



Title of Policy/Procedure	Lone Working Policy
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Reviewer(s):	Helen Lidbury Early Intervention Manager
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To be read in conjunction with the following policies:	Home Visits Policy
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Consultation Process	Lighthouse Team
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Policy Date:	September 2023
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Review Date:	September 2024
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This policy has been ratified by:	Risk, Audit, Health and Safety and Premises Committee
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Lone Working

Lone working at Blue Kite Trust office sites – this would most likely be early morning, after school or during holidays

- Anyone lone working in any Lighthouse office sites will keep a mobile phone with them at all times with the Leadership or School Caretakers numbers programmed into the phone or within reach. When lone working the lone worker should work only behind secure doors and not in the entrance/reception area.
- The Lone Worker will have an agreed buddy that they will contact should they need help.
- In the event that they need help the Lone Worker should contact their buddy immediately.
- ***If the lone worker feels they need assistance from their team but is unable to safely tell their buddy the problem (for example an angry parent arrives at school unannounced) they should call and ask for the red folder. The lone worker should be asked if they need the police which they should answer 'Yes'.***
- If the lone worker is at immediate risk they should contact emergency services themselves, if this is not possible due to risk, a silent 999 call can be made.

Lone Working outside the Blue Kite Trust premises – this would most likely be home visits

- Any member of staff lone working outside of Lighthouse premises will leave a contact number (personal or work mobile) with a nominated member of staff and the address and telephone number or family number of where they will be working in their diary.
- All lone working staff must carry a charged mobile phone and keep it on them for use in an emergency and so that they may be contacted in an emergency.
- All lone workers must check the family details with relevant professionals and the referrer before the first visit to determine if there is any risk.
- All lone workers should complete a risk assessment before attending the initial home visit – this document is available in Lighthouse Secure/Protocols and Policies
- The Risk Assessment should be returned to either the Early Intervention Manager or Inclusion Manager

- If there is any associated risk with a family, Workers should discuss this with the DSL/DDSL and make the initial visit with a colleague. If it is felt that it is not safe to visit even with an additional colleague, then the contact should happen at a school.
- If a Lone Worker completes a risk assessment which raises no concern and attends a visit but becomes concerned on arrival, the Lone Worker should abandon the visit. The Lone Worker should immediately inform the Early Intervention Manager and DSL/DDSL of the school who referred in. They should not re-visit until it is deemed safe.
- If the Lone Worker is going to be late out of the visit they should call and let the nominated member of staff know before the time they are due out. They should give a new time to be expected.
- If the Lone Worker is not back when expected the nominated member of staff should call the Lone Worker on the mobile number given. If they do not answer the nominated member of staff must call the number of the address the Lone Worker is visiting. Staff must speak personally to the Lone Worker to check they are ok.
- If no answer, the nominated member of staff should again try both numbers in 5 minutes time. If there is no answer, then the Early Intervention Manager and DSL/DDSL must be notified immediately. Arrangements will then be made for 2 members of staff to visit the lone working address to check the staff member is ok.
- Any member of staff visiting or leaving their lone working session when the office is not occupied will assign themselves a 'working buddy' who they will call (not text) when safely leaving the lone working session. This buddy will follow the same procedures, if the Lone Worker does not contact them at the time expected and notify the Early Intervention Manager. (NB; All visits outside of normal working hours must be discussed and agreed with the Early Intervention Manager before the visit is arranged).
- ***If the lone worker is in trouble at any time during a lone working situation he/she should contact the nominated person or Early Intervention Manager and ask for the Red Folder. This will indicate to staff that the Lone Worker needs immediate assistance. The lone worker should be asked if they need the police which they should answer 'Yes' or 'No'. If they ask for the 'Blue Folder' two members of staff should visit the address immediately.***
- If the lone worker is at immediate risk they should contact emergency services themselves, if this is not possible due to risk, a silent 999 call can be made.