



The Access Project: Lone working policy

Last reviewed: August 2018

Date of next review: August 2019

Policy Statement

- Where an individual's role requires them to work alone, both the individual staff member and their manager have a duty to assess and reduce the risks which lone working presents.
- This policy should be read in conjunction with the Safeguarding Children policy.

Purpose

- This policy is designed to raise awareness of the risks presented by lone working, to identify the responsibilities each person has in this situation, and to give guidance on how to manage such risks.

Scope

- This policy applies to all paid staff and volunteers who may find themselves working alone at any time whilst undertaking duties for The Access Project.

Definition

- Within this document, 'lone working' refers to situations where staff or volunteers in the course of their duties work alone or are physically isolated from colleagues and without access to immediate assistance.
- This last situation may also arise where there are other staff in the building but the nature of the building itself may essentially create isolated areas.
- This particularly refers to situations when staff members may find themselves working alone with students when no other staff members are present.

Mandatory Procedures

- Staff and volunteers should avoid working alone whenever possible.
- If conducting a one-to-one meeting or tutorial, staff and volunteers should aim to have the meeting take place in either:
 - A public place, such as a local coffee shop
 - A communal area in their place of work, e.g. the staff canteen
 - An office with other people present



- o Online, through the secure platform that The Access Project provides. Please note, if you are an online tutor you will be given further information about this. Online tutorials must not happen on facebook, skype or any other form of social media.
- Staff/ volunteers should never be working with students at their home or the student's home.
- If staff/ volunteers must carry out a one to one meeting or tutorial with just the student and staff member/ volunteer present, they should ensure a colleague is made aware of where they are conducting a meeting/ tutorial, when they are conducting a meeting/ tutorial, and how long the session is likely to last.
- If staff/ volunteers are on their own with a student, they should prop the door ajar (as long as this does not contradict other Health and Safety guidance, for example, Fire Safety) or hold the meeting in a room that can be seen into (such as a glass meeting room).
- Staff/ volunteers should not be transporting students or other service users one to one under any circumstances.
- Staff/ volunteers should have a charged telephone with them whenever they are lone working.
- Staff/ volunteers working alone must ensure they are familiar with the building's exits and alarms.
- Staff/ volunteers should sit nearest the door when lone working with a student.
- In buildings where staff/ volunteers may be working with students in relative isolation, there should be an agreed system in place to alert colleagues in an emergency.
- When there are concerns regarding specific lone working, staff/ volunteers must inform The Access Project or other identified person when they will be working alone, giving accurate details of their location and following an agreed plan to inform that person when the task is completed.
- If a member of staff does not report in as expected, an agreed plan should be put into operation, initially to check on the situation and then to respond as appropriate.
- Staff/ volunteers should take reasonable precautions when working alone – see appendix 1.
- Staff/ volunteers should never work alone if they are concerned about risks to themselves or others in the situation.
- Should an incident occur, the reporting and de-briefing involving an identified person should follow as soon as possible after the incident and no later than 24 hours after such incident. Staff should report any incidents that place themselves or the students at risk to The Access Project Designated Child Protection Officer.



Monitoring and Review

- The ongoing implementation of the Lone Working Policy will be monitored through feedback from staff to The Access Project management team.
- Any member of staff or volunteer with a concern regarding these issues should ensure that it is discussed with their University Access Officer, line manager, or with The Designated Child Protection Officer.
- The policy will be reviewed annually unless changing circumstances require an earlier review.

Useful Contacts

Designated Safeguarding Officer (DSO)

Name: Jennifer Guerin

Email: stayingsafe@theaccessproject.org.uk

Phone number: 07542 881 501/020 3960 6592

For further travel safety advice please direct your child to the following websites

- https://safe.met.police.uk/travel_safety/staying_safe_when_travelling_in_london.html
- <https://tfl.gov.uk/travel-information/safety/staying-safe>

For further information, please see the Appendices below.

Appendix 1 – Reasonable precautions for personal safety

Personal Safety

- **Be aware of the environment**
 - Know what measures are in place where you work: if in your place of work, check out alarm systems and procedures, exits and entrances, and the location of the first aid supplies. If in a public place, e.g. a coffee shop, ensure you know where the exits are.
 - Make sure that your mobile phone is in good working order
 - If your work takes you into areas which are isolated, poorly lit at night or known for high crime rates arrange to check in when the visit is over.
 - If a potentially violent situation occurs, be aware of what might be used as a weapon against you, and of possible escape routes.
- **Be aware of yourself**
 - Think about your body language. What messages are you giving?
 - Think about what you are wearing. Is it suitable for the task?
What signals does it send out?
- **Be aware of other people**
 - Take note of their non-verbal signals.
 - Be aware of their triggers.
 - Don't crowd people – allow them space



Appendix 2 – Assessing risk

Potential risks that individuals could be exposed to during lone working for The Access Project include (but are not limited to):

- Being the recipient of physical, emotional or sexual abuse
- Being accused of perpetrating physical, emotional, sexual, or neglectful abuse
- Neglecting one's own duties to safeguard children

When undertaking risk assessments, the following should be taken into consideration:

- the environment – location, security, access
- the context – nature of the task, special circumstances, likely outcomes
- the individuals concerned – indicators of potential or actual risk
- history – any previous incidents in similar situations
- any other special circumstances

Due to the variety of locations used for tutorials, The Access Project will be unable to assess each individual location for risks. However, staff members and volunteers are expected to follow the guidance in this policy when assessing the location and always ensure they are aware of exits.

The tutorial tasks themselves are unlikely to present any significant risk to staff/volunteers or students as they should be focused on working through academic tasks, e.g. completing questions set by the tutor, reviewing past exam papers, etc.

The Access Project will provide tutors with any information regarding students that they are working with that might suggest the student poses a risk to themselves or others, in line with the appropriate safeguarding policy.