

Corporate Safety Unit

Health & Safety Guidance Note

No. 12

Subject: *Lone Workers*

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Date of Review April 2025

(DOR): Note: All guidance notes are working documents and although DOR is 2025, any amendments or change in work practice or legislation will prompt an earlier DOR

Who needs to see this: Managers and employees

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Note: ***This is Corporate guidance and individual Services may have their own specific procedures/arrangements.***

Introduction

There are many employees who, of necessity, work alone and to ensure their safety at all times they should follow any specific instructions given to them by their line manager and the guidance detailed herein.

Relevant Legislation: Management of Health and Safety at Work Regulations 1999

Responsibilities:

Manager: It is the manager's duty to assess risks to lone workers and take steps to avoid or control risks where necessary.

Employees: Employees have responsibilities to take reasonable care of themselves and other people affected by their work activities and to co-operate with their employers in meeting their legal obligations.

Guidance:

Working in isolation and/or alone

- The lone worker must inform the Headteacher that they are on the premises and also notify them when they have left the building. The next available member of the Senior Leadership Team (SLT) will take on this responsibility in the absence of the Headteacher.
- The lone worker must inform a member of family or a person at home that they are working alone and what time they are expected to return.
- The lone worker must have a mobile phone with them at all times so that the Head Teacher or member of SLT and family member can contact them to check in.
- If work is undertaken during hours of darkness lights should be on in more than one room in the building to give the impression that more than one person may be working.
- Any work undertaken must be authorised by management and any equipment or substances used must be used in accordance with training and instructions given.
- When in a building alone staff should ensure all external gates (apart from the front gate) are locked, that all entrance doors to the school are locked and for extra security it is good practice to lock the door to the room they working in – provided there is a safe fire exit route.
- Any work undertaken out of hours must be authorised by the Headteacher.
- Any work undertaken by a contractor must be made familiar with this policy by the Caretaker on duty, who would be deemed the Manager in this instance.

If the lone worker does not return home within one hour of the expected time the person at home should notify the Headteacher immediately and the following procedure should be followed:

- The Headteacher, or next available SLT member, should attempt to contact the lone worker by phone and visiting the premises if necessary. A decision should be made whether or not to contact the police at this point – it is perfectly acceptable to ask the police to attend the premises when trying to contact the lone worker.
- When the police are contacted they will need the following specific details:
 1. Lone worker's name, address and phone number.
 2. Family contact and relationship.
 3. Approximate height, weight, hair colour and style.
 4. Eye colour and any other distinguishing features.
 5. Car make, model, registration and year.
 6. What they were wearing when last seen.

Forms/Templates

[3a - Risk assessment form](#)

[33a - Toolbox talk record](#)

[Generic lone working risk assessment](#)

Other Sources of Information

Carephones Business Support
Kirklees Carephones Lone Workers System
Civic Centre 3
High Street
Huddersfield
HD1 2TG
01484 414788
Carephone.BusinessSupport@kirklees.gov.uk

HSE Website: www.hse.gov.uk/pubns/indg73.pdf