NEW PARK ACADEMY – SECONDARY & JUNIOR SITE

LONE WORKING/ SAFE VISITING POLICY

VERSION NO.	REVIEW DATE:	Board approval date:
1	MAY 2010	24/5/11
2	NOV. 2012	6/11/12
3	SEPT. 2014	2/10/14
4	MAR 2015	24/6/15
5	MAY 2017	26/6/17
6	JUNE 2018	28/6/18
7	MAY 2019	27/6/19
8	MAY 2020	June 2020
9	JAN 2022	No change
10	JAN 2023	No change
11	NOV 2024	Minor changes

Policy Agreed	**27/6/19**
To be reviewed	**Nov 2025**
Owner	**Claire Brennan**
Designation	**Asst HT EOTIS Team**

LONE WORKING/SAFE VISITING

Current Live Version 10 – July 2022

Incorporating:

1. **Aims**
2. **Standards**
3. **Roles and Responsibilities**
4. **Employee responsibilities**
5. **Information required prior to a visit**
6. **Safe visiting**
7. **Response when things go wrong**
8. **Further Information**

1. **AIMS**

Introduction
The aim of this policy is to provide New Park Academy staff with information and advice on safe visiting and lone working.

2. **STANDARDS**

> Health and Safety at Work etc Act 1974
> Management of Health and Safety at Work Regulations 1999
> General Data Protection Regulation May 2018

3. **ROLES AND RESPONSIBILITES**

Health and Safety Officers at Sovereign Trust

- To offer advice to employees, develop strategies and policies to ensure compliance with legislation and to prevent cases of ill health and accidents as part of the New Park Academy H&S SLA.

- To seek and relay Health & Safety advice to staff and other stakeholders at New Park Academy on lone working/safe visiting and their associated risks and hazards.

New Park Academy

- To identify the hazards which may occur when New Park Academy staff and any stakeholders are visiting premises outside the normal workplace and to ensure risks from these visits are assessed.

- To identify any lone working/safe visiting practices that may be undertaken and the hazards and risks associated from this.

- To make available all documentation with regards to New Park Academy pupils' e.g. individual education plan or individual behavioural management plans to risk assess any potential hazards or threats prior to the lone working or safe visiting.

- To provide any relevant training required to assist New Park Academy staff in carrying out this aspect of their role or responsibility.

Senior Leadership Team

- To comply with New Park Academy policies when assessing the risks and hazards for staff when undertaking lone working/safe visiting responsibilities.

- To ensure adequate information, instruction and training is provided to those employees who may be subject to the risks arising from the risk and hazards associated with these responsibilities.

- To implement control measures to control any risks and to ensure New Park Academy employees adhere to relevant policies and risk assessments.

Employees

- To follow guidance and risk assessments at all times and attend any training provided relating to health and safety whilst at work as directed by SLT at New Park Academy.

- To bring to the attention of line managers/senior leadership team any issues in relation to health and safety and to highlight issues which may be required to improve the safety of themselves, colleagues, pupils, parents and other stakeholders of the school when working alone, visiting away from their normal place of work at New Park Academy.

- To be responsible for the health and safety of themselves and to be aware of the health & safety of others as well as the pupils in their care.

- **In addition, Outreach (EOTAS) Team members should make themselves familiar with the Outreach Handbook procedures (covering off-site tuition policy, risk management and safe-working practices) and undertake the in-house Lone Working Training unit annually.**

4. EMPLOYEE RESPONSIBILITIES

The staff and other staff working or acting on behalf of New Park Academy and who are required to make visits to people or premises whom The Sovereign Trust support (covering any and all visits) are required to:

- Ensure "StaffSafe" is **activated** and functioning correctly on their phone.

- Ensure that they have provided the following personal information to their supervisors/line manager or members of the senior leadership team. In the case of New Park Academy employees, this information would be collected at induction and in the case of volunteers and other stakeholders on a need to know. The information would be used in the event of an incident, to aid the employer/employee as appropriate. This information is available in each individual school employee's personnel details stored in the school office.

  - Home address
  - Home telephone number or
  - Mobile telephone number
  - Next of Kin
  - Vehicle details:
    - make
    - model
    - colour
    - registration number

- Staff details are held securely in the school office and only made available in the event of an emergency situation to the Headteacher or other member of the Senior Leadership Team. Although updates are regularly made to ensure that correct employee information is captured, it is ultimately the responsibility of every employee to advise and forward updated details to the relevant office staff. It is the responsibility of the Headteacher to nominate personnel to collate the information referred to above. At New Park Academy this would be the Office.

- For any out-stationed staff who are to be accommodated (temporary or visiting) in a central office, their details will also be collated and kept in the school office.

- The majority of school staff have personal and /or work mobile phones and this enhances security and minimises the risk for staff. It is strongly recommended that staff ensure that their mobile phone is:

  - Kept charged up at all times

  - Switched on during any visits

- Physically held safely and secure if used during a visit

- School employees are responsible for recording their whereabouts with the school office. The school office diary and Signin App are record keeping tools to confirm the whereabouts of staff during the school day. This recording system which can be found in the school office is readily accessible to all staff and staff are made aware of the procedures at induction stage.

5. **INFORMATION REQUIRED PRIOR TO A VISIT**

- In order to ensure the safety of all staff so far as is possible, monitoring records e.g. school diary, Signin App, Outreach Daily Timetable, must be put in place, which document:

  - Person/premises to be visited away from the office
  - Visited address and telephone number
  - The time of the visit
  - How long the proposed visit is likely to take
  - History - whether the person/premises being visited is known to the visiting staff member or to a colleague
  - All visits are recorded when they attend meetings/visits outside of the school premises

- To ensure all risks are minimised, identify if any of the following are applicable (by maintaining and reviewing Pupil Risk Assessments, Transport Risk Assessments, Location Risk Assessments and case history documents):

  - If the person/premises being visited is known to have been verbally or physically aggressive in the past to pupils, staff, colleagues or members of the public.
  - If there is a requirement to arrange a police presence etc.

Only Senior Leadership Team members should conduct out of hours visits. If under exceptional circumstances other staff are required to undertake an out of hours visit, then a specific risk assessment would be in place and senior management staff made aware of the visit and the risk assessment. Anyone making an out of hours visit is encouraged to keep a mobile phone with them at all times and to text a member of the SLT to let them know the meeting/visit has concluded and that they are safe. The same rules apply for any summer contact between staff and students: staff are expected to use '*whatsapp*' to inform the Headteacher when they start the meeting and again when they leave safely. If summer plans have been made, it is the

responsibility of the employee to let the Headteacher have a next of kin's contact details in case of an emergency.

6. SAFE VISITING

School staff checks and controls – to be agreed by the person attending the visit/meetings and agreed by the 'Nominated Person':

- Ensure "StaffSafe" is **activated** and functioning correctly on their phone.

- Ensure a colleague is appointed as a Nominated Person who will take action if you do not return at the agreed time.

- If carrying out a home/business visit whilst on route to another office, ensure someone from that office will notify the identified Nominated Person should you not arrive at the agreed location on time. That office should notify your work base if you fail to arrive.

- If a member of staff is late for an arranged meeting at another office, it is essential that the other office notify your work base if you fail to arrive.

- These procedures are not to check on a worker's performance but are part of a mandatory safety and security measure.

- It is vital that any employee who is placed in a dangerous or difficult situation is identified as soon as possible in order to provide appropriate and timely assistance.

- From information available, if it is anticipated that there may be a problem, then the staff member may need to take a colleague, preferably someone who may have experience or knowledge of the case or premises.

- The assessment will begin before knocking on the door. Be aware. Look and listen. Try and assess what is happening inside.

- Before entering the premises, consider the presentation, attitude and demeanour of the person(s) being visited.

- When entering, consider the room where the interview/visit is taking place and try to position yourself within easy reach of an exit i.e. try and place yourself between the door and the person/people being visited / interviewed.

- If you become engaged in a potentially violent interview, you may need to contact your Nominated Person for assistance without raising suspicion or exacerbating the present situation.   To do this you must contact your Nominated Person and say a previously

agreed code word or phrase **(the standard code/text message is 'I need the Blue Book' or simply 'Blue Book').** It is strongly advised that you remind your Nominated Person before attending the interview, checking that both parties are aware of the agreed alarm code/text message. **Once an alarm code has been raised, the person you contacted must then recognise this as a call for help and take appropriate action as per school policy e.g. contact the police.**

- Remember that it is always better to withdraw from a situation and consider visiting later with appropriate support than to risk personal injury and/or loss of sensitive information.

7. RESPONSE WHEN THINGS GO WRONG

- If an employee fails to return on time (e.g. within a maximum of 30 minutes of their expected return as noted on the monitoring record) the Nominated Person **must** initiate action. For example:

- The employee should be contacted first by mobile phone if able or any other agreed communication tool.

- If the service user or business is on the telephone, the number of the last service user/business to be visited can be contacted. The Nominated Person should:

  - Ask if their colleague has arrived yet

  - Ask if their colleague is still there

  - If they are still there, they should ask to speak to them and ask if they need assistance. **It is not acceptable to just ask if they are all right, someone may be listening into the call and forcing them to say yes. Instead it would be more appropriate to ask them if they require the 'blue book' (this is the agreed code-word which must always be used.)**

  - **If they say yes, the police should be called immediately**

  - If the Nominated Person is told that their colleague has left, they should ask what time they left (bear in mind the service user's ability to answer the questions appropriately or correctly). It may be necessary for other colleagues to go to the address to check out whether their colleague's car is there. **If the Nominated Person has been told that their colleague has left and their car is still there, then the police must be called immediately**)

  - Inform a Senior Manager of the situation immediately

8. FURTHER INFORMATION

- Employees should always carry ID badges when out visiting.

- Care should be taken when parking cars e.g. in a well-lit area and do not leave valuables on show.

- Check the back seating space in the car before getting in.

- Assess the situation when approaching the house/premise, e.g. are there other people or dogs about?

- Do not take unnecessary risks and avoid putting yourself in a situation where allegations / accusations could be made against you.

- Be mindful that whilst mobile phones do provide us with additional security, the use of mobile devices, social-media and device applications, particularly tracking applications such as *'Snap Map'* are increasing daily. These applications may well be used by persons we are visiting (including pupils) who may or may not be aware of the potential risk to which they are putting themselves and others. Bear in mind that we have no way of knowing the content of other people's mobile devices. Therefore:

ALWAYS risk assess your pupil / the people you are meeting and the location/s you are using

STAY ALERT

STAY on the EOTAS or SCHOOL OFFICE radar

Your team should know where you are and who you are with

KEEP IN TOUCH with your team regularly

- There are various useful websites available, with further information to increase your awareness of potential risks and how to manage them. These can be viewed and downloaded.

  These are:

  The Suzy Lamplugh Trust   www.suzylamplugh.org

  Health & Safety Executive   www.hse.gov.uk