PRESTON & WINGHAM PRIMARY SCHOOLS FEDERATION

LONE WORKING POLICY

APPROVAL & ADOPTION

This policy was formally agreed and adopted by the Governing Body on:

_____

Chair of Governors

Signed:

UPDATE SCHEDULE

Version	Date	Reason for Update
1	March 2014	Existing policies of both schools reviewed as part of Federation review process.

PRESTON AND WINGHAM PRIMARY SCHOOLS FEDERATION

LONE WORKING POLICY

General

Other Risks

Miscellaneous

The Governing Body of the Preston and Wingham Primary Schools Federation have adopted the KCC Lone Working Policy as part of their commitment and responsibility to safeguarding all members of staff.

General Policy Statement:

Lone Workers as defined by the Health and Safety Executive are, "those who work by themselves without close or direct supervision."

As part of the Management structure it is the duty of care for all Managers to ensure the health, safety and welfare of all their staff, as it is also the employee's responsibility to take reasonable care of themselves and others who could be affected by their work activity.

This policy is to assist EY Managers in devising a safe system of work and to ensure that a suitable and sufficient risk assessment for their staff can be carried out for Lone Working duties.

From this policy relevant information should be obtained to assist in creating a specific policy for your place of work.

Aim:

To ensure adequate control measures are put into place to safeguard all EY employees who work alone at any point during their contractual duties. All hazards should be identified and all significant risks should be recorded on a risk assessment. These risks should be reviewed on a regular basis especially if there is a change in the situation; a near miss has occurred or an accident or incident has taken place.

Lone Workers:

People working alone or in isolation from others may be at particular risk either because of circumstances of their day to day working or because an emergency may occur. They are at extra risk if they are not in regular contact with others and are not kept informed of any changes that may affect them.

Lone workers should not be at more risk than other employees. This may require extra risk control measures. Precautions should take account of normal work and foreseeable emergencies, e.g. fire, equipment failure, illness and accidents. Employers should identify situations where people work alone and ask questions such as:

1. Does the workplace present a special risk to the lone worker?

2. Is there a safe way in and out for one person?

3. Can all the plant, substances and goods involved in the work be safely handled by one person?

4. Consider whether the work involves lifting objects too large for one person or whether more than one person is needed to operate essential controls for the safe running of equipment.

5. Is there a risk of violence?

6. Are women especially at risk if they work alone?

7. Are young workers especially at risk if they work alone?

8. Does the person have any medical condition that may affect their suitability to work alone?

9. What happens if the person either becomes ill, has an accident or there is an emergency?

There are various work activities that may result in EY staff members working alone; some examples are:

1. Staff that are required to work alone for all or most of the time, such as cleaning staff working at night or early morning.

2. Staff staying on to finish urgent work after others have left, or those who regularly work late or start early, before anyone else gets into the building.

3. Staff who are key-holders or who are left to turn out the lights, set the alarm and lock up the premises after everyone else has gone home.

4. Peripatetic workers whose work involves travelling or home visits to service users.

5. Staff that work at home.

6. Staff that move between locations in order to carry out their daily schedule.
This list is not exhaustive.
Many lone workers could come into more than one of the categories below. These categories can be split into levels of risk as follows:

➢ *Category One:*
    i. Staff working in offices or other secure locations outside of normal working hours or who routinely work in these locations on their own.
    ii. Staff visiting established service users who have been assessed as presenting no risk to staff.

➢ *Category Two:*
    (i) Staff working in locations where security is inadequate or where shared premises would allow non-authorised access to their work area.
    (ii) Staff working in unfamiliar locations but not meeting members of the public.
    (iii) Staff visiting service users for the first time, or when an earlier situation may have agitated the service user.
    (iv) Site managers/caretakers and cleaning staff that have to work out of hours; (refer to caretakers and site manager section, under activities to be avoided).

➢ *Category Three:*
    i. Staff who visit the homes of unknown service users or service users who are known to present challenging or aggressive behaviour.
    ii. Staff working in remote locations.
    iii. Key holders on a call out.
    iv. Staff making unscheduled visits without the knowledge of the base or line manager.

Specific Areas of Work:
    ➢ Schools
    ➢ Home tutors
    ➢ Children Centre Managers
    ➢ Team Leaders
    ➢ Office based staff
    ➢ Office Duty Systems staff
    ➢ Social Workers
    ➢ Social Work Assistant
    ➢ Practice Supervisors
    ➢ Care Managers
    ➢ Home Workers
    ➢ Maintenance staff

- ➢ Minority Communities Achievement Officers
- ➢ Family Liaison Officers
- ➢ Service user Service staff
- ➢ Cleaners
- ➢ Caretakers
- ➢ Substance Misuse Team
- ➢ Peripatetic handymen
- ➢ Key holders

Manager Duties:

1. Provide safe systems of work for all staff.

2. Ensure that there are appropriate security systems in place to secure the building.

3. Provide security devices for members of staff when they are working in the office or out in the community, if assessed as appropriate.

4. Carry out personal risk assessments for all staff working alone.

5. During one-to-one sessions discuss the control measures that are in place to ensure they are still adequate or discuss amendments.

6. Identify any training needs and ensure these are met.

7. Set up an adequate system for recording home and out of office visits. Ensure this is kept up to date on a daily basis, for example: staff reporting to the office; their location and general movements for the day, where this is required as part of the risk assessment.

8. Ensure systems are agreed, on how to raise the alarm and copies of the procedures are given to all relevant staff.

9. Ensure that anyone who is not able to raise the alarm is not left alone.

10. Ensure that during induction all procedures are discussed, a copy of relevant information is obtained, and a training plan is agreed by both the staff member and the manager.

11. Ensure that the staff members are suitable to be left working alone.

12. Ensure that your procedures allow for lone workers to request additional support when they feel vulnerable.

13. Discuss this policy on a regular basis during team meetings, and especially if an incident has occurred.

14. Be approachable and have empathy if a member of staff has suffered a trauma, involving aggressive or violent behaviour. Debrief that staff member, if required.

15. Provide practical support when needed.

16. Ensure that there is counselling readily available if needed.

17. Report any incidents on an HS157 accident/ incident form and send it to the relevant department.

18. Record and monitor all accidents and incidents and report findings to the relevant people.

Staff Responsibilities:

Staff have a duty of care for themselves and anyone else who could be affected by their actions.

Therefore, staff have a responsibility to ensure that they:
  ➢ Are aware and follow all policies or procedures.

  ➢ Always plan ahead.

  ➢ Are fully aware of the risks when working alone.

  ➢ Do not put themselves in potential danger.

  ➢ Ensure that they have made themselves aware of the nearest place of safety.

  ➢ Be aware of the on-site security procedures.

  ➢ Ensure that access is available to personal alarms/mobile phones or some form of personal communication.

  ➢ Use the phone-in system to confirm safety, using the system which is in place according to your policy.

Risks Associated with Violence

Below are some indicators that may make violence more likely, and should be taken into account in your risk assessment.

You may need to consider if the people you are providing a service to could:
  ➢ Threaten violence
  ➢ Be a menace with weapons
  ➢ Bear grudges
  ➢ Feel victimised
  ➢ Harbour a grievance
  ➢ Suffer from mental health issues
  ➢ Have a dependency on drugs or alcohol
  ➢ Associate with violent people

There are various warning signs that you can look out for - they could be:
  ➢ Tensions apparent within a group
  ➢ Restless or agitated behaviour
  ➢ Being deliberately provocative or attention seeking
  ➢ Unusual quietness or excitability
  ➢ Physical signs such as raised voice, aggressive body language

Control Measures
Listed in the sections below are various control measures that can be put into place to reduce the risk to staff when working alone. Not all measures will be applicable as circumstances vary in different situations; therefore the controls need to be re-evaluated for each individual occasion to ensure that the correct measures are in place to reduce the risk to its lowest level. You need to consider the person that you may be visiting or attending to alone, and the risks involved in each situation.

Threats to Staff:

Very occasionally staff may find themselves, through the job they carry out alone, the subject of threats from service users, family members or members of the public.

The following actions and options should be considered where staff are the subject of threats or acts of violence when working alone:

  ➢ Report the threat to the police and seek their advice;

  ➢ Vary personal routines and travel routes;

  ➢ Use an alternative entrance and /or exit to and from the place of work;

  ➢ Carrying a personal attack alarm; (ensure this is charged; carry spare set of batteries).

  ➢ Registering with 'Lone Safe' through KCC contact centre;

  ➢ Accessing personal safety training;

  ➢ Reporting whereabouts to office at all times, when changing venues or set up buddy system.

  ➢ Managers to hold personal records on each member, with contact details and a photograph, for identity purposes.

Transporting Service Users:

Transporting service users that are of a vulnerable nature can pose a real threat when a staff member is isolated in a car with them.

There are various hazards that could potentially take place with the service user:
  ➢ Trying to open the door and jump out.

  ➢ Physically attacking the staff member whilst they are driving.

➢ Giving verbal abuse whilst the staff member is driving.

➢ Trying to take control of the car whilst the staff member is driving.

➢ Trying to get out of the car when the car has stopped at traffic lights.

➢ Creating a distraction to the driver by being extremely loud and aggressive verbally.

➢ Having a tendency of making false allegations.

Control Measures

➢ Check all available information sources prior to commencing the journey.

➢ Consider the history of the service user: what is the likelihood of violence and how have they behaved in the past. Is there any flag on the system that you should be aware of?

➢ Consider the circumstances that you are either taking the service user from or to, which could cause the service user distress; plan your course of action before entering the situation.

➢ Ensure that any loose items within the car itself that could be used as a weapon or missile are removed and stored in the boot.

➢ Do not leave the service user alone in the car.

➢ If a service user is known to make false allegations, consider in your risk assessment whether working alone with this person is appropriate.

➢ On balance, consider whether a second member of staff should be present.

➢ Be aware of the risk of being distracted when driving and resist temptation to turn around or look at what they are doing;

➢ If necessary, pull the car over, but consider your environment and ensure that it is safe to do so. Seek help from other members of staff or police, before deciding your next course of action. Consider the risks of either terminating the journey or waiting for assistance.

➢ Escorts or co-workers should sit behind the driver with the other passengers in the other rear seat.

➢ In the event of an incident occurring, every effort must be made to stop the car safely so that the incident can be contained.

➢ Ensure passengers comply with the seat-belt laws.

Attending Court:

As part of social workers duties; court attendance and giving evidence is necessary. This can potentially put the worker at risk of harm due to the nature of the visit. Whilst at court, the social worker could find themselves on their own and therefore vulnerable.

This could be:

> When arriving at court or making their way from the car to the court

> On leaving the court or making their way back to their car

> Outside the court room whilst waiting to be called

> Standing outside the building whilst visiting a designated smoking area, making a phone call etc.

> Visiting washrooms or being in an isolated part of the building.

> If relatives or friends of the client are likely to attend and be aggressive.

Control Measures

> Assess the risk in advance and think about whether the risk of your safety being compromised is low enough to attend alone.

> Contact the Clerk to the court and ask if there is an alternative entrance that might be used.

> Find out if there is a separate waiting area, if there are no other facilities then arrive at the court early and sit in the courtroom.

> If you are unfamiliar with the building layout, request if a plan could be provided, or make an advance visit.

> Consider asking a colleague to accompany you to the court.

> Do not make yourself vulnerable - avoid being alone at all times.

> Consider using a pool car if it is necessary for your car not to be identified.

Home Visits:

Staff visiting service users in their own home need to take particular care, and plan for the visit taking a number of factors into account.

First visits

1. If it is a new Social Services referral, the first visit should take place in the office or other controlled environment, such as a Parenting Capacity Assessment centre.

2. As much information as possible should be collected about the risk indicators for the service user, including a check for a Hazard flag on electronic systems, where these are used.

3. If the risks are considered low, for example because the service user is likely to welcome the contact, then lone working can take place. However, the member of staff should review the risk on a continuous basis and be prepared to withdraw if the risk levels rise to an unacceptable level.

4. Higher levels of risk will require a more detailed risk assessment, including an emergency plan.

5. Two trained staff (possibly a combination of EY staff with a health worker, family liaison officer, etc) should be the standard for the first visit, unless it is considered that this will add to the risks to both of them, or that the risks are so low that two staff are unnecessary.

6. First visit should be timed for daylight hours, where reasonably practicable.
7. A manager should be aware of the visit details and monitor that staff return safely, either directly or through a third party.

For subsequent visits:
8. Family and contact details must be checked for any added information regarding current circumstances, prior to the visit.

9. Consideration given as to whether two staff are required for this particular visit, bearing in mind all the circumstances.

If it is decided that a member of staff can visit the service user at home, these are some possible controls for the member of staff to consider:
10. Consider whether you need to set up a call from a colleague in the office, deliberately timed to come through while you are with the client. This is an opportunity for a code word to be given that will alert the team to a problem.

11. Consider whether you need to report in to a colleague or manager on your return, and set this up also. Remember that the police may be alerted if you don't report in, so if this system is set up, it is important that it is used properly and that you remember to call. The system will include the address of where the visit is to take place; likely return time; telephone number of service user and staff member; the agreed procedure for action in the event of no call being received; who is going to take that action, and how the system will work out of hours.

12. Ensure that your panic alarm, if used, is handy in a pocket or front of bag, or otherwise easily accessible.

13. If you have any choice on where to park, leave your car where you can get away quickly if necessary.

14. When you leave your car, clear items from view and lock it. Keep keys easily accessible.

15. Check that mobile phone is working, has enough battery life and signal strength before entering the premises, so that you know whether your phone is available to you.

16. When making a home visit, as you are a stranger in someone else's home, you should wait to be invited in, and wait on the other side of the door to be led to the next room.

17. When entering the room where the interview/meeting will take place, stand for a moment and reassess the risk:
    - Are there other people in the room who may be aggressive?
    - Is there a dog in the room? In most cases, it is best to ask for the dog to be shut in another room;
    - Can you sit somewhere where you can exit quickly?
    - An upright chair is easier to get up from than a sofa, if you have a choice,
    - Does the service user appear to be under the influence of alcohol or drugs or otherwise likely to behave unpredictably?

18. If you are content that the risks remain acceptable, continue with the visit, but be alert to any signs of aggression from the service user or their family.

19. Plan an excuse to return to the car (e.g. for a document) so that you can use this at a moment's notice if it becomes necessary.

20. Always be prepared to terminate the visit if you feel threatened in any way, even if the feeling is only a 'gut instinct'.

21. Pass any information on to colleagues if relevant for their safety at future visits.

Reception Areas and Interview Rooms:

Receptions
When a service user first enters a building in order to make contact with a member of EY staff or to access services, the first impression (welcoming? unfriendly? distant?) is very important, and can set the tone for the subsequent relationship with that service user.

In addition, a receptionist may be working alone, and specific safe systems of work need to be in place to control the risks from the members of the public that we need to provide a service to. The need for these sometimes opposing factors to be reconciled, means that reception arrangements should be considered carefully.

Control Measures
Staff need to:
- understand their role;
- understand the role of the teams in their premises;
- know how to respond to the first signs of aggression;
- know what to do in any foreseeable emergency;
- attend training if this is necessary to help keep safe.

Environment needs to:
- be welcoming
- have calm colours (NB red and pink can arouse strong emotions; blues and greens are better)

- ➤ be pleasant and clean
- ➤ include adequate, secure seating where users may have to wait
- ➤ enable communication for service user with staff
- ➤ provide an escape route for reception staff
- ➤ be separated from rest of building with appropriate security measures
- ➤ be able to be viewed from elsewhere, e.g. adjoining corridor through glass
- ➤ have limited objects that can be thrown or used by an aggressor
- ➤ have limited number of authoritarian signs e.g. 'Do not…..'

Systems in reception need to:
- ➤ keep waiting time to a minimum, to reduce frustration
- ➤ allow for service users to be able to leave easily if they want to
- ➤ include a procedure for lone workers to alert others, such as a panic alarm or code word, or both
- ➤ include a well-understood debriefing procedure for a lone worker should a traumatic incident occur
- ➤ Allow for another competent member of staff to cover the reception in the event that the usual staff member needs to undergo debriefing.

Interview Rooms
Ideally, interview rooms should be designed so that there is clear visibility into them. This provides for a measure of security for any lone worker, as service users are generally less likely to be violent when they know they can be seen.

In all cases, however, a member of staff should consider the circumstances carefully before carrying out an interview alone with a service user.

The following provides a checklist for members of staff and their managers:
1. Do not arrange to meet anyone when you will be alone in the building.

2. Avoid keeping interviewees waiting; if someone is waiting for you, tell them how long you will be.

3. Ensure you have relevant information regarding the current risk of aggression from this interviewee.

4. Consider if you need to set up in advance an interruption by a colleague.

5. Consider if you need to take a portable alarm into the room with you. Whether fixed or portable, alarms sometimes send a signal direct to the police, sometimes to someone else in the building; sometimes they just make a noise. Understand how it works beforehand.

6. Tell someone which room you are going to go to, and whom you are with, while the interviewee is listening.

7. If a large number of the service user's family or friends are with them, decide carefully who else should be present, as the risks of violence may increase. Conversely, there may be someone who acts as a calming influence.

8. If escorting someone through the workplace, it is safest to walk beside them on the level, precede them upstairs, and follow them downstairs.

9. Allow your visitor to precede you into the room, so that you have a chance to station yourself nearest the door.

10. Be alert to signs of aggression at this early stage, as it may be easier to leave now and bring back a colleague to join you, if necessary.

11. Ideally, you should sit on a chair at the same height, and at a 45˚ angle, but wait until your visitor has seated themselves.

12. Ensure your chair is close enough to the panic alarm, if installed.
13. Be prepared to withdraw from the situation if you feel there is an unacceptable level of risk.

14. If the interviewee starts to damage property, withdraw immediately and summon help. Do not intervene to try and protect the property, as you are likely to become the target instead.

REMEMBER, you are at greater risk of violence if the room
   ➢ has only one door
   ➢ has no glass panels in walls or door
   ➢ is in an isolated part of the building
   ➢ provides potential weapons for an aggressor
   ➢ has no panic alarm; or if the procedures for using this are inadequate.

Note re: panic alarms
Some staff believe they will be safe because there is a panic alarm installed, but this only works if:
   ➢ you can reach it easily
   ➢ you know how to activate it
   ➢ you know how it gets deactivated
   ➢ you don't leave it too late to set the alarm off
   ➢ setting it off doesn't aggravate the interviewee further
   ➢ enough of the right people are in the building and can hear it
   ➢ the right people have been trained to respond appropriately
   ➢ it is working (regular testing and maintenance)

Other Risks

Key Holders:

Key holders may need to attend premises outside of normal business hours. This may be to carry out normal work activities or following the activation of an intruder alarm or because of some other emergency that might have occurred.

Key holders should be registered with the Police in case there is an out of hours emergency. This is essential when the building is protected with an intruder alarm

system. Good practice dictates that at least three key holders should be appointed in order to cover holidays and sickness etc. The use of a commercial key-holding service should be considered as an alternative to using your own employees. Any key holder service should be a member of the British Security Industries Association (BSIA). (http://www.bsia.co.uk).

Key holders that are just carrying out normal work activities should be following the general lone working guidance in this policy.

Key holders that are attending the premises in the event of intruder alarm activation should use the following procedure:

- On receiving a telephone call notifying of intruder alarm activation, confirm the identity of the person making the call, i.e., Police Officers name and number or Alarm Company operative's name.

- Use telephone numbers previously obtained, call back and verify the detail.

- Arrange with either a member of their family or other responsible person to call the Police to the premises if they have not heard to say that all is well. This call should be made between 30 to 45 minutes after the estimated time of arrival.

- If a radio signalling personal attack alarm has been provided at the premises, which operates in close proximity to the buildings, then these should be issued for potential use.

On arrival at the premises:
- If the Police are in attendance make sure they have checked all sides of the building. Then enter with the Police and check all areas.

- If the Police are not in attendance drive slowly round as much of the premises as possible (using public roads if necessary) checking for signs of entry including the roof and walls. If in any doubt leave the site and from the first available telephone, call the Police by dialling 999.

- If all appears to be quiet, enter and check premises. If there are signs of a break-in leave at once and call the Police as above.

- If in doubt leave the site immediately, even if you have the use of a mobile phone. Arrange to meet the Police nearby. This is for own safety.

On entering the premises:
- Carefully note all information displayed on the alarm controls. Take no action at the control panel beyond un-setting the protected areas.

- Check that the telephones are in working order. If the telephones do not work, it is likely that the lines have been cut by intruders who have, or who may try again,

to attack the school. If the Police are in attendance they should be made aware of the telephone not working.

➢ If alone and, at any point, it is <u>suspected</u> there has been a break-in, then leave the premises and call the Police.

➢ If there <u>has</u> been a break-in, re-enter the premises and check carefully with the police and following their instructions. Please note that a crime reference number will be required for insurance purposes.

After checking the premises:
➢ If there is no apparent break-in, the alarm company should be called to arrange for an engineer to attend. Obtain his name and estimated time of arrival.

➢ Notify the member of family or other responsible person, who is expecting to be contacted, to let them know that all is in order. Consider arranging to make further calls if appropriate.

➢ Check identification of alarm engineer on arrival; call the alarm company to verify details if necessary.

➢ Insist on a complete repair of alarm system if reasonably practicable. Only agree to part of the system being disconnected if a fault is identified and it cannot be corrected within a reasonable time (key-holder must understand insurance requirements that apply).

➢ Never leave the premises unprotected. If necessary arrange for other staff to join you or relieve you as appropriate.

➢ If you are not responsible for opening the premises at the start of the next day leave a note for the person who will be undertaking this responsibility; advising them of the problem and instructing them to liaise with the alarm company for further engineer attendance, if this is necessary.

➢ Ensure that all written logs detailing what has occurred are correctly completed by both the key-holder attending and the alarm engineer.

➢ Advise the Manager, Headteacher or other members of staff as necessary.

➢ Arrange for any emergency repairs to be made so the premises can be secured.

➢ Secure the premises and set the alarm system.

➢ On your next return to the premises advise the relevant members of staff about the situation.

Caretakers and Site Managers:

Caretakers/Site Managers are a group of workers that are more likely to be lone working. They will probably be key holders and possibly responsible for opening and locking up the premises. They may also be the person who would attend the premises when there has been a suspected break-in; if this is the case then they should follow the guidance given in this document for 'Key Holders'.

Hazards
You need to think about if there are any risky activities which your Caretaker/Site Manager may be undertaking whilst working alone. Areas you should think about may include:

➢ General repair works during holidays or after hours, including use of power tools

➢ Decorating

➢ Checking security

➢ Turning the heating back on after a break

➢ Laying grit and clearing paths in icy and snowy weather

➢ Locking up after events

➢ Patrolling or visiting the site after the hours of darkness

➢ Opening the building first thing in the morning

➢ Changing Light Bulbs

➢ Using hazardous chemicals

➢ Manual Handling

Control Measures
As well as considering the guidance contained in this document there are some activities which should be avoided when lone working. These include:

➢ Working at height

➢ Working with dangerous machinery

➢ Live electrical work

➢ Work in confined spaces

When considering what control measures can be put in place to keep the lone worker safe you should also take into account any medical conditions the employee may have, which could put them at more risk. The easiest way to reduce the risk is to carry out any hazardous activities during normal working hours and lower risk activities when lone working.

Some other examples of control measures that can be adopted to reduce the risks identified above may include:

- Follow general guidance for Managers and Employees on pages 6 & 7 of this document

- Ensure that no power tools or equipment are brought in from home. Only use equipment provided by the employer

- Provide long handled paint rollers for decorating

- Follow 'key holder' guidance in this document when checking security of building or site

- Ensure any procedures are known and followed for re-lighting boiler after period of shut down

- Ensure employee is adequately trained for the required task

- Check weather forecasts and put grit on hazardous pathways before ice or snow forms

- Ensure access and egress from site are free from defects and well lit

- Carry a fully charged torch when attending site after dark

- Carry out Control of Substances Hazardous to Health assessments on any hazardous substances to be used and provide training to the employee for their safe use

- Carry out Manual Handling risk assessments to ensure that loads are not too heavy for one individual. Also ensure that the employee has had Manual Handling training

- Provide correct Personal Protection Equipment where required

Miscellaneous

Training:

Depending on the EY member's job role, a training plan should be considered and introduced through induction. This is to cover all aspects of lone working and to ensure that the staff member is able to protect themselves in vulnerable situations.

First Aid Requirements:

First aid for travelling, remote and lone workers: employers are responsible for meeting the first-aid needs of their employees working away from the main site. The assessment of first-aid needs should determine whether those who travel long distances or are continuously mobile should carry a personal first-aid box; and whether employees should be issued with personal communicators/mobile phones.

Risk Assessments:

Specific risk assessments should be completed for individual cases or situations. To find the five step generic risk assessment please use the following link:

http://www.kelsi.org.uk/policies-and-guidance/health-and-safety-guidance/risk-assessment

Guidance for Flagging Potential Violent Service Users:

➢ The Swift database keeps a record of the adults under social care assistance

➢ The ICS database holds all details on minors that require social care

➢ When a minor reaches adulthood the records are linked from the ICS to the Swift system.

➢ Both systems have the functionality to raise the hazard relating to violence by using the hazard tab system. This is so that if a service user has a history of violent tendencies or has caused problems that need to be highlighted; or has been convicted of a violent crime, either actual bodily harm or grievous bodily harm, then the system can have a flag put on it which will reflect that there is an issue with that particular service user, or if their family or friends could be a threat to the employee.

➢ Additional information may be obtained from the Careworks database, which holds details on service users known to the Communities directorate, and potentially violent service users are flagged accordingly.

➢ You have a legal duty to safeguard, so far as reasonably practicable, staff that may come into contact with a potentially violent service user. Reception staff; social workers; school staff and other agencies are just a few that could be affected.

Reporting of Accidents and Incidents:

Any accidents, incidents or near misses must be recorded on the HS157 (KCC's accident and incident form) and a copy of the form sent to the appropriate personnel office. The original copy must be retained by the manager with the employee's records

If an accident happens and causes either a major injury or the loss of over 3-days work or unable to carry out normal duties for over 3-days then you will also need to complete an F2508 form, and send it to the Health and Safety Executive in accordance with Reporting of Diseases and Dangerous Occurrences Regulations(RIDDOR) '95. Copies of forms for such Reportable incidents should also be sent to the Health and Safety Unit at County Hall.

If you have been subject to an incident involving violence, this should be recorded on an HS157. This includes verbal abuse, physical assault and property damage. Please complete the 'nature of activity' and 'other factors' section also.

Monitoring and Reviewing:

All accidents, incidents or near misses should be logged and monitored; you should be looking for trends and seeing if a review should be carried out on any of your risk assessments due to the outcomes. These should also be reported back to management, union reps, and governors, (as appropriate) so that they are aware of any situations that may have arisen.

Further Reading:

www.unison.org.uk/file/A227.pdf

www.unison.org.uk/acrobat/10943.pdf

www.hse.gov.uk/pubns/indg73.pdf.

www.hse.gov.uk/violence/law.htm

http://www.hse.gov.uk/search/results.htm?q=lone+working&cof

Contact Details:

Health and Safety Unit
Advice Line: 03000 418456 or healthandsafety@kent.gov.uk
Fax Number: 03000 420330