Luccombe Hub
This document forms part of the policy handbook and is intended for use at Luccombe Hub

Title:	**Lone Working Policy**
Subject Area:	Whole Centre
Applies:	Immediately
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1. Introduction

1.1 Aims

The following policy outlines procedures and guidance to be followed when any staff member is working alone. Its aim is to ensure clarity so that:

- Procedures are applied consistently
- All staff receive relevant information, instruction, training and supervision in respect of lone working
- Risks to staff are minimised/controlled where practically possible
- Appropriate resources are in place to ensure the health and safety of staff and learners.

For the purposes of this policy 'lone working' is defined as any working practice that involves a member of staff undertaking their duties alone, with specific emphasis on direct contact with learners and families.

Examples of lone working might include:

- Making home visits including designated Outreach work.
- Delivering outcomes specified within a learners personalised learning plan - off site
- Being the last person in a building at the end of the day
- Working at the Centre on weekend, evenings, holidays
- Working one to one with a learner
- Working from home office

1.2 Consultation

The Luccombe Hub will communicate this policy to all staff, relevant professionals and learners through inductions, meetings, day to day communications, staff meetings and training. A copy of this policy and all policies will be available on request or via the website.

1.3 Legislation and guidance

There are several laws which hold the employer responsible for protecting the safety of everyone in their employment:

- The Health and Safety at Work Act 1974
- The Management of Health and Safety at Work Regulations 1999
- The Corporate Manslaughter and Corporate Homicide Act 2007

2. Procedures and practice

2.1 Procedure, Roles and responsibilities

It is recognised that, from time to time, it may be necessary for staff:

- to work in situations or locations which are remote from other members of staff – e.g. – delivering outreach work off site
- to work in the evenings, weekends or during the holiday at the Centre on their own.

Any member of staff wishing to work outside of normal Centres or do so as their role requires it for example weekend animal husbandry. Then they should communicate that they are on site and suggested end time to The Centre Lead.

Staff have mobile phones when working around site. Staff are requested to ensure their phones are sufficiently charged prior to the start of their duties or lone working time. If a member of staff arrives at the Centre outside of normal hours and finds another colleague is already in the building, they should let them know that they are on site. The sign in board or book should be marked as in.
If a member of staff is about to leave the building, and just one or two other colleagues are remaining on site, they should let them know they are going.

Where a member of staff chooses to work alone on site, they should take these precautions:

- Do not work at height on a ladder or steps.
- Do not go into spaces where there is a possibility of becoming trapped.
- Do not undertake any tasks involving hazardous tools or materials.
- Know the location of the nearest fire exit and how to open it in an emergency.
- Know the location of the nearest first aid kit.
- Carry a charged mobile phone.
- Cars should be parked close to the entrance of the building they are accessing where possible.
- When leaving, limit the amount you are carrying to have one hand free.
- Ensure someone knows where you are and when you intend to leave the Centre. Arrange to telephone or text them when you are leaving.
- If you arrive at Centre and find any sign of intruders, do not enter the building. Instead, call the Police then inform the Centre Lead.

- If you become aware of intruders or vandals, do not challenge them. Instead, call the Police and inform the Centre Lead.
- Do not work alone if you know you have a medical condition that might cause you to become incapacitated or unconscious.
- When working alone, do not attempt any tasks which have been identified as medium or high risk, or which common sense tells you are potentially hazardous given your own level of expertise and the nature of the task.

Where a member of staff knows of a medical/health risk that would put them at significant risk if they were to work alone, they are encouraged to disclose this health concern to the Centre lead who will arrange for a personalised Risk Assessment to be carried out. This Risk Assessment on review by any referral to Occupation Health may state that lone working should not be undertaken and the decision of this will lay with the Centre Lead.

In the event of outreach work being required to facilitate the transition of a learner to the centre or re-engage them in their learning. A Risk assessment will be carried out including learner risk assessment taking account of known behaviours. The arrangement will be made with the parent/carer and learner and an agreement signed (appendix A). Procedure for outreach work will be followed

The Centre Lead is responsible for risk assessments and any subsequent updates to them, bringing the risk assessment and any amendments made to them to the attention of the staff; these risk assessments must be included in the pack of policies provided for any staff new to the Centre as part of their induction. It will be the responsibility of staff members to adhere to the risk assessments outcomes if they are working with learners off site or working alone at the Centre.

Due consideration will always be made within any risk assessment that there may be an identified need for a co-worker to join the member of staff undertaking a home visit; if this has been identified this must form part of the risk assessment, all risk assessment outcomes must be adhered to.

Remote working from home office

At times, staff may work from home. Where a staff member has an ongoing arrangement, for example administration staff and therefore works from home for a significant amount of their working week a risk assessment of the members home set up will be carried out – see Appendix 2. Where required a separate DSE assessment can be completed – see DSE policy.

Whereabouts of staff

Staff must always ensure that the Centre Lead/Leadership team know when a member of staff will be working alone to enable the Leadership team to respond appropriately in the event of an emergency.

For any staff who are working alone off site – e.g. – delivering bespoke outreach provision as part of a learners individual educational plan, the member of staff must provide information which includes information on who they are seeing and estimated start and finish time or return to school. All lone working in a learners's home must be informed via a risk assessment; the outcomes of this risk assessment must be shared with the Centre Lead. This is particularly important where a possible ongoing risk has been identified. If the plan changes or estimated time of return changes in relation

to lone working off site, you must ensure you contact the Centre – you can do via the Centre's group or via Teams, direct message to Centre Lead or appointed person so they are aware of such changes. It is the responsibility of staff to check the details of their car insurance to determine suitability of cover if they use their own vehicle; the office team will request to see the insurance documents recording the visual checks made.

All staff must provide the Centre with appropriate personal information. This information must only be used in an emergency and the Centre must ensure it is held securely to avoid inappropriate disclosure. Please see Centres Privacy Notice and UK GDPR and data protection policy.
Information should include:

- Details of car make, model, colour and registration number if appropriate
- Home address and telephone number
- Mobile telephone number
- Details of next-of-kin

The identified worker must always phone a pre-arranged contact person both immediately before the visit commences and immediately after the visit has ended to ensure the Centre is aware the welfare of the person undertaking the visit has not been compromised.

If **any** member of staff is concerned about any arrangements informing lone practice working/ following lone working practice they **MUST** bring this to the attention of the Centre Lead.

Working out of hours

There may be occasions when staff to work outside of normal working hours; this must always be discussed with the Centre Lead before any such arrangements take place. Discussions will consider if working outside of normal working hours is necessary and will be further informed by the employee's job specification. A buddy system will be used in such situations.

Buddy system

In cases where a buddy system has been agreed as part of a dynamic risk assessment process the following will apply:

- If during core hours' admin or other designated member of staff will alert a member of the Leadership team if staff member has not returned to or contacted the Centre within 30 minutes of expected return time/ finish time
- Leadership team member to contact the staff member by mobile, if unable to do so will inform the Police
- If out of hours, it is the worker's responsibility to contact the agreed designated contact person (Member of the Leadership team) to advise they have finished and are on their way home
- If no contact is made within 30 minutes of expected finish time, designated contact person will attempt to make contact with staff member, and if unable to do so will contact the Police
- Mobile telephones must be kept switched on until contact has been made with the designated member of the Leadership team
- In both instances, if an individual staff member for any reason is aware that they will not be contactable on their mobile they must ensure that an alternative contact number is given
- It is advisable to pre-agree the use of a code word in the event that emergency help is required but the member of staff cannot communicate that.

Reporting of incidents

Any incident in relation to lone working must be recorded and reported to a member of the Leadership Team. This must be done as soon as possible so that others are not put at risk. If the incident suggests a child may be at risk the safeguarding policy must be followed. If the incident involves aggression towards the member of staff, then guidance must be sought.

One to one teaching and support

The nature of our work means there will be occasions where staff work one to one with learners. This must always be considered as part of a risk assessment. Rooms / locations for this must be carefully considered. For example, staff should leave the door open in the recognition that public spaces are better than out of the way parts of the centre.

Staff should always consider the following situations and what they would do in these example situations, always remembering staff are in a position of trust:

- When a learner needs first aid
- If a learner is distressed
- How additional support can be summoned
- If you think a learner has become infatuated with a staff member
- learners ask for your mobile number
- A learner gives you a gift

All staff receive regular safeguarding training and team meetings held to discuss particular learners and professional boundaries. Guidance can be sought from any member of the Leadership Team/Pastoral Care & Behavioural Lead.

All visitors to the site should sign in and be shown a copy of child protection procedures. They must wear a visitors badge and remain supervised by a member of staff during their visit.

3. Concluding notes

3.1 Monitoring and review

This policy will be reviewed on a 3 yearly basis or sooner if required.

3.2 Links to other policies

This policy should be read in conjunction with the following document:

- The Luccombe Hub safeguarding policy
- Lone Working Risk Assessment
- Outreach work Risk Assessment
- Lone working office risk assessment.
- Staff Code of Conduct
- Behavioural Management Policy
- Health and Safety policy
- Site Security Policy
- Whistleblowing Policy

- Safeguarding and Child Protection Policy
- Keeping Children Safe in Education
- Outreach work Risk Assessment

3.3 Appendices

A. AGREEMENT OF EXPECTIONS - OUTREACH WORK
B. HEALTH & SAFETY CHECKLIST FOR WORKING FROM HOME

Appendix A

AGREEMENT OF EXPECTIONS - OUTREACH WORK

This document details parties expectations to The Luccombe Hub outreach work being offered in respect of your child/young person.

Below is a list of expectations for parent/carer, young person and support worker:

Parent/Carer agrees to:

- Uphold session times and be available at home during 'at home' sessions
- Understand that if you require to leave the home during an 'at home' session that the session will need to end. Support workers are not to be left alone in the house alone.
- Provide clean and well lit activity space within the home in a communal area e.g kitchen, living area etc.
- Communicate and work collaboratively with The Luccombe Hub to ensure best outcomes
- Follow the **'Think before you post' -** We ask that social media, whether public or private, should not be used voice complaints against The Luccombe Hub, Centre staff, parents or children.
- Treat support workers with respect and do not show signs of aggression towards them.
- Understand that The Luccombe Hub staff member will use their expertise to adjust working arrangements so they are suitable for the young persons current level of need, this may include shortening sessions where required.
- Be aware that working towards re-engagement with life and reintegration back into Centre life through activities and therapeutic interventions can take a significant amount of time and the support worker will work towards the personal goals of the young person at the young person's own pace and ability.
- Where a parent/carer may have concerns – these should be raised with the support worker in first instance and contact made to the Centre lead.
- Understand that outreach work will cease where it is not in the best interest of the child.
- Attend/take part in any meetings to discuss/review progress and next steps

Learner

- Listen and follow the instructions of the support worker/facilitator.
- Take responsibility for their actions and do nothing to endanger themselves or others
- Be helpful, friendly and considerate to others, including the general public when out on visits
- Adhere to social distancing guidelines, in line with the government guidance at the time of the visit and/or trip out.
- act appropriately and work towards self-regulation with the support of the facilitator.
- show respect for the belongings of others.
- Exercise personal responsibility for the health and safety of themselves and others.
- Where appropriate clothing and footwear for activity.

- Use and not wilfully misuse, neglect or interfere with things provided for their health and safety.

When using transport, this includes any form of public transport- learners will:

· Stay seated and do not interfere with the driver, especially when vehicle is in motion
· Wear seat belts where provided
· Follow instructions for the safe entering and exiting from the vehicle
· Ensure that bags are safely stored and do not block emergency exits (public transport)
· Clear any litter at the end of the journey
· Wear face coverings whilst using transport, in line with government guidance at the time of the journey.

The Luccombe Hub/Support Worker

The Luccombe Hub will do its best to:

- communicate and consult with parents/carers where required on progress, next steps
- regularly celebrate with learners achievements
- encourage learners to do their best at all times, to encourage independent thinking and to achieve their full potential
- adjust their working style to suit the child and set the session time according to current level of tolerance and ability on the day of the session
- care for the children's safety and general wellbeing
- provide a balanced approach to meet each child's individual needs
- be open, friendly and courteous at all times
- encourage children to make healthy choices
- offer crisis intervention by redirecting negative behaviours and follow centre Behavioural Management Policy, following positive approaches to assist the young person to learn self-regulating skills.
- provide support to parents/carers/learners families where needed.
- Complete all necessary paperwork
- Plan engaging and fun sessions aimed at re-engaging the learner with life and learning. NOTE: Support worker will aim on promoting positive mental health and self awareness and building self-esteem.
- Offer crisis intervention by redirecting negative behaviours and follow behaviour
- Observe confidentiality in accordance with Centre policy
- Adhere to Safeguarding policy and child protection procedures.
- Observe all the health and safety rules and risk assess planned activities.

I ACKNOWLEDGE THAT I HAVE READ THIS FORM AND DISCUSSED THE EXPECTATIONS WITH MY CHILD AND FULLY UNDERSTAND ITS TERMS.

Signed…….
Date…….

Appendix B

Health & Safety Checklist for The Luccombe Hub Centre Staff Required to Work from Home

It is the policy of The Luccombe Hub Centre to ensure that each homeworker has a safe environment from which to work and that The Luccombe Hub Centre provided equipment should not cause health and safety concerns for the member of staff.

All staff who work from home should use this Checklist. You should complete the checklist and flag up in the 'employee comments' section any areas where there may be potential problems and what you intend to do about them. Your line manager will need to be happy that your home environment is suitable, and therefore it is likely that a visit to your home may be necessary to verify this.

Name of employee (print):

Home address:

Date:

Please comment/ tick as appropriate (attach comments on supplementary sheet if desired)

Guidance	**Notes**	**Employee Comments**
1. Temperature	The minimum temperature in a workplace should be at least 16C but a temperature of around 20-24C is normally considered comfortable for sedentary work. Are you able to provide and maintain this level of heating when required? In hot weather a fan plus increased ventilation may be necessary to achieve a comfortable working temperature. Are you able to achieve a comfortable working temperature during periods of hot weather?	
2. Lighting	It may be necessary to use task lighting (a portable desk lamp or similar) to provide a suitable level of lighting. This will improve the light level where required without causing glare on your screen from ambient light. Do you have a desk lamp or similar?	
3. Ventilation	Is there adequate ventilation – for example if you have converted an area of your home into a study / office is there a means of providing ventilation?	
4. Fire	The equipment you use for work and the configuration of your working area should not obstruct your means of escape or the means of escape for others. It is a general recommendation that smoke detectors are installed and maintained in your home.	

	Paper is combustible and electrical equipment can be a source of ignition. Good housekeeping should be practiced to reduce the risk of fire starting or developing in your home. For advice on fire safety at home refer to www.firekills.gov.uk/	
5. Space	Is there sufficient space available? Can you move about freely without bumping, twisting, stepping over or climbing on things? Is there suitable storage space available for the work and are the floor and walls designed to take any additional loading caused by the work and equipment?	
6. Electrical installations	The Luccombe Hub Centre is responsible for the equipment it supplies. Electrical sockets and other parts of the homeworker's electrical system are the homeworker's responsibility. Does your home electrical installation provide sufficient protection: fuses/ circuit breakers, and are there a sufficient number of sockets available?	
7. Work equipment provided by The Luccombe Hub	The Luccombe Hub has a duty to ensure that any equipment provided for the purpose of work is: safe, correct for the job, adequately maintained and proper information, instruction and training in its use is provided. You will be required to bring equipment into a Company office for testing, inspection and maintenance as and when requested. Are you able to comply with this requirement?	
8. Work equipment **not** provided by The Luccombe Hub	It is advisable that the employee ensures any equipment used, which is not supplied by the company, is safe and fit for purpose. This requires it to be used and maintained in accordance with the manufacturer's instructions. List the equipment used for work activity but not supplied by The Luccombe Hub and indicate if it is safe and "fit for purpose". Please also outline your access to a stable broadband connection. What average download speeds are you able to achieve?	
9. Work related stress	Are there any factors about homeworking that could contribute to work related stress? This could include: Domestic distractions Level of, or, access to supervision / guidance Control over workload (over or under loading)	

	Not being able to make contact with colleagues Poor phone / broadband reception Not being able to resolve problems in a reasonable and timely manner Concerns about your role Concerns about working relationships Control over working hours – separating home life from home working Lone working and/or feelings of isolation	

Workstation Assessment

1. Display Screen	Are the characters clear and readable? Is the text size comfortable to read? Is the image stable i.e. free from flicker? Is the screen's specification suitable for its intended use? (for example graphic work may require large display screens) Are the brightness and/or contrast controls adjustable to prevent eyestrain? Is the screen free from glare and reflections? Does the screen swivel and tilt? Do you have adjustable window blinds? It is recommended that if using a laptop for any prolonged period of work an external monitor should be used.	.
2. Keyboard	Is the keyboard separate from the screen (unless it is a laptop)? Are the characters on the keys easily readable? Are you able you look at the screen with your keyboard directly in front of you when seated at your computer chair, and find a comfortable keying position? Does the keyboard tilt? It is recommended that if using a laptop for any prolonged period of work an external keyboard should be used.	

3. Mouse, Trackball etc.	Is the device suitable for the task it is used for? Is the device positioned close to the user? Is there support for the user's wrist and forearm? Does the mouse work smoothly at a speed that suits the user? Can the user easily adjust the software settings for speed and accuracy of the pointer? It is recommended that if using a laptop for any prolonged period of work an external mouse should be used.	
4. Software	You must only use software supplied by the Company for work purposes. Is the supplied software suitable for the task?	
5. Furniture	Is the work surface large enough for all the necessary equipment, papers etc? Is it at a comfortable height so that you can achieve and maintain an anatomically correct posture? If you do not know what this means you should seek guidance. Can the user comfortably reach all the equipment and papers they need to use? Are surfaces free from glare and reflection? Is the chair stable? It is recommended that the chair has: • Seat back height and tilt adjustment • Seat height adjustment • Swivel mechanism • Five star swivel base Does the chair allow the user to have his/ her feet placed flat on the floor? If your feet cannot be placed flat on the floor do you have use of a footrest? Is the small of the back supported by the chairs backrest?	

	Are the forearms horizontal and eyes at roughly the same height as the top of the display screen? Are your feet placed flat on the floor, without too much pressure from the seat on the backs of the legs? Do you need to use a document holder to avoid neck and shoulder strain?	
6.Electrical supply	It is recommended that you turn off the electrical supply to the computer after use, can you do this? Is the plug for the computer in safe working order and free from discoloration or any visible damage? Is the outer covering of the computer cable and wiring intact? Is the outer covering of the cable securely covered at the point where it enters the plug? Are there burn marks or staining on or around the plug/ socket where the computer is used? Are there any trailing cables?	
Lap tops / tablets	Like using desktop equipment people should be trained on how to minimise the risk and follow the principles outlined above. This includes achieving an anatomically correct position, angling the screen so it can be seen clearly with minimal reflections, and taking frequent breaks if work is prolonged. Laptops should be placed on a firm surface at the right height for use.	,

WHAT TO DO NEXT?
The completed form should be submitted to the Centre Lead

A home visit may be necessary to verify the comments made on this form. Following that a decision will be made as to whether the environment and / or equipment identified is adequate to allow you to work from home.

<u>To be completed by Centre Lead</u>

On the basis of the information above I agree / do not agree to …… working from home.
Signed……(Centre Lead) Date……