will be ended immediately should a staff member feel threatened in any way. Directors will then take necessary next steps. If staff are due to meet face to face with any members of the public, they will ensure they have spoken with directors to confirm times and dates and will have their mobile phone with them at all times, to contact either directors or emergency services should the need arise.

### **Plant and equipment**

Plant and equipment used by lone workers will be assessed to ensure that it is suitable for use by one person. During staff inductions the computer equipment staff will be using to deliver their online lessons will be assessed for suitability and health and safety. No large plant equipment will be used as staff are working from home and only need a computer to access.

### **Work at height**

Working at height will not be undertaken when working alone.

### **Chemicals**

Any existing, or planned use of chemicals will be considered with regards to their suitability for use by those working alone. With staff being based at home, usual chemicals found in homes will be risk assessed as medium to low risk as they are for general public use.

### **The worker**

The medical fitness of workers working alone will be assessed during staff induction and through regular well-being check in's with directors.

### **Control Measures:**

In order to manage the risks identified, we have introduced the following control measures:

#### **Risk of violence/verbal abuse:**



Staff are required to end a meeting/lesson immediately if they feel threatened by students, parents/carers or professionals or if another student is verbally abusive towards another student in the lesson group.

If the lesson is a group lesson, then a new lesson link will be sent out to the remaining students so they can re-join their lesson without the potential interruption from disruptive students. Staff must inform directors as soon as possible if they have had to end a lesson due to feeling threatened. Directors will then take the next appropriate steps, following the admissions policy. Staff must not arrange to meet with parents or members of the public out of working hours. Staff must ensure that they have confirmed with directors dates and times of proposed meetings to ensure where possible a second staff member can be present to avoid lone meetings and they must ensure they have their mobile phone available should they need to contact directors or emergency services.

#### **Communication:**

Staff are advised to:

Communicate regularly with directors throughout the day via Microsoft Teams to give updates on lessons/attendance/safeguarding and at the end of each day during staff daily meetings.

Carry a mobile phone at all times when lone working.

#### **First Aid:**

All staff will receive basic first aid training.

#### **Emergency procedures:**

In the event that a lone worker falls ill, or into difficulties, they are to use their mobile phone/school phone to contact the directors, their GP or the emergency services. If a staff member fails to log in to work when they are expected and they have not called in sick, then contact will be attempted by directors and then emergency contacts will be made aware that the staff member has not logged in for work and to make arrangements to check in with the staff member and inform directors of the outcome.

#### **Unacceptable Working Alone:**

The following activities are not to be carried out by lone workers under any circumstances:

- Working at height
- Manual Handling of heavy or bulky items
- Transport of injured persons



**Training:**

Lone workers will be trained in safe working practices. This will apply to employees and other workers where applicable, such as agency staff and contractors.

**Lone Worker Duties:**

All lone workers are expected to cooperate fully with instructions given by the directors and are expected to follow the school's lone working policy alongside the health and safety policy and safeguarding policy. Failure to do so may be a disciplinary offence.