



LONE WORKING (including home visits) PROCEDURES

Safer working practice for staff.

CONTENTS PAGE

1. Statement
2. Definitions
3. Identifying Lone Workers
4. Context
5. Roles and Responsibilities
6. Assessing the risks
 - 6.1 Access
 - 6.2 Isolation
 - 6.3 Employees required to work alone and away from a fixed location
 - 6.4 Personal Safety
 - 6.5 Responsibilities and Control Measures
 - 6.6 Reporting
7. Monitoring and Review
8. Publicity

Appendices:

- Appendix A Risk Assessment Template
- Appendix B Questions to consider when identifying specific hazards of lone working
- Appendix C Vulnerable employees that may be at a higher risk from lone working
- Appendix D Lone Working outside Every Green Primary Academy
- Appendix E Some basics for Schools to Consider
- Appendix F – Further guidance regarding driving
- Appendix G – Every Green Primary Academy procedures for holiday working

1. Statement:

Evergreen Primary recognises that there may be an increased risk to the health and safety of employees when working alone. These procedures have been established to identify risks and manage them accordingly.

Evergreen Primary Academy has a duty under the Health and Safety at Work Act 1974 and the Management of Health and Safety at Work Regulations 1999 to ensure, as far as is reasonably practicable, the health, safety and welfare of employees.

2. Definition

Within These procedures, 'lone working' refers to the Health and Safety Executive (HSE) definition of lone working:

"Lone workers are those who work by themselves without close or direct supervision."

This includes situations where staff in the course of their duties work alone in the school and are physically isolated from colleagues, possibly without immediate access to assistance. It is possible for a staff member to be 'lone working' with other staff members in the building due to the nature of the building creating isolated areas. This also covers instances where staff may be required to visit the home of a pupil.

Where associated tasks require staff to work alone, both the individual staff member and the school have a duty of care to assess and reduce the risks which lone working presents. While many hazards at work are relatively easy to identify and control, other health and safety aspects are less easy to define.

3. Scope: Identifying Lone Workers:

Working alone is not in itself against the law and it will often be safe to do so. However, the law requires employers to consider carefully, and then deal with, any health and safety risks for people working alone.

Employers are responsible for the health, safety and welfare at work of all their workers. They also have responsibility for the health and safety of any contractors or self-employed people doing work for them.

These responsibilities cannot be transferred to any other person, including those people who work alone.

Workers have responsibilities to take reasonable care of themselves and other people affected by their work activities and to co-operate with their employers in meeting their legal obligations.

Those who work by themselves without close or direct supervision, either employees who work separately from others in an establishment, or mobile workers who work away from a fixed base are classed as lone workers.

Examples of employees who may be classed as lone workers include:

- Staff with responsibility for opening up and closing buildings.
- Staff working outside normal working hours, i.e. – 8.00- 18.00.
- School staff working during holiday periods.
- Staff working in an isolated part of the building.
- Staff working in an environment away from the school, such as home visits

(This list is by no means exhaustive)

Consideration therefore needs to be given to the potential risks faced by lone workers, as follows:

- A commitment to supporting staff both in establishing and maintaining safe working practices.
- Recognising and reducing risk by adopting a systematic approach to undertaking regular risk assessments extending to regular reviews.
- A commitment to the provision of appropriate support for staff.
- A clear understanding of responsibilities.
- The priority placed on the safety of the individual.
- A commitment to providing appropriate training for staff.
- Equipment such as mobile phones, walkie talkies, personal alarms, etc. made available.

4. Context:

These procedures should be considered in the context of:

- CLF COVID-19 Full Risk Assessment
- Every Green Primary Academy Health, Safety Policy.
- The HSE documents “Working alone – Health and Safety guidance on the risks of lone working.”

5. Roles and Responsibilities

As the employer, the Cabot Learning Federation has ultimate responsibility for the Health and Safety of all employees.

The Principal has overall responsibility for the effective implementation of the Health, Safety for encouraging staff to implement health and safety arrangements. The Principal has primary responsibility for ensuring that the school meets the objectives set out in These procedures.

The Principal has delegated the Operations Manager to act as the Competent Person acting as adviser to the Principal on health, safety and welfare issues, including Lone Working, and ensuring that the objectives of the policy are achieved in practice.

The Senior Leadership Team and all staff are responsible for the detailed adoption and implementation of the Lone Working Policy in their respective workplaces and ensuring in particular that they follow a safe approach to their working practices.

6. Assessing the risks:

The employer has a duty to assess risks to lone workers and take steps to avoid or control risks where necessary. This must include:

- Involving workers when considering potential risks and measures to control them.
- Taking steps to ensure risks are removed where possible, or putting in place control measures, e.g. carefully selecting work equipment to ensure the worker is able to perform the required tasks in safety;
- Instruction, training and supervision.
- Reviewing risk assessments periodically or when there has been a significant change in working practice.

This may include:

- Being aware that some tasks may be too difficult or dangerous to be carried out by an unaccompanied worker.
- Where a lone worker is working at another employer's workplace, informing that other employer of the risks and the required control measures.
- When a risk assessment shows it is not possible for the work to be conducted safely by a lone worker, addressing that risk by making arrangements to provide help or back-up.

Risk assessment should help employers decide on the right level of supervision. There are some high-risk activities where at least one other person may need to be present. Examples include:

- Working at height.
- Excessive manual handling.
- Working with substances that are hazardous to health including flammables.
- Working in a confined space, where a supervisor may need to be present, along with someone dedicated to the rescue role.
- Working with electricity including near exposed live electricity conductors and undertaking Portable Appliance Testing.
- Dealing with unpredictable partners and stakeholders.

Evergreen Primary Academy must record the significant findings of all risk assessments.

In drawing up and recording an assessment of risk the Risk Assessment template set out as Appendix A should be used. The questions to consider when identifying specific hazards of lone working are set out in Appendix B and this may provide a useful guide.

The Risk Assessment template covers the following issues:

6.1 Access:

Is access to the building adequately controlled?

All staff should sign in and sign out using the designated whiteboard in the staff entrance vestibule or during holiday periods a sign in sheet located next to the premises manager's office door. Visitors/staff should only attend the Academy by prior agreement. Identify hazards specific to the workplace e.g. remote areas and confined spaces. All doors should be secure.

Who knows who is in the building?

The Premises Manager should be made aware of any/all visitors. All staff should telephone the Premises Manager on arrival and again on departure.

Is there any way of identifying legitimate visitors?

Ensure all visitors to the school are provided with a Evergreen Primary Academy visitor's /contractors lanyards. No contractor or visitor to visit the site without prior appointment. All staff to wear their authorised lanyard.

Could people just wander in?

Ensure security doors throughout the building are locked preventing access from outside the building. Our front entrance gates are controlled by entry phones and external front door are fob controlled. All ground floor classrooms to keep their fire exit shut when working alone or when children not on site.

Is there a procedure for removing people from the building if necessary?

Do not endeavour to deal with a situation which will put anyone at risk. Liaise with your Line Manager prior to undertaking any lone working to agree a procedure setting out how to respond to any foreseeable emergencies that may arise during the course of your work.

6.2 Isolation:

Are employees working alone in isolated offices or parts of the building?

Advise staff within other areas you are in school. Each staff member who believes they may be working in isolation should take a two-way radio and where possible their personal mobile phone and advise the Premises Manager that they have arrived and where they will be working. All staff to check the In/Out board prior to leaving the site. In the event there is only one other person still on site, they MUST, prior to leaving, locate the last person to make them aware of their imminent departure.

Do employees meet with outside agencies or members of the public in isolated offices?

Ensure you inform staff of your whereabouts and who you are with. No visitor or contractor should be on site without a pre-arranged appointment.

Who knows where employees are and whom they are with?

Identify a designated member of staff to inform i.e. Line Manager.

Are there suitable lines of communication between the lone worker and a designated person?

Ensure regular contact/communication throughout the day. Ensure you have a two-way radio or mobile phone with you and radio/phone colleagues sporadically, so they are kept informed of your location and progress.

Are there procedures in place if contact with the lone worker cannot be established, as required?

Regular communication network should ensure appropriate contact and wellbeing of lone worker. Agree a time you will make contact with a colleague and if that time is missed, colleague should ascertain whether lone worker is OK via agreed and pre-arranged form of communication.

Can employees in isolated areas summon help or raise an alarm?

Ensure employee has direct access to a mobile phone and that they have signal in the area they are working. Ensure you have a two-way radio with you at all times

Have there previously been any problems arising from employees working in isolation?

By ensuring the Premises Manager is informed when staff leave the premises, this should avoid the situation of staff being locked in school at the end of the day. Working staff should be aware of any fixed closure times. From 3.40pm any staff leaving the building should take note of who is left on the board and notify them if it shows they will be the last one left. No employee should leave the building without checking the In/Out Board to ensure there is going to be more than one person left. Also look for other cars in the carpark, or bikes in the bike rack. If a car is left in the car park, it is likely there is still a staff member on site. Should this be the case, go back into the building and advise staff member they are alone in the building and will need to leave with you.

6.3 For employees who are required to work alone and away from a fixed location use the following checklist:

Have you signed in/out at the designated entrance to the school?

Have you checked on leaving the building that you are not leaving just one person on site alone – use the In/Out board every time.

Do other staff know where you are going?

How long you will be and your estimated time of return?

Information should be sent to a line manager

Can you make contact with other staff or are they with you?

Ensure a communication network is in place throughout the working day by the staff member having a mobile phone with them or a number at which they can be contacted.

What should you do if you are making a sensitive or high risk visit? Ensure you inform a designated member of staff of your proposed visit, proposed time and return. This visit should be done in pairs and a risk assessment carried out.

6.4 Personal Safety:

- The first priority is to plan for a reduction of risk for staff working alone.
- Staff should take all reasonable precautions to ensure their own safety, as they would in any other circumstances.
- Before working alone, an assessment of the risks involved should be made in conjunction with the Line Manager.
- Staff should inform their Line Manager or other identified person when they will be working alone, giving accurate details of their location and following an agreed plan to inform that person and the premises manager when leaving the building (School sign in/out should identify personnel in school).
- Lone Working can only be undertaken following authorisation from an employee's Line Manager.
- It is the responsibility of the individual concerned to ensure all necessary precautions and methods are adhered to at all times.
- A robust system is in place for signing in and out within the main office, and staff should follow these procedures.
- Where staff work alone for extended periods and/or on a regular basis, procedures should be in place for regular contact between staff, both to monitor the situation and to counter the effects of working in isolation.
- Where staff are issued with 2 way radio; they are responsible for ensuring that the radio is charged, in working order, and with sufficient battery life remaining.
- Any person who becomes aware of circumstances involving lone working, where the existing control measures may not be fully effective, must inform a member of the Senior Leadership Team (SLT) as soon as possible.

6.5 Planning:

- Staff should be fully briefed in relation to possible risks involved in lone working.
- Plans for responding to those who present a known risk should be regularly reviewed and discussed with the Line Manager/SLT.
- Vulnerable employees that may be at a higher risk from lone working set out in Appendix C should be considered.
- Communication, checking-in and fall back arrangements must be in place for all lone workers.
- The Line Manager is responsible for agreeing and facilitating these arrangements, which should be tailored to the conditions affecting the staff.

6.6 Responsibilities and Control Measures:

Having carried out a risk assessment affecting lone workers both in-house and away from school, it is important to ensure that suitable and sufficient control measures are identified and put in place. A summary of suitable controls would be as follows:

- Are effective lines of communication established, communicated, understood and monitored?

- Emergency procedures have been identified and staff are aware of these and are clear about the action to be taken if necessary.
- Staff have received the appropriate training to enable them to undertake lone working.
- Lone workers been given all the necessary information (copy of the Policy) to enable them to carry out their job safely.
- Consideration has been given to the procedures for fire evacuation and first aid procedures.
- Employees stop for regular breaks and, if possible, change activity after prolonged periods.
- Employees must inform their Line Manager of any relevant medical conditions.
- Clear procedures been established which the lone worker can follow, as identified in the Lone Worker Policy.

Staff are encouraged to seek advice/assistance from their Line Manager if they are unsure about a situation.

6.7 Reporting:

- Should an incident occur the lone worker must report this to their Line Manager and a de-briefing should follow any incident.
- Any incidents or concerns in relation to lone working should be reported to the Operations Manager or Principal.

7.0 Monitoring and Review:

Having undertaken appropriate risk assessments and implemented all necessary controls it is important that all lone working situations are monitored and continually reviewed.

- The Operations Manager is responsible for monitoring These procedures and procedures and amending accordingly following any incidents or concerns or on a bi-annual basis.
- Lone working and risk assessments should be reported to the Health and Safety Committee on a regular basis
- Staff with a concern should ensure the issue is discussed with their Line Manager.

8.0 Publicity:

All new staff will be made aware of the Lone Working Policy during the induction period. The policy is available on the Shared Drive (T)

Appendix A Evergreen Primary Academy Risk Assessment Template

Title:	Lone Working				
Academy:	Evergreen Primary Academy	Department:		Number of staff/students:	120
Name of Assessor:	Angela Tolley	Position:	Operations Manager	Date of Assessment:	01/09/22
H&S Expert:	Jo Crickson	Services(s) Provided:	Health & Safety Manager based at CLF, Federation House, Brook Road, Kingswood		
Annual Review: <i>To take place sooner should a significant change or incident occur</i>					
Possible Hazards	Who is at risk?	What is being done to alleviate risk?			Further Action Required
Lone working - working in school alone / in isolated locations	FVA staff and contractors	<ul style="list-style-type: none"> Only agreed low tasks to be undertaken, avoid high risk activities (e.g. working at height) strenuous manual handling, work with electricity and flammables. Charged Mobile phone to be carried at all times. Two-way radio to be carried at all times. Notify manager of intention to work outside regular hours. Reduce time spent working alone so far as is reasonably practicable. Avoid use of plant and machinery. Ensure a colleague, partner, friend etc is aware you are working alone and who to contact in the event of overdue contact. Notify staff on site of location / estimated duration of task if working on site remote from others. Adequate security in place, ensure all external doors are locked Access to site controlled e.g. through coded doors etc. Use of visitor/contractor badges / signing in sheets and in/out board Never leave the building if you can see that will leave a lone worker (check in/out board). Ensure you tell remaining staff member of your imminent departure. Ensure all external doors / windows secured to prevent unauthorised access. Do not allow access to unknown callers External lighting adequate 			<p>The premises manager to undertake any high risk task</p> <p>Ensure both mobile and 2-way radio are fully charged</p> <p>Liaise with colleagues and attend site at the same time to minimise lone working</p> <p>Ring/radio site manager every hour so they are aware you are still on site.</p> <p>Ensure all external doors are closed and locked – don't have your garden door open even if it is a beautiful day</p>

		<ul style="list-style-type: none">• Emergency Evacuation procedure in place• Key holders should be strictly controlled and numbers kept to a minimum.• CCTV covering main entrances	<p>Never arrange to meet with a supplier/parent unless you have a colleague with you.</p> <p>Familiarise yourself with H&S Policy/Fire Procedures</p>
--	--	---	---

Appendix B Questions to Consider when identifying specific hazards of lone working

Question	Consideration
Does the workplace present a special risk to a lone worker?	Due to the environment, location, contents, unfamiliarity etc
Does the activity present a special risk to a lone worker?	Equipment, process, substances, location, time, members of public, handling cash etc
Is there a safe way in and out for one person?	In the course of normal work and in the event of an emergency etc
Can the equipment be adequately controlled and handled by one person?	Manual handling, operation of essential/emergency controls etc.
Can all goods, substances and materials be safely handled by one person?	Flammables, toxins, pathogens etc.
Is the working environment appropriate?	Heating, lighting, ventilation etc.
Are the welfare facilities adequate and accessible?	Toilet, washing, drinking water etc.
Does the lone worker have first aid facilities or access to them?	First aid kit, first aider, eye wash station, etc.
Does the lone worker have access to a suitable means of communication, or other means of summoning assistance if required?	Telephone, mobile, 2 way radio, inactivity alarm etc.
Is there a risk of violence associated with the work activity or location?	Previous history of verbal threats, violence, interaction with public, etc.
Is the lone worker more at risk due to their gender or inexperience?	Maturity, familiarity with procedures, knowledge and experience, particularly young and new workers.
Has the employee received sufficient information, instruction and training to enable the work to be undertaken safely whilst alone?	Is the employee competent? Is the emergency plan appropriate?
Has the employee received specific training in how to respond to foreseeable emergencies that may arise in the course of their work alone?	Fire safety, spills, electrical shut down etc.
Is the worker medically fit to undertake the work alone?	Health checks, health monitoring?
What arrangements are in place to provide adequate supervision?	Periodic visits, use of local security staff, signing in/out, periodic contact arrangements, open diaries, CCTV, inactivity alarms, 'permits to work'
Are there contingency plans in place should an alert or alarm be raised by a lone worker?	Would you or your colleagues know what to do, who to contact?
Are clear written procedures established? (Limits set as to what can and cannot be done whilst working alone, when to stop work and seek advice etc.)	What activities should be prohibited?

Has the employee received sufficient information, instruction and training to enable the work to be undertaken safely whilst alone? Is the employee competent? Is the emergency plan appropriate? Has the employee received specific training in how to respond to foreseeable emergencies that may arise?

Appendix C Vulnerable Employees that may be at a Higher Risk from Lone Working

Group	Additional Considerations for lone workers
New and Expectant Mothers	<p>The school's duty of care extends to the unborn child as well as risks to the mother herself. Therefore, assessments must include the risk to any unborn child or child who is still breast-feeding.</p> <p>Consideration must also be given to:</p> <ul style="list-style-type: none"> • Impaired mobility may make the mother more prone to slips, trips and falls (especially in the later stages of pregnancy). • Impaired ability to carry out physically strenuous work • Increased likelihood of back injuries. • Entitlement to more rest breaks. • Risk of early labour or miscarriage.
Young People Aged Under 18	<ul style="list-style-type: none"> • Possible lack of experience and immaturity. • Possible inability to concentrate for long periods. • Entitled to more frequent rest breaks.
Disabled People	<ul style="list-style-type: none"> • Mobility problems and visual impairment may make unassisted evacuation difficult. • Potential difficulties in raising the alarm when assistance is required. • Unable to hear alarms.
Contractors	<p>Contractors must be given the same level of consideration as the Evergreen Primary Academy employees when carrying out a risk assessment. Contractors are at additional risk because they are unfamiliar with aspects of the school, including:</p> <ul style="list-style-type: none"> • Layout and environment • Emergency procedures • Adjacent activities and hazards

Appendix D

LONE WORKING OUTSIDE SCHOOL

Introduction

Lone workers are staff or volunteers who work by themselves where there is no close or direct contact with a colleague. This might involve:

- Home visits;
- Appointments with professionals at parents home/another venue, i.e. schools or offices;
- Working during the holidays at school.

Working out of hours in such a situation may be at risk from:

1. Having an accident and being unable to attract help;
2. Aggressive/violent behaviour of another person;
3. The subject of false allegations.

These procedures outlines the procedures for lone working and provides good practice guidelines.

Policy Statement

- Evergreen Primary Academy is committed to ensuring that it does not put any of its workers in a situation of unreasonable risk. No person should undertake a home visit unless they are accompanied by another member of staff and have informed the Principal.
- Due to COVID19, Home visits should only be undertaken if you believe the child/family are at risk.
- Risk Assessments for visits out of school should be undertaken to reduce risks so far as is reasonably practicable and in conjunction with the Covid-19 Full Opening Risk Assessment.
- All staff must take reasonable steps to ensure their own safety. If at any time they feel unsure of their safety, they should remove themselves from that situation as soon as possible.
- Evergreen Primary Academy will ensure that where a worker is likely to be in a position of having to perform home visits, this will be specified in the recruitment information, in order to make this requirement explicit to all applicants.
- Evergreen Primary Academy will also ensure that the induction programme for workers includes written materials and discussion about the organisation's Lone Working Policy and the risk assessment and measures in place for lone working.

Responsibilities

- The employee or school representative will hold responsibility of informing the school of work movements which are outside of school.
- The school will not allow any visits or movements which will place the worker at unacceptable risk levels.

Procedures

Home Visits:

- Employee or school representative **MUST NOT** provide home visits in the evening unless they are totally unavoidable.
- Employee or school representative must be aware of background information before making a visit.
- When arranging the first home visit with a parent/carer over the telephone ask who will be present in the home.
- The employee or school representative must be accompanied by a colleague on **all home visits**
- Employee or school representative should not be left alone with child at home.
- Clear notes of the meeting should be made by the employee or school representative.
- Meetings at any neutral venues should be logged with manager with times and venues clearly stated.
- All movements should be diarised and variations notified.
- If employee or school representative finds they are delayed, call the parent and let them know you will be arriving later than originally planned.
- If, on arriving at a home, you consider yourself to be at risk, decline to enter or make an excuse to leave where necessary, e.g. "I've left the car lights on" or "I've left some papers in the car" and depart. Do not attempt to enter what is considered a risk situation.
- Employee or school representative should leave a mobile phone on at all times so that she can be contacted for checks or can report in any issues.
- If at any time, the employee or school representative experiences any aggression or verbal abuse, or other unwelcome approaches, this should be reported to the SCHOOL immediately, when safe to do so. Employee or school representative should leave at the earliest opportunity.
- Employee or school representative must not then arrange to make another appointment with the abusive or aggressive person until the case has been reviewed.
- The employee or school representative must ensure she/he has appropriate car insurance for transporting parents/carers and their families if necessary when carrying out their day-to-day duties. The transportation of parents/carers and their families should only be undertaken in an emergency. Other forms of transportation should be considered in the first instance e.g. taxis or ambulance
- No employee should carry pupils, parents or carers in their car unless another staff member is also present.
- Do not enter the home if your visit can be conducted at the front door.

Best Practice Guidelines for Employee or school representative

- Do not enter the home if your visit can be conducted at the front door.
- Never visit a domestic home alone – always visit with a colleague and ensure the Principal is aware.
- Always trust your instincts – if you are in any doubt or feel unsafe, remove yourself from that situation.
- Act in a confident manner and terminate the visit apologetically, for example by saying you have to be at another meeting which you had forgotten about.
- Plan your route and take a map along, to avoid having to stop and ask for directions in unfamiliar surroundings.
- Consider where you park and always reverse into a space, so it is easy for you to drive out.
- If using public transport, sit where there are other people, not on your own.
- If walking, use well-lit public streets – do not use shortcuts.
- Pay attention to your surroundings when in someone's home – where are the doors? Sit in a seat nearest to a door.
- Ensure you always have your mobile telephone switched on and to hand.
- Keep your keys easily accessible.
- Avoid carrying valuables or large sums of money.
- Do not allow a parent/carer to leave you alone with their child/ren. If, whilst talking, a parent walks out of the room and leaves you with a child/ren in the room, follow them (i.e. into the kitchen if they are making drinks etc).
- Always have a legitimate reason for leaving, e.g. that you have another appointment.
- It is advisable not to accept offers of a drink whilst on a home visit.
- The employee or school representative may be expected to operate from an alternative work base during periods of school closure.

DO

- Prepare and plan. Check records and speak to colleagues.
- Set up your case file with papers to sign – confidentiality agreement, sensitive data consent form, agreement of support form.
- Keep the School informed of your whereabouts – inform Manager of diary.
- Plan your route in advance. Avoid known unsafe areas. Carry a fully charged mobile telephone with credit available.
- Do have a contingency plan if things go wrong – car breaks down/battery is flat/arrange to be picked up.
- Maintain a discrete distance. Ensure you sit close to exits. Speak in a friendly and polite manner.
- Avoid dangerous areas.

- When transporting parents/carers and/or their children, wherever possible ensure they are seated in the rear of the car and wearing appropriate restraints e.g. seatbelt, child car seat. Use taxi service or arrange for another family member to collect them.

DON'T

- Visit without another staff member to accompany you.
- Visit without having read the appropriate paperwork.
- Forget to keep a simple case file, taking pen and paper!
- Forget to let Manager know and others of your whereabouts.
- Forget to contact the school after visits to say all is well!
- Forget to charge up or take your mobile telephone.
- Forget to keep your car serviced and full of petrol.
- Give out personal details, your mobile, address.
- Forget to report any trips, falls, and accidents or report abusive threatening behaviours.
- Park near to high walls, hedges or unlit areas.

Appendix E

Some basics for the school to consider

Does the team have a system for vetting or checking people they are going to meet alone?	If not, devise and implement a system for vetting and checking. Could Information about service users who could pose a threat to other workers be shared between colleagues or peers.
Do you know where colleagues are at all times?	If not, it is imperative that adequate record is kept of the whereabouts of all workers. Good practice dictates that people in the office have these details in order to pass on appropriate information in an emergency. The system should detail time, place of visit, name of the person visited, if possible a telephone number, the venue of the meeting, time of return.
If colleagues change their plan, do they inform the team?	If not, devise and implement a system of informing the team if plans are changed.
If colleagues don't return at the stated time what happens?	If nothing would happen, devise and implement a system for contacting colleagues, places visited etc. Include in the plan the point at which the emergency services would be contacted.
Can colleagues be contacted?	Ensure that contact numbers are held or accessible by all team members.
Do colleagues leave details in the office of their emergency contact person etc.?	If not, devise and implement a system. This should give: Contact details, Telephone number, Details of any dependants who may be relying on them e.g. children to be picked up from school. Make and Reg. No of the workers car.
Do colleagues check in when working alone or in isolated situations?	If not, devise and implement a system for colleagues working alone to check in.
Is there a check in system for workers that will be undertaking visits out of normal office hours?	If not, devise and implement a system for colleagues working alone to check in. This may involve workers acting a contact buddies for one another.

Do you need to introduce a contact buddy system for workers who work alone or in isolated places outside the normal office hours?	See above
Where will cars be parked? Is it safe?	Workers must think about where they park their car and how safe it is, particularly after dark.
Which route will be used – quickest or safest?	Safest routes must always be used. Shortcuts, through isolated or problem areas are never advocated.
Is an alarm carried – do workers know the best way to use alarms?	Personal attack alarms should be provided on request. It is important that workers know how to use them and what response they will receive. They are used to startle an assailant and give the user a chance to escape. Bystanders will not normally react to the activation of a personal alarm.
Is it safe to use a particular piece of machinery or equipment alone?	If not, competency based training must be provided or systems of work must be put in place to ensure that equipment is only used when more than one person is in attendance.
Has the induction procedure covered this area of working?	If not, the induction process must be reviewed.
Are workers currently medically fit to work alone?	If not, reasonable adjustments must be made to safeguard the health of the worker.
Does the workplace or activity present a special risk to the solitary worker?	If so, these particular risks must be assessed and precautions put in place to safeguard the worker.
Is there safe access and egress for workers?	This should include safe access and egress in emergency situations.
Are all workers familiar with out of hours emergency procedures?	If not, appropriate information or training must be given. Managers must check that workers fully understand the procedures.
Can one person safely handle all of the circumstances that are likely to arise?	If not, then clear instruction of what actions to take must be provided. Managers must check that workers fully understand the procedure.

Can all of the equipment, substances and processes involved in the work be safely handled by one person? The work may involve lifting objects and people who are too difficult for one person to manage alone or without special equipment.	If not, then clear instruction about which equipment, substances and processes can be safely undertaken by lone workers must be provided. Managers must check that workers fully understand the procedure.
Will cash be handled?	If so, implement checks for methods of recording what cash is carried and by whom. How many transactions will be recorded and how to obtain a full auditable account.
Will there be a risk of aggression or violence?	If there is a risk of aggression or violence managers must consider the risk and determine what appropriate action should be taken. How will the person be supervised?

Appendix F

Further guidance regarding driving

- Always keep doors locked when driving and keep any bag, phone or valuables out of sight.
- When escorting in a car, managers and workers should consider the need to have a colleague who can sit in the back of the car with the person being escorted.
- Before making a long journey, ensure that the vehicle is in good condition and has an up-to-date service history.
- If you hire a car or use a fleet vehicle, make sure that it has been checked, especially the spare wheel, and that the vehicle has a full tank of fuel. Tell anyone who is being met en-route of the route to be taken, and planned arrival time. Have a plan in place for situations where workers are late or fail to arrive.
- Drivers should not stop if flagged down other than by a police officer. They must always ask for identification even if the officer is wearing a uniform, before they unlock the car.
- Have directions and a map in the car to avoid having to stop to ask. Transfer brief notes of directions on to a note that can be attached to the dashboard rather than driving around with a map book open.
- Workers must never pick up hitch hikers.
- Only wind windows down enough to let a little air in. Don't wind it down far enough to allow someone to reach in while you are stationary in traffic.
- Anyone who thinks they are being followed should try to alert others by flashing lights and sounding the horn. They should keep driving until they reach a busy area or a police, fire, ambulance station or garage.
- Drivers who are forced to stop by a car pulling up in front of their vehicle should keep the engine running in case they need to leave quickly.
- Workers must think about where cars are parked, especially if it could be dark when they return to it.
 1. Could the car be vandalized?
 2. Is it close by if needed quickly?
 3. Is it parked in the direction of travel?
- Drivers of quality cars should consider the purpose of the visit. If it is to see someone about a financial matter e.g. non payment, give some thought to the message the car gives about the driver's financial status and their ability to understand the issue. Thought should be given to parking the car out of sight of the person you are visiting.
- Drivers should have keys ready when returning to the car and not open car doors remotely until standing besides the vehicle. Unlocking the door from a distance increases the chance that someone could secrete themselves in your vehicle.
- The back seat of the car should be checked before the driver gets in – keep a torch handy for this.

Procedures for holiday working at EPA

1. Write your name on the IN/OUT board
2. Sign in on the holiday form by Premises Manager's office
3. Collect a two-way radio and ensure you carry it at all times
4. Tell the Premises Manager you are on site, either in person or by phone or by two-way radio
5. Tell the Premises Manager where you will be working
6. Indicate how long you will be in for
7. Do not work at height – standing on chairs, tables. Seek only the Premises Manager support if you require something at a height taller than yourself
8. Touch base with someone now and again
9. Inform the site manager when you are leaving and sign out on the sheet and in/out board