



## **Disability and Dyslexia Support Worker Service** **Lone working Policy**

The University has a duty of care to all those affected by the work carried out by its staff and students. Out-of-hours periods of working are when key safety role holder (e.g. first aider) levels are below optimum levels e.g. evenings, early mornings, weekends and public holidays. As there are increased hazards and risks associated with lone and out-of-hours working support workers should wherever possible provide support on University premises in a staffed University building.

All Specialist Mentor and Specialist one-to-one Study Skills Tutors (SpLD) appointments take place at 301 Glossop Road. One-to-one rooms at 301 Glossop Road are fitted with panic alarms which link to the main University security desk. All support workers using these rooms are shown how to operate the panic alarms.

Specialist Mentor appointments must be held in Support Worker Service rooms during opening hours – when the building reception is staffed. Opening hours are 9.00am-7.00pm in term-time and 9.00am-5.00pm out of term-time. Support workers other than Mentors and Specialist SpLD One-to-One Study Skills Tutors are not permitted to undertake out-of-hours work unless a risk assessment has been undertaken.

Mentors and Specialist SpLD one-to-one study skills support tutors who need to work out-of-hours must have first completed the University out-of-hours training. Where appropriate, a risk assessment may also be carried out (please see risk assessment policy). SpLD One-to-One Study Skills Tutors may see students out of hours but Mentors are not permitted to see students and may only undertake administrative work.

All support workers need to provide their line manager with contact details of friends/family who can be contacted in an emergency. Support workers undertaking lone working must ensure they inform their line manager of details of when they will be working alone (time and place) and must also inform their allocated emergency contact(s). The emergency contact can then contact the service if they are concerned a support worker has not returned from work.

If First Aid is needed but a First Aider is not present in the building, the support worker can seek first aid assistance by telephoning the University's Emergency Control Centre x4444 or 0114 222 4444 from a mobile.

In exceptional circumstances, a support worker (e.g. Personal Assistant) may need to provide support off University campus or within a student's home. In these circumstances a risk assessment will be undertaken by the Support Worker Co-ordinators. This risk assessment will be signed and authorised by the Support Worker Co-ordinators before commencement of the work. In the case of support provided within a student's home, the support worker may also need to attend accompanied by a co-worker.

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All support workers starting with the DDSS Support Worker Service are provided with access to a copy of this policy either online or in paper format. Alternative formats are available on request. This policy is reviewed annually and updated as required.

19<sup>th</sup> November 2019