YOUR SAFETY.
OUR PRIORITY.
EVERY TIME.

BRIGHTFIELD ACADEMY

Inclusion. Choice. Growth.

LONE WORKING POLICY

This policy sets out Brightfield Academy's commitment to keeping lone workers safe and supported while carrying out their duties.
We plan ahead. We stay connected. We look out for each other.

ASSESS
We assess risks before working alone

COMMUNICATE
We stay in touch and let others know

PREPARE
We plan and follow safe systems of work

SUPPORT
We support each other and report concerns

RESPOND
We know what to do in an emergency

POLICY VERSION 1.0

LAST UPDATED JULY 2026

NEXT REVIEW DATE JULY 2027

INCLUSION | CHOICE | GROWTH

Lone Working Policy

LONE WORKING POLICY

1. Policy Introduction

Purpose and Aim
Brightfield Academy is committed to protecting the health, safety and welfare of all staff, volunteers, learners and others who may be affected by lone-working activities.
Brightfield recognises that some roles and activities may require individuals to work alone, away from immediate support or in situations where assistance may not be readily available.

Lone working is not automatically unsafe. However, it can increase the consequences of an accident, medical emergency, safeguarding incident, challenging behaviour or other unexpected event. Lone-working arrangements must therefore be appropriately assessed, planned and managed.

The purpose of this policy is to:
identify circumstances in which lone working may occur;
establish clear arrangements for assessing and managing lone-working risks;
ensure staff understand when lone working is and is not appropriate;
protect staff and learners during one-to-one and off-site activities;
establish effective communication and check-in arrangements;
provide clear procedures for emergencies and loss of contact;
ensure safeguarding and professional boundaries remain central to lone-working practice;
ensure incidents, concerns and near misses are reported, recorded and reviewed;
comply with relevant health and safety and safeguarding requirements.

Brightfield Academy will not require an individual to undertake lone working where identified risks cannot be reduced to an acceptable level.

2. Policy Statement

Brightfield Academy has a duty to take reasonably practicable steps to protect employees and others affected by its activities from foreseeable harm.

Where lone working is necessary, Brightfield will ensure that:
appropriate risk assessments are completed;
individual learner needs and known risks are considered;

staff are appropriately trained and competent;
suitable communication arrangements are available;
staff whereabouts are known where appropriate;
check-in and escalation procedures are established;
emergency arrangements are understood;
safeguarding and professional boundaries are maintained;
lone-working arrangements are reviewed following incidents or changes in circumstances.

The safety of staff and learners will take priority over completing an activity.
No member of staff should continue an activity where they reasonably believe that doing so would place themselves or another person at unacceptable risk.

3. Definition of Lone Working
For the purposes of this policy, a **lone worker** is a person who undertakes work without close or direct supervision and without another appropriate adult immediately available to provide assistance.

Lone working may include:
working alone on Brightfield premises;
opening or closing the premises;
working outside normal operating hours;
working one-to-one with a learner;
transporting a learner where this has been authorised;
undertaking community-based activities;
visiting external locations;
attending meetings away from the provision;
carrying out maintenance or administrative work alone;
working in isolated areas of the Brightfield site;
remote or home working where particular occupational risks have been identified.

Being physically near other members of the public does not necessarily mean that an employee is not lone working if those individuals could not reasonably be expected to provide assistance.

4. Legal and Regulatory Framework
This policy should be considered alongside Brightfield Academy's duties under relevant legislation and guidance, including:

Health and Safety at Work etc. Act 1974;
Management of Health and Safety at Work Regulations 1999;
Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR), where applicable;
Equality Act 2010;
Keeping Children Safe in Education;
Working Together to Safeguard Children;
relevant Health and Safety Executive guidance on lone working.

Brightfield Academy will assess lone-working risks as part of its wider health and safety management arrangements.

5. Scope
This policy applies to:
Directors;
employees;
volunteers;
contractors where Brightfield controls the working arrangements;
placement students;
other individuals undertaking authorised work on behalf of Brightfield Academy.

It applies both on and away from Brightfield premises where lone working forms part of Academy activity.

Contractors who control their own working arrangements remain responsible for their own risk assessments and safe systems of work, although Brightfield will provide relevant information about known site hazards.

6. Responsibilities

Directors
The Directors are responsible for ensuring:
appropriate lone-working arrangements are established;
suitable risk assessments are undertaken;
sufficient resources are available to manage identified risks;
serious incidents are reviewed;
this policy is implemented and reviewed.

Head of Provision
The Head of Provision is responsible for:
overseeing day-to-day lone-working arrangements;
ensuring appropriate risk assessments are completed;
determining whether particular activities are suitable for lone working;
ensuring staff have appropriate information and training;
establishing communication and escalation arrangements;
reviewing incidents and near misses.

Staff and Volunteers
Individuals undertaking lone working must:
follow this policy and relevant risk assessments;
use agreed check-in arrangements;
keep appropriate communication equipment available;
inform the Academy of relevant changes to planned activities;
conduct dynamic risk assessments where circumstances change;
withdraw from situations that become unsafe;
report accidents, incidents, safeguarding concerns and near misses;
seek guidance where they are uncertain whether lone working is appropriate.

Staff must not knowingly place themselves or a learner at unnecessary risk simply to complete an activity.

7. Lone-Working Risk Assessment
Lone working must be considered within the relevant risk assessment before an activity begins.

Assessment should consider, where applicable:
the nature of the activity;
location and environment;
accessibility of the location;
time of day;
means of entering and leaving safely;
availability of mobile telephone coverage or other communication;
access to emergency assistance;
first-aid arrangements;
fire and evacuation arrangements;
known hazards at the location;
travel arrangements;
manual handling;
violence, aggression or challenging behaviour;
individual staff vulnerabilities where relevant and appropriately disclosed;
learner needs, behaviour and safeguarding information;
previous incidents;
foreseeable emergencies.

Risk assessment should determine whether:
lone working is appropriate at all;
and, where it is:
what controls are required to make it reasonably safe.
Risk assessments must be reviewed following significant changes, incidents, near misses or the identification of new risks.

8. Dynamic Risk Assessment
Not every risk can be predicted in advance.

Staff are expected to remain alert to changing circumstances and undertake an ongoing dynamic assessment of risk.

Examples may include:
unexpected deterioration in a learner's behaviour or emotional state;
arrival of an unknown or unauthorised person;
changes in weather;
loss of mobile signal;
vehicle problems;
environmental hazards;
illness or injury;
unexpected changes to location;
staff feeling threatened, intimidated or unsafe.
Where circumstances have changed significantly, staff should reconsider whether the activity can safely continue.

If the risk is no longer acceptable, the activity must stop or be changed.
Staff will be supported where they make a reasonable decision to withdraw from an activity on safety grounds.

9. Lone Working with Children and Young People
This section is particularly important for Brightfield.
Working one-to-one with a learner is not automatically prohibited. Indeed, personalised and individual work may form an important part of Brightfield Academy's provision.

However, one-to-one working must always be conducted in a way that protects **both the learner and the adult**.

Where staff work alone with a learner:
the activity should have a legitimate educational, pastoral or operational purpose;
another appropriate member of staff should know that the activity is taking place;
the location should be appropriate;
professional boundaries must be maintained;
unnecessary physical isolation should be avoided;
doors should ordinarily remain unlocked unless safety requirements dictate otherwise;
visibility should be maintained wherever reasonably practicable;
staff should avoid situations that could reasonably be open to misunderstanding;
relevant learner risk assessments and safeguarding information must be considered.

Staff must never arrange unauthorised private meetings with learners.
Where a learner's behaviour, safeguarding history, needs or individual risk assessment indicates that one-to-one working would present an unacceptable risk, additional staffing arrangements must be made.

10. Off-Site and Community Lone Working
Brightfield Academy recognises that staff may undertake activities away from the main provision, including community activities, educational visits, meetings, work-related visits and individual learner activities.

Before undertaking lone working away from the Academy, consideration must be given to:
the purpose and location of the activity;
the individual learner's risk assessment, where applicable;
known safeguarding or behavioural concerns;
transport arrangements;
expected start and finish times;
mobile telephone coverage;
access to emergency assistance;
environmental and location-specific hazards;
arrangements for maintaining contact with Brightfield;
what action will be taken if contact is lost or the activity does not finish as expected.

The Academy must know where staff undertaking planned off-site lone working are expected to be and, where appropriate, who they are with.

Staff must notify the designated contact of significant changes to planned arrangements.
Personal safety must take priority over completing the planned activity.

11. Home Visits
Where home visits form part of authorised Brightfield activity, they must be appropriately planned and risk assessed.

Where reasonably practicable, initial or higher-risk home visits should be undertaken by two members of staff.
Before a lone home visit, staff should consider:
previous contact with the family;
known safeguarding concerns;
history of violence, aggression or threatening behaviour;
presence of other adults;
animals at the property;
environmental hazards;
accessibility and exit routes;
parking and transport arrangements;
whether the visit is appropriate for lone working.

Brightfield must hold details of:
the address being visited;
expected arrival time;
expected duration;
expected return or completion time.

Staff should carry an Academy or charged mobile telephone and follow agreed check-in arrangements.
If a staff member feels unsafe at any point, they should leave the property as soon as it is safe to do so.
Staff are not expected to remain in an unsafe environment simply because a meeting or visit has been arranged.
Where there is immediate danger, staff should contact **999**.

12. Transporting Learners
Transporting a learner alone may constitute lone working and must therefore be appropriately authorised and risk assessed.

Where a member of staff transports a learner:
the journey must have an authorised Academy purpose;
appropriate vehicle insurance and legal requirements must be satisfied;
the learner's individual risk assessment must be considered;
seatbelts must be worn;
agreed collection and destination arrangements must be followed;
another appropriate person should know the intended journey;
professional boundaries must be maintained throughout.

Staff must not make unnecessary or unauthorised deviations from the planned journey.
Where a learner becomes significantly distressed, dysregulated, aggressive or otherwise presents a risk during travel, staff should stop the vehicle at the earliest **safe and appropriate location** where necessary.
Staff must never attempt to physically manage challenging behaviour while driving.
Any significant incident occurring during transport must be reported and recorded.

13. Working Alone at Brightfield Premises
Staff may occasionally need to work at Brightfield premises when other members of staff are not present, including before or after normal operating hours.

Where this occurs, staff should:
ensure that an appropriate person knows they are on site;
maintain access to a charged telephone;
secure external doors appropriately;
avoid admitting unauthorised visitors;
remain aware of fire and emergency procedures;
avoid undertaking high-risk activities that require assistance or supervision;
notify the designated contact when leaving where a check-out arrangement is in operation.

Particular consideration must be given to the characteristics of the site, including isolated areas, external spaces, outbuildings and activities where an injured person might not readily be discovered.

Certain activities may be prohibited from being undertaken alone following risk assessment.

14. Opening and Closing the Premises
Opening and closing procedures may involve periods of lone working.
Staff undertaking these duties must be familiar with:
access and security arrangements;
alarm systems where applicable;
emergency exits;
fire procedures;
procedures for dealing with unauthorised persons;
arrangements for reporting damage, suspicious activity or security concerns.

When arriving, staff should remain alert to signs of forced entry, suspicious persons or other unusual circumstances.

If there is reason to believe that an intruder may be present, staff must **not enter or search the premises**.

They should move to a safe location and contact the Police where appropriate.
When closing the site, staff should ensure that learners, visitors and other authorised persons have left or are otherwise accounted for before securing the premises.

15. Communication and Check-In Arrangements
Appropriate communication arrangements are fundamental to safe lone working.
The level of monitoring required should be proportionate to the risk.

Depending on the activity, arrangements may include:
notifying a designated person when an activity begins;
providing the location and expected duration;
agreed telephone or message check-ins;
notifying the designated person when the activity has concluded;
escalation arrangements if expected contact is not received.

Higher-risk activities may require more frequent contact.
Staff undertaking lone working must ensure, wherever reasonably practicable, that:
their mobile telephone is charged;
emergency contact numbers are available;
adequate mobile coverage exists or an alternative means of communication has been identified.

A check-in system is a safety control and should be followed consistently.

16. Failure to Check In or Loss of Contact
Where a lone worker fails to make an agreed check-in, does not return when expected or cannot be contacted, the designated person must take reasonable action to establish their safety.

Depending upon the circumstances and assessed risk, this may include:
attempting to contact the staff member by telephone or agreed communication method;
attempting contact again after an appropriate short interval;
checking known changes to arrangements;
contacting the location or another appropriate person where this can be done safely;
escalating the concern to a Director or senior member of staff;
contacting emergency services where there is reason to believe the individual or a learner may be at risk.

The response should reflect the circumstances. A missed check-in during a low-risk administrative visit will not necessarily require the same response as lost contact during a higher-risk learner activity.
Where there is credible reason to believe that someone is in immediate danger, **999 should be contacted without delay**.

17. Violence, Aggression and Challenging Behaviour
Brightfield Academy will consider foreseeable risks of violence, aggression or challenging behaviour when determining whether lone working is appropriate.

Risk assessments should consider:
previous incidents;
known triggers;
current emotional or behavioural presentation;
environmental factors;

ability to summon assistance;
staff training and experience;
whether additional staffing is required.

Staff should remain aware of their surroundings and, where practicable, maintain access to a safe exit.

Staff should not knowingly place themselves between an aggressive individual and the only available exit.

Where behaviour escalates beyond what can safely be managed by one person, staff should withdraw where possible and seek assistance.

Any incident involving violence, threats or significant aggression must be reported and recorded in accordance with Brightfield's incident reporting procedures.

18. Medical Emergencies and First Aid
Lone-working arrangements must consider how assistance could be obtained in the event of illness or injury.

Staff should know:
how to contact emergency services;
the location of first-aid equipment when on Brightfield premises;
relevant learner medical information where required for their role;
procedures for reporting accidents and medical incidents.

Where a learner requires emergency medical assistance, staff should call **999** where appropriate and provide necessary first aid within the limits of their training and competence.

The Academy and parent/carer should then be informed in accordance with emergency procedures.

Where the lone worker themselves becomes ill or injured, they should seek emergency assistance where necessary and notify their designated contact as soon as reasonably practicable.

19. Safeguarding During Lone Working
All Brightfield safeguarding procedures continue to apply during lone working.
Being alone with a learner must never reduce standards of professional conduct or safeguarding.

Staff must:
maintain professional boundaries;
use appropriate language and communication;
avoid unnecessary physical contact;
follow Brightfield's procedures regarding intimate or personal care where applicable;
report disclosures or safeguarding concerns promptly;
record concerns in accordance with the Child Protection and Safeguarding Policy.

If a learner makes a disclosure while alone with a member of staff, the member of staff should listen, reassure and respond in accordance with Brightfield's safeguarding procedures.

They must **not delay reporting the disclosure simply because they are away from the main provision**.

Where immediate risk exists, emergency safeguarding action should be taken.

20. Allegations and Professional Boundaries
Lone working with children creates additional professional vulnerability for both learners and adults.

Staff should therefore work in a manner that is as open and transparent as reasonably practicable.

Where possible:
one-to-one work should take place in locations where others know it is occurring;
rooms should remain accessible;
unnecessary isolation should be avoided;
start and finish times should be known;
unusual or unexpected circumstances should be recorded.

If an incident occurs during lone working that could reasonably be misunderstood, staff should make a factual record and inform the DSL or Head of Provision promptly.

Any concern or allegation about the conduct of an adult must be managed under Brightfield Academy's **Managing Allegations Against Adults and Low-Level Concerns Policy**.

Staff must never attempt to privately resolve or conceal an incident because they are concerned about how the circumstances might appear.
Transparency protects children and adults alike.

21. Activities That Must Not Be Undertaken Alone
Some activities present risks that cannot be adequately controlled by a lone worker.
Brightfield Academy will identify such activities through risk assessment. Unless a specific risk assessment determines otherwise and appropriate controls are in place, staff must not work alone when undertaking:
activities requiring two or more people for safe operation;
work at height where assistance or supervision is required;
high-risk maintenance or electrical work;
activities involving hazardous machinery or equipment where lone operation is unsafe;
activities where a learner's individual risk assessment requires two or more adults;
situations involving a known significant risk of violence or aggression;
activities where emergency assistance could not reasonably be summoned;
any activity specifically identified through risk assessment as unsuitable for lone working.
Staff must not circumvent minimum staffing requirements because of staff shortages, operational pressures or convenience.
Where required staffing levels cannot be maintained, the activity must be modified, postponed or cancelled.

22. Outdoor, Rural and Isolated Areas
Brightfield Academy's provision includes access to outdoor spaces and may involve activities in rural, community or relatively isolated environments.

These environments may introduce additional risks including:
uneven or slippery ground;
restricted vehicle access;
reduced mobile telephone coverage;
distance from immediate assistance;
adverse weather;
poor visibility;
water, vegetation or natural hazards;
animals or insects;
tools and equipment;
members of the public;
difficulty locating an individual during an emergency.

Risk assessments must consider these factors when deciding whether lone working is appropriate.

Where staff or learners will be working in less visible or more isolated areas, additional controls may include:
increased check-in frequency;
agreed return times;
defined activity boundaries;
carrying appropriate communication equipment;
ensuring another adult knows the precise location;
avoiding lone working entirely where risk warrants this.

23. Weather and Environmental Conditions
Weather and environmental conditions must be considered when lone working takes place outdoors or involves travel.

Staff should consider:
extreme heat;
cold weather;
heavy rain;
thunderstorms;
high winds;
snow and ice;
flooding;
poor visibility;
unsafe road or ground conditions.

Activities should be changed, relocated, postponed or cancelled where conditions make lone working unsafe.

Staff undertaking off-site work must not feel pressured to continue a journey or activity where weather, road or environmental conditions have become unsafe.

24. Individual Circumstances
Lone-working risk assessments should consider whether an individual's circumstances create additional foreseeable risks.

This may include circumstances affecting:
mobility;
communication;
ability to summon assistance;
safe evacuation;
pregnancy;
disability;
temporary injury;
any other factor relevant to the particular activity.

Staff are encouraged to inform the appropriate manager where a circumstance may affect their ability to undertake lone working safely.

Any information disclosed will be handled sensitively and confidentially.
Where necessary, reasonable adjustments will be considered in accordance with the Equality Act 2010.

No individual should be disadvantaged because an appropriate adjustment to lone-working arrangements is required.

25. Staff Wellbeing and Psychological Safety
Brightfield Academy recognises that lone working may sometimes be emotionally demanding, particularly where staff are supporting learners experiencing distress, dysregulation, challenging behaviour or safeguarding difficulties.

Managers should consider:
frequency and duration of lone working;
complexity of the work being undertaken;
exposure to distressing situations;
access to management support;
opportunities for debriefing and supervision.

Staff should raise concerns where lone-working arrangements are adversely affecting their wellbeing or their ability to work safely.
Following a serious or distressing incident, appropriate support and debriefing will be made available.

26. Personal Safety and Security
Staff undertaking lone working should take reasonable precautions to protect their personal safety.

This includes:
maintaining awareness of surroundings;
keeping communication equipment accessible;
avoiding unnecessary disclosure of personal information;

maintaining appropriate professional boundaries;
keeping personal valuables secure;
parking, where possible, in safe and accessible locations;
avoiding unnecessary confrontation;
leaving situations where personal safety is threatened.
Staff must not attempt to physically intervene in situations where doing so would create an unreasonable risk of serious injury to themselves or others.
Emergency services should be contacted where appropriate.

27. Accidents, Incidents and Near Misses
All accidents, incidents and significant near misses occurring during lone working must be reported in accordance with Brightfield Academy's **Accident, Incident and Near Miss Policy**.

This includes:
injuries;
threats or violence;
significant challenging behaviour;
loss of communication;
safeguarding incidents;
security incidents;
situations where existing control measures proved ineffective;
circumstances where harm was narrowly avoided.

Near-miss reporting is particularly important because it allows risks to be identified before a more serious incident occurs.
Relevant risk assessments and working arrangements must be reviewed following significant incidents or near misses.
Where an incident meets statutory reporting criteria, Brightfield Academy will fulfil its obligations under RIDDOR.

28. Training and Competence
Staff required to undertake lone working must receive sufficient information, instruction and training to enable them to do so safely.

Depending on their role, this may include:
lone-working procedures;
risk assessment and dynamic risk assessment;
safeguarding;
professional boundaries;
behaviour support and de-escalation;
first aid;
emergency procedures;
site security;
communication and check-in procedures;
personal safety;
accident and incident reporting.

New staff should be made aware of lone-working arrangements during induction where these are relevant to their role.
Staff must not undertake activities for which they have not received appropriate training or instruction.

29. Information Sharing

Staff undertaking lone work with learners must have access to sufficient information to carry out the activity safely.

This may include relevant information concerning:

medical needs;
allergies;
communication needs;
SEND;
known triggers;
behaviour support strategies;
safeguarding considerations;
mobility requirements;
emergency contact arrangements.

Only information necessary for safe delivery of the activity should be shared.

Information must be handled in accordance with Brightfield Academy's Data Protection and Confidentiality Policies.

30. Monitoring and Review of Lone-Working Arrangements

Brightfield Academy will monitor lone-working arrangements through:

risk assessment reviews;
accident and incident records;
near-miss reporting;
staff feedback;
safeguarding records where relevant;
supervision and management discussions;
review of communication or check-in failures.

Where patterns or weaknesses are identified, additional control measures will be introduced.

Lone-working arrangements will also be reviewed where:

a learner's circumstances change;
activities or locations change;
staffing arrangements change;
new equipment or processes are introduced;
an incident or near miss occurs;
staff identify previously unforeseen risks.

31. Related Policies

This policy should be read alongside:

Child Protection and Safeguarding Policy
Health and Safety Policy
Accident, Incident and Near Miss Policy
Managing Allegations Against Adults and Low-Level Concerns Policy
Staff Code of Conduct
Behaviour Policy
Educational Visits Policy
First Aid Policy
Fire Safety and Emergency Evacuation procedures
Risk Assessment Policy
Data Protection Policy
Confidentiality Policy
Business Continuity Plan

32. Policy Review
This policy will be reviewed annually or sooner where:
legislation or statutory guidance changes;
significant changes are made to Brightfield's activities or premises;
a serious lone-working incident occurs;
risk assessments identify additional controls;
learning from safeguarding, health and safety or near-miss incidents indicates that revision is required.

Policy Owner: Directors
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Last Update: June 2026

BRIGHTFIELD ACADEMY

Inclusion. Choice. Growth.

APPENDIX A

Lone Working Safety Checklist

Your safety. Their safety. Our responsibility.
A few minutes of preparation can make all the difference.

BEFORE YOU WORK ALONE

Ask yourself:

IS LONE WORKING APPROPRIATE?

- [ ] The activity has been appropriately risk assessed.
- [ ] I know the relevant risks and control measures.
- [ ] Someone knows where I am.
- [ ] Someone knows who I am with, where applicable.
- [ ] My expected finish/return time is known.
- [ ] Check-in arrangements have been agreed where required.
- [ ] My phone or communication device is charged.
- [ ] I know how to summon assistance.
- [ ] I have considered the learner's individual risk assessment.
- [ ] I know what I will do if circumstances change.

WHILE WORKING ALONE

STAY AWARE

- Maintain professional boundaries.
- Keep communication available.
- Follow the agreed risk assessment.
- Remain aware of your surroundings.
- Complete agreed check-ins.
- Dynamically reassess changing risks.



IF SOMETHING CHANGES

STOP → THINK → ASSESS → ACT

Ask:

IS IT STILL SAFE TO CONTINUE?

If not:

- **STOP THE ACTIVITY.**
- **THINK** about the risks and options.
- **ASSESS** the situation and your safety.
- **ACT** to keep yourself and others safe.

Move to safety where possible.
Contact Brightfield.
Call 999 where there is immediate danger.

WHEN YOU FINISH

- Complete the agreed check-out.
- Report any incident or safeguarding concern.
- Record accidents and near misses.
- Report any new risk you identified.

REMEMBER

No activity is more important than the safety of a learner or member of staff.

Be Kind
Be Brightfield

If you are unsure about anything, seek advice before you start.

Your safety matters.

BRIGHTFIELD CONTACTS

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