



**Southern
Education
Trust**

Lone Working Policy

Next review: February 2026

General

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.

Aim:

To ensure adequate control measures are put into place to safeguard all employees who work alone at any point during their contractual duties.

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, i.e. 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 a 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 a safe running of equipment.
5. What happens if the person either becomes ill, has an accident or there is an emergency?

There are various work activities that result in staff members working alone: for example:

1. Staff that are required to work alone for all or most of the time, such as premises staff working at night or early morning.
2. Staff staying on to finish work after others have left, or those who regularly work late or start early.
3. Home tutors, whose work involves travelling or home visits.

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. During one-to one sessions, ensure that all measures are still adequate.

4. Identify any training needs related to lone working.
5. Ensure that home and out of office visits are recorded.
6. Report all incidents to the Headteacher.

Staff Responsibilities

Staff members have a duty of care for themselves and anyone else who could be affected by their actions. Therefore, they have a responsibility to ensure that they:

- Are aware and follow all procedures and policies.
- Are fully aware of the risks when working alone.
- Do not put themselves in potential danger.
- Understand the on-site security procedures.
- Have access to a mobile phone or some other form of personal communication.

Risks Associated with Violence

There are some indicators that may make violence more likely, and should be taken into account in staff risk assessments. Staff may need to consider if the people they are providing a service to could:

- Threaten violence
- Feel victimised
- Harbour a grievance
- Have a dependency on drugs or alcohol

Control Measures

There 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. Staff need to consider the person/persons that they are visiting or attending to alone, and the risks involved in each situation.

Key Holders

Key holders may need to attend the premises outside of normal working hours as part of their normal working day.

Key holders should be registered with the Alarm company operative and/or police in case there is an out of hours emergency. Key holders that have to attend the premises in the event of intruder alarm activation should use the following procedures:

- 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 from the Key holder attending the site that they have arrived safely, have assessed the situation and have stated their intended further actions. Suggested time frame would be 30 to 45 minutes after the estimated time of arrival.

On arrival at the premises:

- If the Police are in attendance, make sure they have checked all sides of the building.
- Enter with Police.
- If the Police are not in attendance try driving around the building to look for any signs of entry. If in doubt leave the site and dial 999
- If all appears to be quiet, enter and check premises. If you have any signs of a break in call the Police and leave the building. Arrange to meet the police outside in a safe area.
- Once in the building Check all phone lines are working.

After checking the premises

- If no break in call the Alarm company and inform them ask for an engineer to attend. Obtain their name and at what time they will arrive.
- Check identification of Alarm engineer on arrival.
- If Alarm has to be disabled completely, make sure you inform the person who is in charge so as to get advice as to what they wish you to do.
- Advise Headteacher as soon as possible.
- Advise the site manager of any damage/repairs.

Control Measures

Considering the guidance contained in this document there are some activities which should be avoided when working alone, including:

- Work at height
- Work in confined spaces

Some examples of control measures that can be adopted may include:

- Only use equipment provided by the employer.
- Ensure any procedures are known and followed.
- Ensure employees are adequately trained for the required task.
- Check weather forecasts and take action as needed.
- Ensure access and egress are free from defects and well lit.
- Carry a fully charged torch when attending the site after dark.

- Carry a mobile phone and ensure it has a signal.
- Make sure all risk assessments have been completed.