

# Lone Working

## Policy and procedures



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## Lone working Policy

### **Date of Policy: May 2020**

This policy supersedes any other criminal record check policy.

### **Lone Working Policy Statement**

Bristol City Football Club, Bristol City Academy, Bristol City Women's Football Club, Bristol City Robins Foundation, Bristol Bears Rugby, Bristol Bears Women, Bristol Bears Academy, Bristol Bears Foundation, Bristol Flyers, Bristol Flyers Foundation, Bristol Sport Foundation, Ashton Gate and Bristol Sport are collectively referred to as "the Company".

"The Company" has both a moral and legal obligation to ensure a duty of care for both children and adults across its services. We are committed to ensuring that all children and adults are protected and kept safe from harm whilst engaged in any services organised and provided by "the Company". "The Company" is committed to ensuring safeguarding practice reflect statutory responsibilities, government guidance and complies with best practice and local authority requirements.

This policy does not form part of an employee's contract of employment and will be reviewed on a regular basis and can be amended at any time.

This policy applies to "the Company's" directors, officers, consultants and employees (full-time, part-time, temporary, seasonal, voluntary). It also applies to agency workers, or self-employed contractors.

### **Principles**

"The Company" acknowledge that there may be an increased risk to the health and safety of its employees whilst working alone.

This policy will set out how the risks will be identified and the management of such risks.

For the purpose of the policy a lone worker is identified as "an individual who spends some or all of their working hours working alone". A more detailed Safeguarding definition can be found in the section-Safeguarding risk assessments.

### **Roles and responsibilities**

It is the responsibility of "the Company" to both assess and control any risks from lone working. This will be assessed using "the Company" risk assessment (appendix 1) in

accordance with the Management of Health and Safety at Work Regulations 1999 and “the Company” Safeguarding Children and Safeguarding Adults policies.

All Line Managers will be expected to complete the necessary paper- work and review and update it annually. It is the Line Manager’s responsibility to monitor the tasks being carried out and that any changes to the planned work are assessed and that a safe system of work is always maintained.

Advice on completing a risk assessment is available from “the Company” Head of Health and Safety and/or the Safeguarding Lead Officer.

A copy of all completed risk assessments will be held on record by “the Company” Head of Health and Safety or the Lead Safeguarding Officer dependant on the role of the lone worker.

## Health and Safety Risk Assessments

Risk assessments are to cover all work currently undertaken alone where the risk may be increased either by the work activity itself, or by the lack of on-hand support should there be an issue.

The following factors will be taken into consideration when completing the risk assessments (appendix 1):

- risk of violence, all tasks involving an element of lone working will be assessed for a risk of verbal threats or violence
- equipment used by any lone worker will be assessed to ensure that it is suitable for use by one person
- if work at height is involved, both the work and the means of access and egress will be assessed
- the planned use of any chemicals will be considered with regards to their suitability for use by those working alone
- the medical fitness of each worker to continue working alone
- access and egress to certain locations
- whether the lifting or transportation of certain loads is a requirement. Should this be the case the completion of a manual handling assessment will need to be carried out to ensure that the task is safe for the person working alone

## Safeguarding risk assessments

From a Safeguarding stance a lone worker is defined as a member of staff who is engaged in activities which place them in a situation without direct contact with other staff or without direct supervision. Lone working and one-to-one situations with vulnerable groups require specific safeguards to be put in place as they have the potential to make vulnerable groups more at risk of harm by those who seek to exploit their relationship of trust.

**In most situations it is best practice to have at least two adults present when working with children, adults at risk or vulnerable groups.**

There are times however when this is not possible and as such a Safeguarding Risk assessment **must** be completed for each group. (appendix 2).

All lone working staff must have undergone “the Company” Safeguarding Induction, Safeguarding Working Alone training and read the Safeguarding Policies. A current enhanced DBS check will also need to have been carried out. (refer to “The Company” Criminal Records Check Policy)

The following factors will be taken into consideration when completing the risk assessments:

- how parents, carers will know the location and times(s)
- storage and sharing of confidential information
- named contact who knows that there is a lone worker
- the suitability of the location
- the fire exits and evacuation plan
- the activities that will take place and the equipment needed
- the behaviours and abilities of those within the group
- any medical needs
- method for informing parents, carers of “the Company” Safeguarding Policy or information on where to access it
- how to access the Safeguarding Lead
- system for raising a concern for parent/carer use

### **Additional Safeguarding considerations together with best practice guidance.**

#### **The venue**

Choosing the venue is an important part of keeping the lone worker safe.

- If working in a room, make sure that there are windows and any curtains are open.
- Keep any doors to the room open apart from the fire door(s).
- Check that the emergency exits do open.
- Make sure that you have access to a working phone.
- The site should be easily accessible for the groups
- Never drive children, young adults or vulnerable people without a parent or carer accompanying.
- Always ask parents/carers to sign young children in and out.
- Always keep a dated register of participants.

#### **Spectators**

Is it appropriate to permit a parent/carer to be present and if so what safeguards will be put in place to prevent photography and unwelcome comments from the spectators including the possibility of threatening behaviour.

Preferably a separate area should be designated away from the main arena.

A spectator code of conduct should be issued at the start of the sessions. No lone worker should get into a disagreement with a spectator unless unavoidable. Any concerns should be logged immediately with Line Manager and DSO.

The lone worker **must** carry a means of calling for help preferably a “Company” mobile phone or radio.

#### **Consent**

It is best practice to get both written and verbal consent before accepting anyone onto a training programme.

A minimum of a written consent is required.

A consent form can also be used to gain important information such as emergency contact details and any medical conditions or disabilities.

All information collected must be stored in a secure place as determined by the Data Protection Act 1998.

## **Supervision**

It is imperative to make sure children and young people are properly supervised.

**In most situations it is best practice to have at least two adults present when working with children, adults at risk or vulnerable groups.**

Consider how a medical emergency would be handled as a lone worker.

Make it clear how would toilet visits will be managed

## **Code of conduct**

“The Company” has a clear Code of Conduct for staff (Safeguarding Induction training) which must always be adhered to. In addition, when working with children, young adults and vulnerable groups it is good practice to establish a behaviour code. This will help make sure that everyone feels comfortable and protected.

Set out your behaviour code at the start of your time with the group and share with parents and carers.

- Set appropriate boundaries and do not be overly familiar.
- Never give your personal contact details. If you need to arrange meeting times do this via parents or the school.
- Never make inappropriate jokes or comments in or around groups.
- Do not aid or follow or interact with any groups on your personal social media account.
- Any physical contact must be appropriate, justifiable, approached sensitively and agreed to by the child or person concerned. It should be conducted in full view of all.

On no occasion should a lone worker visit the home of a participant nor should they invite anyone to their home. Where it is deemed necessary to make a visit the Lead Safeguarding Officer should be informed who will advise on the appropriate protocols.

## **Recording Information**

A written record of any time spent working with children, young adults or vulnerable groups should be kept. Specifically refer to any time where you spoke to individuals and note:

- Date
- Time
- Place
- Reason for conversation
- A summary of the conversation

If you have any concerns report these immediately to your Line Manager or Designated Safeguarding Lead (DSO) either immediately or within 24 hrs.

## **Emergencies**

It is important that a contact list for groups is available in case of emergency and that parents, carers also have a contact number.

Ensure that in the case of emergency the group know who and how to contact a senior member of staff who can offer support.

Contact information and a working phone should be available in an accessible place for both the lone worker and the group.

### **Lone working unexpectedly**

There may be a situation where a member of staff is unexpectedly working alone. Should such a situation arise best practice would be:

- To make sure they are in sight and hearing of other groups or staff
- Tell another adult on the site that they are alone
- Inform your Line Manager and DSO
- Make a record as soon as you can afterwards stating why you were alone and what happened.

## **Control Measures**

In order to manage the risks identified the following control measures will be considered:

**Communication**-Lone working staff will be expected to call in at a maximum three hourly intervals or less depending on the type of work or level of risk it presents.

Staff working with children, young adults or vulnerable groups should call in at the end of each session. A session is defined as at the end of contact time with a group.

**First Aid**-Lone working staff will have access to a first-aid kit. It will be the responsibility of each individual to ensure that it remains adequately stocked.

Staff working with children, young adults and vulnerable groups must have as a minimum an Emergency Aid Football qualification at level 2.

**Emergency procedures** - In the event that a lone worker falls ill, or they get into difficulties, they are to use their work or a site phone to contact their supervisor immediately.

Lone workers working with children, young people and vulnerable groups must contact their Line-Manager immediately. Groups should not be left unaccompanied unless in an absolute emergency.



Appendix 1

RISK ASSESSMENT FOR LONE WORKING

Ashton Gate

Name.

Dept.

Date.

Hazard	Existing Controls	L	S	Risk (L x S)	People Affected	Further Controls	Final Risk Assessment	Additional Actions

## Risk Matrix

		+ Likelihood				
		1	2	3	4	5
		Remote	Unlikely	Possible	Likely	Certain
Severity	1 Minor	1	2	3	4	5
	2 Harmful	2	4	6	8	10
	3 Serious	3	6	9	12	15
	4 Major	4	8	12	16	20
	5 Fatal/catastrophic	5	10	15	20	25
	+					

+ Risk Rating		
<b>+ 1 to 6</b>	Minimal	Allow the event to go ahead
<b>7 to 12</b>	Low	Allow the event to go ahead but monitor in case of changes
<b>13 to 18</b>	Medium	Some control measures may be required before the event goes ahead
<b>19 to 24</b>	High	Urgent control measures may be needed before the event goes ahead
<b>25</b>	Intolerable	Stop the event, unless benefits significantly outweigh the risk

Legend: Add / remove as necessary

SP  
ST  
OFF  
POL  
MED  
BB  
PR  
PL

Spectators  
Stewards  
Officials  
Police  
Medical Staff  
Ball Boys  
Press  
Players

Additional notes (if required)

Signed.  
Date.



## Risk Matrix

		+ Likelihood				
		1	2	3	4	5
		Remote	Unlikely	Possible	Likely	Certain
Severity	1 Minor	1	2	3	4	5
	2 Harmful	2	4	6	8	10
	3 Serious	3	6	9	12	15
	4 Major	4	8	12	16	20
	5 Fatal/catastrophic	5	10	15	20	25
		5	10	15	20	25

+ Risk Rating		
+ 1 to 6	Minimal	Allow the event to go ahead
7 to 12	Low	Allow the event to go ahead but review regularly
13 to 18	Medium	Put in some control measures before the event goes ahead
19 to 24	High	URGENT control measures are needed before the event goes ahead
25	Intolerable	Stop the event

Legend: Add / remove as necessary

SP Spectators  
 ST Stewards  
 MS Medical staff  
 OFF Officials  
 POL Police

CO Coache(s)  
 DSO Designated Safeguarding Officer  
 LM Line Manager  
 PL Players  
 LSO Lead Safeguarding Officer

Additional notes (if required)

Signed. Line Manager  
 Date.

Lone worker

## Reference materials

Company policies:

Safeguarding Children Policy  
Safeguarding Adult Policy  
DBS Policy and Procedures

Government policies:

Data Protection Act 1998  
Health and Safety at Work Regulations 1978  
Safeguarding children and lone workers NSPCC

Company policies:

FA Criminal Record Checks Policy  
Safeguarding Children Policy  
Safeguarding Adults Policy

Date reviewed	Position	Owner
May 2020	Executive Board	M.A. Martin
May 2021		

