



Lone Working Policy

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Introduction

Lone Workers are Temporary Workers who work by themselves without close or direct supervision.

Lone working has been identified as a possible risk to Prospero Group Temporary Workers; this policy sets out good practice guidance for those who work alone. The Company will ensure, so far as is reasonably practicable, that Temporary Workers who are required to work alone or unsupervised for significant periods of time are protected from risks to their health and safety. Measures will also be adopted to protect anyone else affected by lone working.

Lone working exposes Temporary Workers to particular hazards. The Company's intention is where practicable, to entirely remove the risk from these hazards or, where complete elimination is not practicable, to reduce the risk to an acceptable level.

Scope

All Prospero Temporary Workers should follow client lone working policies, unless one does not exist, whereupon they should follow this policy.

This policy must be followed in full when developing or reviewing and amending Company procedural documents.

Lone working has been identified as a possible risk to Temporary Workers; this policy sets out good practice guidance for those who work alone.

Temporary Workers that work alone are more vulnerable to risk around Lone working. Furthermore lone working may mean that there are additional difficulties in obtaining assistance in the event of an incident such as accidents or vehicle breakdowns. Whilst recognising that this document is aimed at lone workers, the majority of practice can apply to other situations where Temporary Workers at Prospero are working remotely.

This policy is applicable to all Prospero Group Temporary Workers.

Definitions

Adult at Risk – any person aged 18 years and over, who is or may be in need of community care services by reason of mental health issues, learning or physical disability, sensory impairment, age or illness and who is or may be unable to take care of him/herself or unable to protect him/herself against significant harm or serious exploitation.

Child - any person under the age of 18.

Client – an organisation, which engages with Prospero Group to purchase Work-Finding Services. This includes, amongst others: Schools, Local Authorities, Care Homes, Universities, Parents/Carers and Private Sector organisations.

Lone Worker – an individual working by themselves without close or direct supervision.

Prospero Group – is comprised of three entities: Prospero Teaching, Prospero Health & Social and Prospero Integrated.

Service User – is defined to mean **Child, Children** or **Adult at Risk**.

Temporary Worker – an individual receiving Work-Finding Services, delivered by Prospero Group. This includes, amongst others: Teachers, Tutors, Teaching Assistants, Care Assistants, Support Workers and Nurses.

Work-Finding Services – taken to mean recruitment activity, advertising of roles and provision of work-related training, provided by Prospero Group.

Accountability

Prospero Group expect all Temporary Worker's to abide by the Client's risk assessment or, if absent upon shift arrival, carry out a dynamic risk assessment to assess any major concerns.

Risks

Risks can be associated with many types of work but it is generally assumed that Lone Workers face increased risk due to the isolated nature of their work. Risks can also take different forms, for example we must consider risks in terms of the potential for physical harm but also the risk of being more vulnerable to false accusations. It is therefore imperative that all Lone Workers are vigilant and conduct their duties with safety in mind at all times.

It is recognised that different roles place some Temporary Workers at a greater potential risk than others. For example:

- Working alone for a large majority of the time including supporting and visiting Service Users
- Working within Client premises
- Travelling between or on behalf of Client sites
- Transporting Service Users to other sites or appointments

Most risks come from the unknown, but trying to identify risks in advance is an essential tool in managing risk. All Temporary Workers should be familiar with the good practice guidelines and must follow these procedures.

Implementation of Safeguards

Prospero Group Temporary Workers are required to take reasonable care of themselves and others affected by their work and to co-operate with Prospero Group in meeting their legal obligations with regards to Safeguarding, Health and Safety and other legislation.

In an attempt to manage or minimise risks as far as possible, Prospero Group have implemented a number of safe systems of working.

Locations of Lone Workers

It is essential for safety that Temporary Workers communicate their location to both their Prospero Group Consultant and the Client.

Lone working procedures must be observed at all times. Failure to comply with the lone working procedures may result in safeguarding allegations raised against the Temporary Worker or termination of their Work-Finding Services with Prospero Group.

Prospero Group will store details of the Temporary Worker's emergency contact and other details (photo, car registration, preferred contact number, if applicable) in accordance with our Data Protection Policy. These details will only be used in circumstances when the Temporary Worker has not followed the lone working procedure, or Prospero Group are unable to contact them and therefore have concerns for their safety.

New Referrals

Booking confirmation will be sent to Prospero Group Temporary Workers by their Consultant which outlines any health and safety risks to the Temporary Worker and steps taken to mitigate / remove risk.

Mobile Phones

All Temporary Workers who are regular lone working will be required to have a mobile phone which they will be expected to carry at all times during their working hours. They must ensure the phone is sufficiently charged at all times. Please reference the Bring Your Own Device Policy.

Identity Cards

Where requested by the Client, Temporary Workers will be issued with a photographic identification card for identification purposes, which will also include the contact details of their main Prospero Group office.

Use of Telephone Numbers

All contact with Service Users must be routed through the Client unless explicitly agreed by both Prospero Group and the Client in writing.

Temporary Workers must never under any circumstances give their contact number to Service Users unless explicitly agreed by both Prospero Group and the client in writing. If an emergency arises and the Temporary Worker's contact number is shared, it must be reported to both Prospero Group and the Client immediately.

Meetings

Temporary Workers attending meetings with Service Users should make every effort to attend these meetings with another Prospero Group Temporary Worker, Prospero Group Consultant or direct employee of the Client. When this is unavoidable the Temporary Worker must arrange to meet in a public place and/or ensure the lone working procedures (as set out below) are followed.

Incident Reporting

In order to maintain appropriate records of incidents involving Lone Workers, it is essential that all incidents are reported to Prospero Group. Temporary Workers should ensure that all incidents where they feel threatened or unsafe are reported even if this was not a tangible event or experience. Reports of these incidents are imperative in informing future visits, meetings, etc and will help to inform lone working policies and procedures.

Where a reported incident is related to an allegation against a Temporary Worker, this will be investigated by Prospero Group's Designed Safeguarding Officer (DSO) / Designed Safeguarding Lead (DSL) and concluded in line with Prospero Group's Allegations & Misconduct Policy. All reported incidents will be recorded on Prospero Group's CRM system.

Responsibilities

It is the responsibility of Temporary Workers to:

- Read and understand this Lone Working Policy, before any lone working commences.
- Comply with this Lone Working Policy all times and take reasonable care to protect themselves.
- Immediately inform Prospero Group and the Client should they leave the agreed location of the booking.
- Ensure all relevant contact details are stored easy reporting when needed. This includes, but is not limited to, their Prospero Group Consultant, Prospero On – Call and the Client contact number.
- Always have their Prospero ID Badge on their person.

Prospero Group Client's must:

- Devise and implement safe working systems for Prospero Group Temporary Workers, to avoid or control risk where lone working is necessary.
- Ensure systems are in place to safeguard Prospero Temporary Workers and the Service Users.
- Ensure that Prospero Group is updated of any changes to the Service User's documentation, including but not limited to, care plans, transport risk assessments, about me pages.

Prospero Group will:

- Ensure that this Lone Working Policy is shared with the Temporary Worker, prior to commencing a lone working shift.
- Ensure that all information shared by the Client is shared securely with the Temporary Worker, as soon as possible.
- Respond in a timely manner if contacted by a Temporary Worker who is lone working.

Training

All Temporary Workers working for Prospero Group should know that a great deal of importance is placed on the health, safety and welfare of both our Service Users and Temporary Workers, and as such all Lone Workers should be aware of how to deal with situations when they feel they are at risk or unsafe. Temporary Workers should also be able to recognise how their own actions can influence or even trigger an aggressive response. Where appropriate, e-learning will be provided via Prospero Group's third party training provider (lone working) and Prospero Learning directly (maintaining professional boundaries).

Consequences

Failure to adhere to this policy may result in termination of the Temporary Worker's Work-Finding Services and referral to the Disclosure and Barring Service / relevant professional body, if applicable.

Data Protection

Prospero Group will treat all Temporary Workers' data confidentially and in accordance with the requirements of the Data Protection Act 2018 and the General Data Protection Regulations 2018.

Enforcement

This policy will be enforced by Prospero Group's CEO, Managing Director, Operations Directors, Head of Compliance & Safeguarding, Head of HR and Data Protection Officer.

Failure to adhere to this policy may result in suspension / termination of the Temporary Worker's Work-Finding Services and referral to the Disclosure and Barring Service / relevant professional body, if applicable.