Lone Working Policy

Responsible Post Holder	HRD
Date Approved	30.4.21
By Whom	CEO
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Family Category	Statutory

Contents

1.   Operational Manifesto

The following five key principles underpin our core operational values and are the basis of our operational manifesto. AELP believes in:

1.1 The need to ensure the availability of the highest quality and independent careers guidance and advice for learners of all ages, which most importantly dovetails to relevant and realistic employment opportunities. Championing the recognition of apprenticeship outcomes in school performance league tables.

1.2 The need to ensure the absolute parity of opportunity, driving social mobility, championing opportunities for the disadvantaged and narrowing social inequality, leading to both meaningful progression opportunities and also sustainable outcomes.

1.3 The need to ensure the combination of high quality Traineeships and Apprenticeships should be the preferred flagship routes to skills training wherever possible and practical.

1.4 Championing work-based and work-related learning, and the contextualised value which they bring to both the learner and their employer.

1.5 The need to ensure both a fair and a transparent skills funding system, regardless of actual programme, provision or the provider of that training.

2.   Purpose

AELP is committed to developing, maintaining and supporting a safe working environment for all employees. We aim to protect all employees as far as is reasonably practicable from the risks of lone working.

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

Generally lone working will normally be an exception, not the rule, for example: when someone has arrived to the office or remained in the office before or after others have left.

We aim to ensure that appropriate training is available to staff and volunteers that equips them to recognise risk and provides practical advice on safety when working alone

We encourage full reporting and recording of all adverse incidents relating to lone working and reduce the number of incidents/injuries relating to lone working.

3.   Communication

All workers should be made aware of this policy. Anyone who is or who potentially may be a lone worker shall receive information, instruction and relevant training in respect of all identified hazards and the risks involved and all associated.

4.   Definition of lone working

Individuals are alone at work when they are on their own, they cannot be seen or heard by another worker, cannot expect a visit from another worker for some time and/or where assistance is not readily available when needed. Therefore, lone workers are those who work by themselves without close or direct supervision.

This normally includes being in the office before or after others have arrived or left. It can also include where:

- One person works separately from others
- One person works outside normal hours
- Carrying out work in someone's home other than their own
- Working in premises that are not leased or managed by AELP

5.   Risk assessment

Risk assessments must be carried out for and by all individuals whose working practice makes them vulnerable and recommendations should be made to eliminate or reduce the risk as far as possible.

5.1 Risks of lone working

Risk assessments for lone workers must include:

- Safe entry and exit
- Remoteness
- Safety of equipment for individual use
- Channels of communication in an emergency
- Site security
- Security arrangements i.e. alarm systems

AELP Lone Working Policy Final

6. Procedure

Individuals will receive information, instruction and supervision in respect of the hazards and risks associated with lone working.

6.1 All individuals are to take relevant and sensible precautionary measures whilst lone working.

6.2 If a member of staff feels that they are putting themselves at risk through lone working, they should discuss the situation with their line manager. Further efforts by the line manager shall be made to eliminate or reduce hazards starting with a process of reassessment of the task.

6.3 Whenever staff work within the office they should try to ensure that there are other members of the organisation in the building.

6.4 If a worker is meeting a client on their own in the office they should ensure the client does not sit between them and the door and that they have clear access to leave via the door. It is also advisable to tell someone they are meeting with a client on their own. If there are concerns about a client, they should be seen in a large office with someone else present. If this is not possible, make sure that the door is left open.

6.5 If a member of staff is seeing clients in the office when no one else is around, check someone is in the building elsewhere and make sure the office door is left open.

6.7 Staff must record all details of any external visits in their electronic diary which must be made available to all staff, including estimated time of return.

6.8 If there is a change to a member of staff's day, they must inform the manager of their expected arrival

6.9 If a member of staff has not arrived by the stated time, a phone call will be made to contact that member of staff

When working alone you must:

- Never attempt a high-risk activity when working alone, such as working up a ladder or lifting heavy objects.
- Never use machine tools or other potentially hazardous equipment when working alone.
- Do not allow any suspicious people on to the premises if you are working alone.
- Ensure doors and windows are secured.

- Carry a means of communication with you or ensure that you have access to a phone.
- If working alone always let your manager know where you are, what you are doing and the time you expect to finish. It may be appropriate to confirm your safety on completion of the task.

If you know you will be the last to leave the premises after it has been made secure:

- Make sure your car is parked in a public, well-lit area, which is easily accessible.
- Avoid remote routes.
- Have your car keys in your hand to avoid searching for them next to your locked car.
- Report any suspicious people to the Police and do not leave the premises until you believe that it is safe to do so.
- Do not allow entry to any unplanned visitors into the premises when working alone.

7.   Staff working out of office hours

All staff working out of office hours shall – whether in the office or elsewhere, make their line manager aware of the following information before attending the visit:

- Name
- Destination
- Expected time of arrival on site
- Vehicle make and registration
- Contact telephone number
- On arrival on destination, telephone or text their line manager the expected length of time on site
- On leaving the site, contact their line manager with the time of leaving the site and their expected home time or details of next destination

In the event that the employee does not telephone their line manager the line manager will endeavour to contact the employee however if there is no response the police shall be informed.

8.   General Support for Employees

All new employees to AELP should receive an induction, including reference to the lone worker policy.

AELP Lone Working Policy Final

Employees should know that their safety comes first. They should be aware of how to deal with situations in which they feel at risk or unsafe. Managers must therefore ensure that all lone workers' training needs are assessed and that they receive appropriate training.