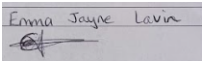
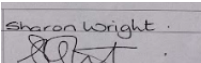




LONE WORKER POLICY

UPDATE MINUTES				
VERSION	DATE	CHANGES	UPDATED BY WHOM	CHECKED BY
VERSION 1	FEB 2025	DOCUMENT CREATED	EMMA JAYNE LAVIN	SHARON WRIGHT

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Emma Jayne Lavin Sharon Wright	Emma Jayne Lavin	1	February 2025
Role	SIGNED	SIGNED	Review Date
Proprietor / QA			February 2026

1. Purpose

This policy is designed to ensure the safety, health, and wellbeing of all staff, contractors, and volunteers engaged in lone working activities within Everyday Lessons. It establishes clear responsibilities for managing risks associated with working alone, particularly when working with children and young people, while implementing safeguarding measures in line with the NSPCC and Health and Safety Executive (HSE) guidelines.

2. Scope

This policy applies to all employees, contractors, and volunteers who work alone in various environments, including private residences, community spaces, schools, and external workplaces. It covers lone working procedures, safeguarding responsibilities, and risk mitigation strategies.

3. Definition of Lone Working

Lone workers are defined by the Health and Safety Executive ([hse.gov.uk](https://www.hse.gov.uk)) as “those employees who work by themselves without close or direct supervision.” Lone working refers to any work activity carried out in isolation from other colleagues, where direct supervision is not available, and the worker does not have immediate access to assistance in case of an emergency. When working with children and young people, additional safeguarding precautions must be taken. Any lone working requirements must be clearly outlined during the recruitment and induction process. Individuals classified as lone workers must undergo a risk assessment, regardless of whether lone working occurs occasionally or constitutes a significant part of their role.

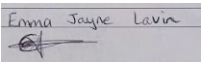
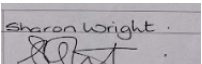
Examples of lone working scenarios include:

- Youth Workers attending late meetings (e.g., Community Forums)
- Working from home
- Attending courses
- Driving to meetings or external appointments
- Youth Workers conducting visits to service users

4. Risk Assessment

Ensuring health and safety in lone working environments relies on conducting a thorough and effective risk assessment. The primary goal is to determine whether a task can be safely completed alone and to identify necessary measures to minimise risks.

- Assess whether the task can be safely performed by a lone worker.

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- Establish safeguards to ensure lone workers face no greater risks than those working in teams.
- Identify and implement appropriate training for lone workers and their supervisors.
- Pair this document with other policies where relevant.

Risk assessments must be completed, reviewed, and signed off by the appropriate line manager. The process should evaluate who is at risk, the specific hazards they may face, and whether existing control measures are sufficient. If additional risks are identified, employers must take all reasonable steps to eliminate or minimise them.

If a risk assessment highlights the need for additional training, this must be provided as a priority within an appropriate time frame. Employers are legally obligated to ensure the health and safety of their employees, including lone workers, under key legislation such as:

- The Health and Safety (First Aid) Regulations
- The Workplace (Health, Safety and Welfare) Regulations

All incidents, accidents, and near misses involving lone workers must be reported to a senior manager and documented using an incident report form. These records should be reviewed regularly to identify patterns, implement lessons learned, and update lone working risk assessments or safety measures where necessary.

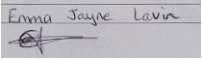
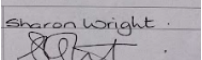
Before any lone working activity is undertaken, a thorough risk assessment must be conducted to identify potential hazards, including but not limited to:

- Workplace violence
- Stress and mental health concerns
- Suitability of the individual's medical condition for lone working
- Environmental risks (e.g., working in isolated or high-risk areas)
- Safeguarding risks when working with children and young people
- Ensuring appropriate emergency protocols are in place

5. Responsibilities

5.1 Employer Responsibilities:

- Provide training, supervision, and monitoring for lone workers.
- Maintain regular contact with lone workers and respond promptly to any incidents.
- Ensure workers are aware of emergency procedures and have access to first aid equipment.

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- Conduct safeguarding checks and assessments before outreach work.
- Implement control measures to manage risks in third-party locations.
- Monitor lone workers' health, stress levels, and overall wellbeing.
- Enforce a policy that workers must work in pairs whenever possible, unless unavoidable.
- Provide body cameras where feasible to document interactions and enhance safety.

5.2 Lone Worker Responsibilities:

- Follow all safety procedures and use required equipment, including body cameras where provided.
- Maintain communication with their supervisor or designated contact person with regular pre agreed check in times.
- Report any incidents, concerns, or changes in circumstances that may affect their safety.
- Adhere to safeguarding policies and procedures when working with children and young people.
- **Work in pairs unless absolutely unavoidable**, in which case additional safety measures must be taken.
- Immediately report any safeguarding concerns or inappropriate situations.

6. Training and Support

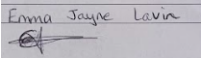
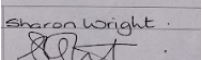
All lone workers must receive training in:

- Personal safety and conflict resolution
- Recognising and managing risk factors
- Emergency response procedures
- Mental health awareness and self-care strategies
- Safeguarding children and young people, including recognising signs of abuse
- Using body cameras and maintaining records of interactions where required

7. Supervision and Monitoring

The level of supervision will depend on the risk assessment. Measures may include:

- Scheduled check-ins at pre-agreed intervals via phone, radio, or email.
- GPS tracking or other monitoring systems where appropriate.
- No deviation from the pre organised plan of where they are supposed to be.
- Emergency contact procedures for raising alarms.
- Regular supervisor visits and observational assessments.

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8. Working in Third-Party Locations

When a lone worker operates at another organisation's premises, the employer must:

- Request information on existing risks and control measures.
- Ensure the worker is protected by appropriate health and safety and safeguarding procedures.
- Confirm emergency protocols and points of contact.

9. Safeguarding, Violence, and Aggression Prevention

Lone workers are at a higher risk of workplace violence and safeguarding concerns. To mitigate risks:

- Workers should assess situations for potential threats before entering a location.
- If feeling at risk, workers should leave the environment and report the situation.
- Training in de-escalation techniques should be provided.
- Support systems must be in place for workers who experience violence, threats, or abuse.
- When working with children and young people, workers must follow safeguarding protocols and ensure transparency in interactions.
- Where possible, lone workers should wear body cameras to document interactions and enhance security.
- No lone worker should transport a child or young person alone in their vehicle unless pre-approved by management and necessary for safeguarding.

10. Stress and Mental Health Support

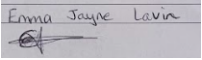
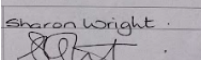
Lone working can impact mental health due to isolation and high-pressure environments. To support workers:

- Regular communication and debriefing sessions will be arranged.
- Supervisors should be trained to recognise signs of stress.
- Employees should be encouraged to access available mental health resources.
- A clear reporting system must be in place for concerns regarding mental health and wellbeing.

11. First Aid and Emergency Procedures

Lone workers must have access to emergency support, including:

- Carrying appropriate first aid kits.
- Receiving training on basic first aid, including self-administration if needed.

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- Knowing emergency contact numbers and procedures for their location.
- Having an emergency plan in place for high-risk situations.
- Using a duress code or emergency alert system if needed.

12. Language and Communication Considerations

For workers whose first language is not English:

- Training materials and safety procedures must be clearly communicated in a language they understand.
- Additional support should be provided to ensure comprehension of health and safety risks.
- Safeguarding training must be delivered in an accessible manner to ensure compliance.

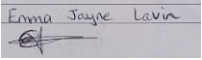
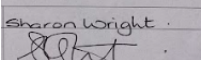
13. Driving Safety Considerations

- Ensure the vehicle is roadworthy, well-maintained, and has sufficient fuel before setting off.
- Avoid driving while under stress, as this can impact concentration and decision-making.
- Adopt defensive driving techniques to reduce the risk of road rage incidents.
- If confronted with aggression, seek a safe, populated area such as a petrol station.
- Secure belongings before arriving at a location to avoid drawing attention to valuables.
- Keep all possessions out of sight in the vehicle.
- Always lock car doors when inside.
- Park as close as possible to the destination, preferably in a position that allows for a quick exit, such as reversing into a space.
- Travel during daylight whenever possible; if night travel is necessary, park in well-lit areas.
- Have car keys ready before reaching the vehicle and consider carrying a small torch.

(<https://www.hse.gov.uk/pubns/indg382.pdf> - Driving considerations)

14. Personal Safety on Foot

- Avoid distractions such as wearing headphones or using a mobile phone while walking.
- Stick to well-lit, busy streets and avoid isolated areas or shortcuts unless known to be safe.
- Walk facing oncoming traffic to deter unwanted attention from vehicles.
- Stay alert to the nearest place of safety, such as open shops or public buildings.
- Avoid walking in deserted areas, particularly at night.

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- Walk with confidence and maintain awareness of surroundings.

15. Incident Reporting

- All accidents, incidents, near misses, or similar events must be reported promptly.
- Any injuries, no matter how minor, must be recorded using the appropriate form and, if necessary, in the accident book.
- Vehicle-related incidents that occur during business travel must also be documented.
- Support will be available for staff who experience violent or distressing incidents.
- Employees affected by violence will have access to immediate debriefing and support services, ideally within 24 hours.
- Staff will have the opportunity to discuss incidents confidentially and will be signposted to appropriate counselling or specialist services as needed.

16. Review and Compliance

This policy will be reviewed regularly to ensure ongoing effectiveness and compliance with the Management of Health and Safety at Work Regulations. Employees must adhere to the policy, and any breaches may result in further training or disciplinary action.

17. Contact Information

For any concerns related to lone working, employees should contact their designated manager or the designated Safeguarding Lead immediately.

Emma Jayne Lavin - 07807078976 - Emma@everydaylessons.co.uk

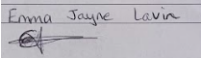
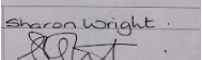
Lauren O'grady - Lauren@everydaylessons.co.uk

ON CALL

24-7 on call service provided for lone workers. When someone is working alone - a phone line will be open to receive their call.

This policy aligns with guidance from;

NSPCC

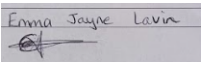
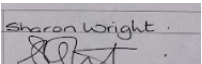
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Health and Safety Executive (HSE).

<https://www.hse.gov.uk/lone-working/employer/training-supervision-monitoring.htm>

National Youth Agency | Version 2.0 | October 2021

<https://nya.org.uk/wp-content/uploads/2024/02/Lone-Working-Policy-1.pdf>

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