

# Lone Working Guidance



**Becton School**  
Together We Can

Review Date: September 2025

## **General Statement**

We recognise that there may be an increased risk to the health and safety of our employees whilst working alone. This policy sets out our approach in both identifying these risks and adequately managing them. Any questions regarding its operation should be addressed to the Headteacher.

The key to safe lone working is the assessment of potential risks and the measures that can be practically taken to minimise and/or alleviate them.

## **Definition**

For the purposes of this policy, a lone worker is an individual who spends some or all of their working hours working alone. This may occur:

1. During normal working hours, at an isolated location outside of the normal work place, for example in a students' home, on an educational visit or transporting a student
2. During normal working hours at an isolated location within the normal workplace
3. When working outside normal business hours.

## **Legal Position**

Our duty to both assess and control any risks from lone working is governed by the Health and Safety at Work Act 1974 (HSWA) and the Management of Health and Safety at Work Regulations 1999. It requires us to ensure, so far as is reasonably practicable, the health, safety and welfare of our employees.

The leadership team recognise their duty of care to ensure the health, safety and welfare of all staff, as well as the fundamental responsibility of employees to take reasonable care of themselves and others who could be affected by their work activity.

The leadership team will:

- Provide safe systems of work for all staff.
- Identify potential risks, using any relevant information supplied by school and other agencies involved.
- Ensure that any risks are acknowledged and that where required risk assessments are completed, detailing appropriate control measures where necessary, to reduce risk.
- Ensure that any necessary control measures are properly implemented.
- Discuss and review any control measures that are deemed necessary in order to ensure that they are adequate and effective.
- Ensure that lone workers are able to request additional support where required.
- Ensure that during induction of staff and students that all procedures are discussed and relevant information provided.
- Identifying any further training needs and ensuring that these are met.
- Ensure communication protocols are agreed on how to proceed in case of difficulty, and advise all those concerned.
- Ensure that the medical history, experience and training of staff members are taken into account when assessing risks.
- Support any member of staff affected by aggressive or violent behaviour, providing counselling if needed.
- Review the effectiveness of this policy on an annual basis and immediately if an incident which causes concern occurs.

## **Risk Assessment**

Our risk assessments will cover all current or proposed lone working, where the risk may be increased by the work activity itself or by the lack of 'on-hand support' should something go wrong. Once all job roles involving lone working have been identified, the following factors will be considered:

### **• Risk of violence**

All jobs involving an element of lone working will be assessed for a risk of verbal threats, or violence. Before any home tuition/ visits take place the Learning Mentor and/or teacher will contact professionals to identify any known risks.

### **• Driving to and from work locations, particularly in adverse weather conditions**

Staff are responsible for making an assessment about the safety of these journeys.

### **• Manual Handling**

Plant and equipment used by lone workers will be assessed to ensure that it is suitable for use by one person.

- **Medical Conditions**

The medical fitness of workers will be assessed.

- **Emergency procedures**

In the event that a lone worker falls ill, or into difficulties, they are to use a phone to contact the nominated person, Head of School or the emergency services.

- **Access and egress**

Some lone working may require access to locations which are difficult to access or exit. Assessments will consider whether these tasks are suitable to be carried out by one person.

### **Unacceptable lone working**

The following activities must not be carried out by lone workers under any circumstances:

- Working at height
- Manual handling of heavy or bulky items
- Transport of injured persons

### **Lone Workers Duties**

All lone workers must cooperate fully with the guidance in this policy and any instructions given by Senior/Middle leaders. They must also follow the school's safe systems of work and any associated procedures. Failure to do so may be constitute disciplinary offence.

## **1a. Lone Working Guidance – working off site (Home visits or Home teaching)**

Staff should ensure that the Home Visit Risk Assessment (Appendix 1) is completed prior to the home visit or teaching session taking place. This should be undertaken as part of the student induction and based on information gathered from agencies who are already working with the student.

### **Making a home visit or teaching session**

- Initial risk assessment must be undertaken prior to this visit and updated as needed following the initial home visit.
- Ensure that you have your work mobile phone, that it is charged, that you have signal and that it is in working order.
- If visiting by car leave the vehicle in a position where you can easily leave (facing the exit of a cul-de-sac).
- On arrival conduct a dynamic risk assessment to evaluate the situation before you conduct the home visit and maintain this level of vigilance throughout.
- Arrive on time.
- Ensure your ID badge is visible – introduce yourself on arrival.
- Confirm who you are speaking to.
- Actively listen to the parent/carer.
- Request permission if you need to take notes.
- Be clear about arrangements and agreements made by both parties.
- Parents/carers should be made aware that they have prime responsibility for the safety of their child.
- Ensure that the parent/carer has your name and contact number.
- If you are concerned at any point ensure that your safety remains the priority and inform someone at the earliest opportunity of your concerns.
- Leave the premises if you feel threatened or unsafe or the working environment is unsuitable.
- Add any visits to your electronic diary (including the address being visited) so your location is known. Smart phones will be provided and staff will be required to log into their calendar after each visit to say what the outcome was. i.e. Completed, cancelled or unsuccessful.
- An adult (over 18) should be present in the home during home visits and teaching sessions.
- Sessions should take place in a central area within the home where possible, doors should be kept open and staff should ensure they and the student are visible. The adult should where ever possible be in eye sit or ear shot of you.
- When working with teenage Mum's in the home all of the above guidance applies, but if they wish to breastfeed during a lesson, the teacher should leave the room or the adult in the house should be in the room. The lesson should stop in order for them to focus on feeding.

## **1b. Lone Working Guidance – working off site (Educational Visits)**

- Anyone undertaking a visit off site must seek initial permission from a Senior/Middle leader.
- The External School Activities Risk Assessment (Appendix 2) must be completed to ensure that the planned activity is appropriate and that any control measures needed are put in place.
- A mobile phone must be taken on the visit and the member of staff should always have the contact details of the Senior/Middle leader who has approved this activity.
- Staff on site must be contactable in case of an emergency either via the Senior/Middle leader or Admin staff.
- Parents/carers must give consent for their child to be taken off site (this can be done verbally).

## **1c. Lone Working Guidance – working off site (Transporting students)**

- Anyone wishing to transport a student must seek initial permission from a Senior/Middle leader to evidence that the journey is necessary and appropriate.
- Staff must have Business Insurance and evidence of this must be provided annually.
- The vehicle being used must be safe and fit for purpose.
- The Transporting students in your own vehicle Risk Assessment (Appendix 3) must be completed before any student is transported and supported by the External School Activities Risk Assessment (Appendix 2).
- Parents/carers must give consent for their child to be transported in this way (this can be done verbally).

## **2a. Lone Working Guidance – one to one working on site**

- Ensure that a Senior/Middle leader is aware of the activity, location, likely duration and when it has ended.
- Avoid working in isolated parts of the building and where possible ensure that the door/room has windows that allow you and the child to be seen. If this is not possible then alternative safeguards should be put in place (leave the door open).
- Consider issues of gender, religion and culture for the student.
- It is important to ensure that the student feels at ease at all times and that they do not misconstrue actions or intentions.
- Make sure the student is comfortable with the working arrangement
- Avoid unnecessary physical contact
- Any incidents of distress, anger or other concerns which arise during a one-to-one activity should be reported immediately to a Senior/Middle leader and followed up with a detailed written report.
- Staff must ensure they have an appropriate method of communication in order to seek support should it be required - mobile phone, list of contact numbers or blick (Becton site only).
- Staff must also ensure they are aware of where the nearest staff member is.
- Volunteers **must not** be left unsupervised with students to undertake any activity unless a DBS and other relevant checks have been undertaken.
- We have a duty of care to ensure that any visitors or professionals from other organisations who are working with students in a one-to-one setting are also aware of and follow these expectations at all times.

## **2b. Lone Working Guidance – one to one working on site in hospital settings**

- Staff deliver lessons and work with students bedside on open wards, in isolation and side rooms, and in open areas such as classrooms or dining areas.
- At the bedside on open wards there are usually other people in earshot or within sight either other patients, parents and staff. Curtains will be kept open whenever possible.
- The classroom door is always kept open during teaching time.
- It is often not possible to have other adults present when teaching in isolation or side rooms. Teaching staff are always aware of the location of their colleagues during the teaching day and either parents or nursing staff will be aware of teaching sessions in side and isolation rooms.
- Staff will take reasonable and practicable precautions in the varied teaching circumstances to ensure their own safety and that of their students.

## **2c. Lone Working Guidance – Isolated working on site**

- Staff who need to access isolated parts of the buildings, e.g. room 101 at Becton must always either access with another member of staff or inform a member of SLT or ML before they go and on return and ensure they have a working mobile phone and appropriate contact numbers with them.

## **3. Lone Working Guidance – out of normal working out of hours**

In order to manage the risks identified when working outside of normal working hours the following control measures should be followed:

- Staff are required to lock themselves in the buildings when lone working and have access to a phone and emergency contact.
- Staff must not arrange meetings with parents/carers or members of the public when lone working. All meetings must be arranged during school occupancy times or when there is more than one member of staff on site for the duration of the meeting.
- Late meetings must finish promptly and not leave one member of staff alone on site.
- Staff must not approach, or let into the buildings, unauthorised persons when lone working.
- All staff are required to give notice to Senior/Middle Leaders by email before lone working, either out of school hours (5.00pm–7.00am Chapel House only) or through holiday periods.