



Lone Worker Policy:

This policy should be read alongside the Health and Safety Policy and the Safeguarding (Child Protection) Policy. Ducklings Childcare Ltd will protect their staff as far as is reasonably practicable from the risks of lone working. Working alone is not in itself against the law and it will often be safe to do so. Where lone working is necessary or unavoidable, the staff member undertaking the lone work and the setting manager must consider and decrease the potential risks involved.

We aim to ensure that no staff member working with children is alone working in either a room or within the building at any time. However there may be occasions when this isn't always possible due to:

- Toilet breaks
- Lunch cover
- Nappy changes
- Comforting a child that may be unwell in a quiet area
- Following a child's interest
- Supporting children in the toilet area that may have had an accident
- The duties some team members have, e.g. management, opening and closing the setting, carrying out cleaning or maintenance at the setting and staff operating outside operating hours.

When assessing the suitability of lone working, consideration will include how lone workers manage tasks such as talking to parents and supervising activities whilst maintaining child safety and welfare. We will also ensure that each member of staff required to work alone has the training and/or skills for the role; e.g. paediatric first aid certificate, child protection/safeguarding training, food hygiene training and if children younger than school reception age are present; hold a level 3 qualification. We always ensure that our staff: child ratios are maintained.

Personal Safety

- Lone workers must follow all instructions contained in the procedures below;
- In exceptional circumstances, if the worker acts differently to the procedure agreed, they must inform the manager or delegated contact immediately;
- One of our internal phones should be carried at all times when working alone unless this impacts the Safeguarding of children.



Risk Assessment

Risk assessments must be carried out for and by all individuals whose working practice makes them vulnerable and recommendations should be made to eliminate or reduce the risk as far as possible. Where individuals work alone in buildings or carry out home visits, managers should complete the relevant risk assessments. If the safety of an individual is doubted, attempts should be made to eliminate lone working.

Procedure

Individuals will receive information, instruction and supervision in respect of the hazards and risks associated with lone working. All individuals are to take relevant and sensible precautionary measures whilst lone working. If a member of staff feels that they are putting themselves at risk through lone working, they should discuss the situation with their manager. Further efforts by the manager shall be made to eliminate or reduce hazards starting with a process of reassessment of the task.

Risks of Lone Working

Risk assessments for site based lone workers must include:

- Safe entry and exit,
- Location,
- Safety of equipment for individual use,
- Channels of communication in an emergency, and
- Site security.

Risk assessments for mobile lone workers must include:

- Premises risk assessment where applicable,
- Arrangements for home visits including consideration of alternatives,
- Travelling between appointments/clients etc,
- Reporting and recording arrangements,
- Communication and traceability, and
- Personal safety and security.

Following completion of risk assessment, consideration must be given to any appropriate action that is required.



Safety Contact

Lone workers will be provided with a designated contact. The designated contact should keep their phone with them at all times and ensure that the agreed contact is made at the correct times. Where deemed the appropriate course of action (e.g. lone working contractors), the lone worker should:

- Inform their designated contact when the lone working commences;
- Advise the contact of the expected length of time that the lone working will take place over;
- 'Check in' with their contact every hour or as appropriate to the risks associated with the lone work;
- Inform their designated contact when they have finished lone working; and
- Inform their contact of safe arrival at home/their next destination.

All designated contacts must be made aware of the line manager's number. In the event that the lone worker does not telephone their designated contact after an outreach, the designated contact must inform the line manager. The line manager will endeavour to contact/check on the employee however if there is no response, the police shall be informed.

Monitoring and Review

Any staff member with concerns regarding lone working risks should discuss these with their manager. The risk involved in unique situations will be reviewed on an individual basis.