

Crestwood Community School

Man Down Procedures

It is the School's policy to ensure that where employees are required to work alone, all reasonably practicable steps are taken to ensure their **health, safety, and welfare** at work.

Lone Working Requirements for Site Staff

While on duty alone, **Site Staff** must always carry:

- A **site radio**, and
- The **site mobile phone**

In the event of an **accident, incident, or concern**, and if the staff member is able to do so, they must:

Raise the Alarm by:

1. Contacting the **Senior Site Manager or Site Team Leaders** using the site mobile phone by pressing the **Man Down 1** or **Man Down 2** button. This will call them directly.
2. If unable to raise help via the above, call the **Senior Site Manager's personal mobile** at **07852 332359** (available at all times).
3. In case of serious accident or injury, call **emergency services** directly.

Note:

- The school closes at **Monday & Thursday's** at 20:30. **Tuesday & Wednesday's** 19.00 and **Fridays** at 18.00.
- Cleaning staff are on site with the site team from **19:00 onwards**.
- All site staff must **book off** their shift by sending a **text message** to the Senior or Assistant Site Manager.

Definition of Lone Working

Lone workers are individuals who work by themselves without close or direct supervision. There is no legal prohibition on lone working, provided all health and safety requirements are met and the following procedures are followed.

Lone Working Risk Considerations

Site Team Leaders and Line Managers must consider:

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- How the risks of lone working can be controlled.
- Whether the work environment or individuals on site present a specific risk.
- The safe use of equipment, substances, and materials by a single worker.
- Manual handling risks – can lifting/moving tasks be done alone?
- Potential for violence or aggression.
- Medical conditions or medication that could pose a risk when working alone.

Safe Working Arrangements

Before lone working is approved:

- Managers must ensure the staff member **understands their responsibilities**, including:
 - The **standards** to be followed.
 - **Emergency procedures**, including **who to contact**.
- Staff must be **competent** and trained for tasks beyond the scope of normal operations.

Supervision

Site Team Leaders and Managers must ensure:

- Local procedures for **periodic contact or visits** are in place.
- Regular communication is maintained between campuses (e.g., Shakespeare and Cherbourg).
- Emergency alarms can be raised and responded to effectively.

Training Requirements

Before working alone, all Site Staff must have:

- Completed an **approved emergency first aid** course.
- Demonstrated an understanding of the **fire evacuation procedures**.
- Completed a **Lone Working Risk Assessment** with any issues addressed.

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Training is essential to prepare staff for unforeseen or high-pressure situations and to prevent panic. Lone workers must understand:

- The **risks** involved.
- The **precautions** in place.
- What **tasks are prohibited** when working alone (e.g., using ladders or working at height).

Violence at Work

Any situations that pose a **risk of violence or aggression** to lone workers must be reported immediately. Refer to the **Violence and Aggression Procedure** for more information.

Medical Suitability

All Site Staff must inform their manager of any **medical condition** that could affect their ability to work safely while alone. Managers are responsible for:

- Assessing each individual's ability to work alone.
- Ensuring the role does not place undue **physical or psychological stress** on the employee.
- Reporting findings to the **Bursar, Site Facilities and Transport Lead**.

