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|  | **Lone Working Risk Assessment Record** |  |

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| **Operations/Work Activities covered by this assessment:**  | Lone working risk assessment |
| **Site Address/Location:**  | <Insert location> | **Department/Service/Team:** | <Insert name of school/academy> |
| **Assessment Date:** | Click or tap to enter a date. | **Lead Assessor:** | <Insert name of assessor> |
| **Authorised By:** | <Insert name of authoriser> |
| **Who Might Be Affected** | Employee[ ]  | Contractor[ ]  | Visitor[ ]  | Pupil[ ]  | Client[ ]  | Member of Public/Third Party[ ]  |
| **Note:** A person specific assessment must be carried out for young persons, pregnant employees, and nursing employees |

| Hazards Considered | How might they be Harmed | Current Control/Mitigation Measures: | Risk Rating  | Action Required/ Action No. |
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| Likelihood | Severity  | Risk Rating |
| Inadequate arrangements for managing lone working procedures / policy. | Physical injury, ill-health, stress, and impact on mental health from working alone without direct or close supervision. | Lone working to be avoided wherever possible. Consideration to be given to:* Complete the task during normal working hours.
* Complete at an occupied location
* Provide supervision / support
* High risk activities which cannot be conducted whilst lone working e.g. work at height, confined spaces etc.

Formal procedures / policy in place relating to lone working activities.Formally communicate lone working procedures to all staff and maintain a record to evidence the communication. Include lone working arrangements within the induction process for new members of staff.Review lone working arrangements / procedures / policy on a periodic basis. A specific review must be undertaken following a near miss, accident, incident, or report of concerns.Debrief and feedback any lessoned learned following any review processes to all staff.Guidance is available from the HSE and the Suzy Lamplugh Trust:* [indg73.pdf (hse.gov.uk)](https://www.hse.gov.uk/pubns/indg73.pdf)
* [Lone workers (hse.gov.uk)](https://www.hse.gov.uk/toolbox/workers/lone.htm)
* [Personal safety advice | Suzy Lamplugh Trust](https://www.suzylamplugh.org/Pages/Category/personal-safety-advice)
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| Inadequate communication arrangements leading to lack of support for lone worker and inability to follow emergency procedures. | Physical injury, ill-health, stress, and impact on mental health from inadequate support and communication arrangements. Inability to contact support or notify of an emergency. Potentially fatal consequences if involved in an emergency.  | Emergency contact information available and kept up to date. Staff aware of their responsibility to notify of any changes to contact information, including home address, telephone number and emergency contact.Procedures for emergency communication plan in place both lone worker aware of who to contact in an emergency and staff aware of escalation procedure to follow.Cover is available to receive calls from staff outside of work hours and / or and during periods of absence.Staff required to have a means of contact e.g. mobile phone when lone working. Signal strength is considered and reminder to keep equipment charged.Contact details venue being visited obtained where necessary e.g. address and phone number.System in place to check in / out of a visit and to keep in touch with a contact. For example, expected time of departure / arrival.Implement a buddy system, where staff team up for communication and overseeing health and safety when engaged in home / off-site visits.Shared work / school calendars (or alternative) used to notify others of location and plans.First aid provisions are considered and implemented including:* Carrying first aid equipment
* First aid training, including how to use first aid on themselves
* Access to adequate first aid facilities
* Action to take if injured at work
* Method of reporting accidents, incidents and near misses.

Any accidents, incidents or near misses are recorded and investigations completed where appropriate. Formally communicate any identified risks / issues / concerns to Senior Leadership Team.Counselling and support services made available to staff. |  |  |  |  |
| Individual at increased risk of harm whilst lone working, including stress, mental health, wellbeing, and other health / individual factors. | Physical injury, ill-health, stress, and impact on mental health from working alone without direct or close supervision. Individual with specific medical conditions may be at greater risk of harm. | Determine if it is suitable for the individual to conduct lone working activities. Conduct an individual risk assessment to ensure that suitable and sufficient control measures are implemented for those at increased risk due to individual factors. Consider routine work and possible emergencies that may put additional physical and mental burdens on the lone worker.Consider individual factors, including (but not limited to):* Medical conditions
* New and expectant mothers
* Age
* Training and experience
* Gender
* Ethnicity

A specific new and expectant mothers risk assessment must be completed where necessary.When first language is not English, consider unfamiliar risks, difference in workplace culture and understanding of information, instruction, and training. Suitable and sufficient information, instruction and training provided to lone workers.All staff provided with information and instruction on lone working procedures and arrangements, including dealing with emergencies.Procedures implemented to enable direct contact with lone workers.Normal work practices including breaks and rest periods to be adhered to as far as reasonably practicable. |  |  |  |  |
| Work environment leading to increased risk of harm whilst lone working. | Physical injury, ill-health, stress, and impact on mental health due to hazards from the work environment. | If working in a rural or isolated area, consider:* Phone signal and how this will impact communication arrangements
* Travel to and from the location
* Emergency arrangements

If working in someone’s home or another premises, consider:* Lack of familiarity with premises or third parties
* Evacuation arrangements
* Personal safety
* Other unknown individuals present
* Animals
* Emergency arrangements

Consider the affect from adverse weather conditions and how this may impact the lone worker:* Travel disruption.
* Appropriate clothing and footwear.
* Welfare and comfort – including food, drink, breaks.
* Fatigue.
* Emergencies and response.

Out of hours working. Individuals / task may be affected by darkness and ability to contact others. |  |  |  |  |
| Individual at increased risk of harm whilst working from home. | Physical injury, ill-health, stress, and impact on mental health from working alone without direct or close supervision. | Maintain regular contact with those working from home. Encourage contact from home worker to others.Consider activities undertaken whilst working at home and implement additional control measures where necessary.Display Screen Equipment (DSE) assessments completed of workstation. Additional controls / equipment provided where necessary.Ensure support / communication mechanisms are in place to support and identify stress and mental health concerns with employees. |  |  |  |  |
| Inadequate planning of travel and individual at higher risk during when travelling.  | Physical injury, ill-health, stress, and impact on mental health whilst travelling. Potentially fatal consequences if involved in an emergency or road traffic collision. | Ensure that travel arrangements are suitable and sufficient, safe routes are taken and estimated time of arrival and departure are known to supervisor especially when working off site or making home visits.Allow plenty of time for the journey and know the route. Ensure enough fuel for journey.Use only approved and authorised forms of public transport and pay particular attention to taxis – use only marked taxis, book for outbound and return journey before you leave if possible and ask for details of car and if possible, driver to ensure you are getting into right car.Ensure vehicle is in good working order and insurance includes business travel. Note vehicle details as part of emergency contact information e.g. registration number, make, model and colour.Carry emergency equipment that may be required e.g. torch, telephone numbers for emergencies, blanket, drinking water, phone charger, first aid kit etc.Lock vehicle doors when in transit, particularly when travelling at a slow speed, stopped at traffic lights and when travelling in built up areas.Park close to the visiting location, in a well-lit area and facing the direction of travel. Reverse into spaces wherever possible. Walking / out and about – keep to well-lit areas, busy streets, and try to face oncoming traffic. Consider the use of personal alarms.If carrying equipment use bags that do not advertise what they are carrying e.g. laptop bag. Consider carrying mobile phone and keys separately.Avoid wearing ID badge and identifiable uniforms when travelling. |  |  |  |  |
| Individual at increased risk of harm from violence and aggression whilst lone working. | Physical injury, ill-health, stress, and impact on mental health from violent, aggressive, or threatening behaviour. Potential for fatal consequences or severe injury. | Avoid lone working where there are known risks of violence and aggression.Staff to be made aware of any previous history about pupils or third-party users – considering information from partner agencies if necessary.Consider completing the visit at a neutral location or within a secure environment.Specific violence and aggression risk assessment completed.Suitable and sufficient information, instruction, and training for coping with risky behaviours (CRB training) and de-escalation techniques.Staff to remove themselves from any situation where they feel their personal safety is compromised.Implement a system of emergency words / phrases to use in emergency situations without highlighting concern to perpetrator(s).Report any accidents, incidents or near misses. Where appropriate report incidents to police.Staff to remain alert and aware of:* Positioning within room e.g. sit closest to the exit.
* Aware of all entrances and exits
* Positioning of items (including personal belongings) which could be used as a weapon.
* Aware of body language and other cues which could indicate an escalating situation.
* Aware of their own body language.
* Utilising physical security measures e.g. panic alarms.
* Try not to walk in front of third parties – follow instead.
* Individuals under the influence of drugs or alcohol.

If there is a known problem with animals at an address / location request to remove or secure animals both before and / or on arrival. Individual must not put themselves at risk and abandon the visit if necessary.Vary the time of day, day of week etc. for visits to avoid becoming a target.Suitable and sufficient site security to prevent unauthorised access to site.Consider the use of security services if attending alarm call outs. Do not confront intruders.Avoid cash handling.Use the acronym **P L A N** as is provides a good basis for any visits:* **P** – Plan to meet first time visitors in a public place or in a properly laid out meeting room, if possible, arrange meeting where possible during daylight hours / school day, will you be returning after dark, contact details (telephone numbers), car details / registration numbers etc.
* **L** – Let a buddy or manager know where you’ll be and phone after to let someone know you are safe.
* **A** – Always make contingency plans for situations that you believe may be difficult.
* **N** – Never assume it won’t happen to you, look confident.
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| Additional Notes |
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| Control Improvements/Developments |
| Action No. | Recommended additional control measures | Responsibility | Target Date | Date Completed |
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| Signature of Assessor:  | Date: |
| Signature of Person Authorising: | Date: |

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| Potential Severity of Harm | Major | **Medium** | **High** | **High** |
| Minor | **Low** | **Medium** | **High** |
| Negligible | **Low** | **Low** | **Medium** |
|  | Rare | Possible | Almost Certain |
| Likelihood of Harm Occurring |

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| **Definitions** |
| High | Take appropriate action within agreed period |
| Medium  | Monitor & Review Situation |
| Low  | No Action Required |

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| Reviews – this assessment should be reviewed at intervals no greater than 12 months or if there are changes to the procedures, personnel, work environment or following an incident |
| Review Date | Comments/Amendments | Reviewed By | Signature |  | Review Date | Comments/Amendments | Reviewed By | Signature |
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| The following table should be used for all staff to sign and date to confirm that the risk assessment has been read. |

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