



Lone Worker policy

Policy Statement

Employers have a duty to do all that they reasonably can to ensure the health, safety and welfare of their staff members. The Director (Clare) of Bottesford Bunnies has a legal responsibility to provide safe systems of work and individuals have a responsibility to follow safe working practices within the community.

Lone workers are those who work by themselves, without close or direct contact with other staff members, in a wide range of situations.

When lone working is necessary, then both the Director Clare of Bottesford Bunnies and lone workers have a responsibility to assess the risks and put in place strategies to safeguard the educators. Lone workers have access to adequate first aid facilities, know where first aid resources are and are aware of the fire exits (if in setting)

This policy guidance is informed by the Health and Safety at Work Act (1974) and the Management of Health and Safety at Work Regulations (1999)

Aims:

To ensure all educators who work alone feel safe and that potential risks to lone workers are identified and addressed to minimise the potential for an incident to occur.

Purpose:

- To raise awareness of the potential risks brought about by lone working in order that full risk assessments can be put in place.
- To set out a framework of responsibilities for the Manager, Deputy Manager's and educators.

Responsibilities for Lone Workers

Lone working – whether conducting home visits/meetings outside of setting or working outside of normal hours in the setting, educators have a responsibility to ensure that they are fully aware of potential risks, follow policy guidelines set down by the pre-school and action to mitigate any potential problems.

Anyone arriving at Bunnies on their own to unlock the building, must lock the door behind them immediately and ensure windows remain closed.

a) Working outside normal hours at the Pre-School

Educators are responsible for the following:

- Ensuring that they are fully aware of the potential risk of lone working and regularly refreshing their knowledge of this Lone Working Policy.
- Following the pre-schools, health, safety & welfare policy and being aware of security measures on site, ensure the main door is locked.
- Knowing the nearest place of safety
- Ensuring that they have access to a mobile phone, on their person at all times, e.g., during visits.

b) Home visiting for Lone Workers/Or Meeting Outside of Setting

Home visits are adapted to adhere to Covid regulations. This means that no visits will take place in homes, when this is not permitted.

Educators are responsible for the following:

i) Before the visit:

- Ensuring that they regularly refresh their knowledge of this lone working policy.
- Obtaining information about the location of the home visit/meeting as early as possible.
- Where possible, planning visits to vulnerable areas in advance, so that the risk is minimised,
- Requesting support if they feel uneasy about making a visit alone
- Making contact with the family beforehand, informing them of the reason for the visit and who will be visiting and agreeing a convenient time.
- Having a working means of communication with them at all times – mobile phone etc – to ensure that they can remain in contact with the pre-school.
- Signing out and back in again, when they leave and return to pre-school (on paper register)
- N.B we only carry out a lone worker home visit with a family that we are familiar with i.e. we have previously cared for a sibling or when carrying out a doorstep or garden visit, where possible all home visits will have 2 educators in attendance.

ii) Travelling to the visit

- Educators should telephone the pre-school when they arrive at the visit and also when they leave the visit, so that educators know that they have left safely and give details of their onward movements if they are not returning to pre-school. They should also advise if they have visited and not made contact with the family, or if there are unexpected delays.
- Being aware of their own safety whilst travelling, cars should have sufficient petrol, be well-maintained and covered by the correct insurance (only Director/Manager and 1 Deputy Managers cars

insured for this purpose) enough time should be left for the journey and expensive looking items should not be left on display.

iii) While making a visit

- Taking care to dress appropriately, respect should be shown to the family's culture, expensive looking jewellery should be avoided and shoes/clothes should not impede ability to move quickly when needed.
- Asking politely that any potentially aggressive animals be put in another room.
- Being aware of their own safety whilst making home visits, understanding that they should leave an unsafe situation immediately and knowing in advance where the nearest place of safety is.
- Being aware of their own behaviour and the ways in which it can increase/reduce the potential for confrontation, particularly, maintaining a non- judgemental approach, being sensitive to each family's culture and circumstances, and remembering that they are a guest in the house.
- Knowing how to enable a person to have their say, and calm them down when their aggression is not aimed at them, but at the situation.
- Maintaining professional boundaries with the family.
- Considering confidentiality and child protection policies.
- Being considerate of the family's commitments when arranging further visits.
- Ensuring that everyone is satisfied with the interaction that has taken place and that everyone knows what should happen next, and what they have agreed to be carried out.

iv) If violent or potentially violent incidents occur:

- Lone workers should put their own safety first and leave a situation if it feels unsafe.
- If an incident occurs lone workers should call for assistance from the pre-school or from the Police.
- Lone workers should never use control or restraint techniques.
- After the incident, lone workers should be debriefed, given time to recover and be given practical support from the Director Clare/Manager/colleagues following difficult home visits.
- After an incident, lone workers should contact their Manager, inform them of the incident and complete an incident report form.

Responsibilities for Bottesford Bunnies Director

Bottesford Bunnies Director Clare is responsible for the following:

- Providing safe systems of working for all educators.
- Appropriate security systems are in place to secure the building.
- Appropriate security measures are in place for educators working alone, in the building – e.g. mobile phones, door locked
- Conducting health and safety risk assessments for lone working educators, ensuring that the risks of lone working are reviewed and addressed as far as is reasonably practical.

- Ensuring that all educators are aware of the Lone Working Policy and that it is part of induction for new educators.
- Ensuring checks are in place to ascertain whether educators are satisfied with the safety measures are in place.
- That a clear system is in place to record information regarding home visits.
- That clear systems for raising the alarm are in place, and that the response is practised.
- That vulnerable educators who cannot raise the alarm are not left alone
- Ensuring lone workers are fit and healthy to work alone.
- That a lone worker can request additional support for a home visit if they feel it is necessary.
- That checks are in place to ensure that educators regularly consider this policy, including within team meetings.
- Debriefing lone workers who have encountered an aggressive or violent incident, giving them time to recover and providing practical support.
- Monitoring all incidents and feeding them into risk assessments.
- All educators are made aware of this policy as part of their induction, reviews and training.
- Lone-working educators receive appropriate information.

Emergency services information

Dial 999 and be ready to give the following information:

- Pre-schools telephone number 01724 863102 or 07436 273653
- Pre-schools address: Bottesford Bunnies, Off Bramley Crescent, Bottesford, Scunthorpe DN16 3SN
- your name; and
- a brief description of the situation

Arrangements for complaint

These are defined in the Bottesford Bunnies complaints policy

References to other relevant policies and procedures

- Complaints policy
- Fire procedure
- Health, Safety, Welfare & Hygiene policy
- Safeguarding policy

This policy has been adopted by Bottesford Bunnies on Thursday 19th July at the staff meeting by Owner, Manager, Deputy and practitioners.

Signed on behalf of the setting by:

.....Owner

Next review date July 2019

Reviewed and updated January 2019 at staff meeting by Owner, Manger and practitioners.

Next Review February 2019

Updated at staff meeting February 2019

Next review February 2020

Reviewed and updated at staff meeting by Owner, managers and practitioners September 2019

Next review date September 2020

Reviewed and Updated by Director, Managers and practitioners at staff meeting March 1st 2021

Next review date March 2022

Updated by CW 2nd March 2022 to be shared with everyone at next staff meeting

Reviewed and updated by Director, Manager, Deputies & Practitioners at staff meeting March 22nd, 2022

Next review date March 2023

Reviewed and updated by Director, Manager, Deputies and Educators at staff meeting March 1st, 2023

Next review March 2024

Reviewed and updated by Director, Manager, Deputies and Educators at staff meeting Maty 8th 2024

Next review May 2025