

Lone Worker Policy

Malvern Special Families 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 manager.

Definition

For the purposes of this policy, a lone worker is an individual who spends some or all of their working hours working alone.

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. This will be achieved by carrying out risk assessments in accordance with the Management of Health and Safety at Work Regulations 1999 (as amended).

Risk Assessment

Our risk assessments will cover all work currently undertaken alone, 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.

The worker - The medical fitness of workers working alone will be assessed.

Access and egress - Some lone working may require access to locations which are difficult to access or exit. Assessments will consider whether these tasks are suitable to be carried out by one person.

Control Measures

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

Risk of violence:

- Staff are required to use secure entrances in the buildings when lone working, keeping doors secure behind them.
- Staff must not arrange meetings with parents or members of the public when lone working. All meetings must be arranged during club occupancy times or when there is more than one member of staff on site for the duration of the meeting. Office staff will only arrange meetings at the office while the Health Centre is open and staff are on site. There is a "Call" button in the office, easily accessible behind the printer which can be used in an emergency to alert onsite health centre staff for support.
- Settling in sessions where a playleader may visit a child at home, will be managed from the office and the playleader will report back after the meeting.
- Wind down meetings must finish promptly and those that finish late should not leave one member of staff alone on site.
- Staff must not approach, or let into the buildings, unauthorised persons when lone working.
- All staff are required to give acknowledged notice to the play services coordinator before lone working out of hours, e.g getting resources from the garage. Notification should also be given once the staff member has finished the lone working.
- Staff attending alarm activations will only attend either with police support or in pairs, or if they know there are other user groups at the premises already. An outside check of the premises must be carried out, to ascertain if entry has been gained, before entering. If there is sign of an entry police support **must** be gained before entering the premises.

Communication: Staff are advised to:

- Avoid lone working wherever possible by arranging to work in pairs or as a group. Playleaders and deputies should start and finish clubs at the same time to support this.

- Sign in and off the site on registers or visitor's books as necessary.
- Carry a charged work mobile phone with credit and their personal phone at all times when lone working.
- Let someone know you are coming into work, how long you expect to be and when you are leaving.
- Comply with fire evacuation procedures and attend fire assembly points, ensuring that you are cleared to leave the site in the event of an incident.

Emergency procedures:

In the event that a lone worker falls ill, or into difficulties, they are to use their mobile phone/ work mobile phone to contact the manager, the play services coordinator or the emergency services.

Access and egress:

Staff are required to consider weather conditions before coming into and while at work.

Unacceptable Lone Working

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 children or young persons.
- Personal care and bathroom management of children or young persons.
- Medication administration of children or young persons.
- Waiting with children or young persons who's parent/ carer is late for collecting them at the end of a club.

Training

All staff are informed of this policy on induction.

Lone Worker Duties

All lone workers are expected to cooperate fully with instructions given by the play services coordinator. They are also expected to follow MSF's safe systems of work and any associated procedures. Failure to do so may be a disciplinary offence.