



**This policy covers all academies/schools within
Arden Multi-Academy Trust**

Name of Policy	Lone Working Policy	
Lead	Martin Murphy, CEO	
Governor Committee	Audit & Risk Committee	
Policy Status		
	Trustee Approved	8 th November 2024
Next Review	Autumn Term 2025	
Amendments		



1.Purpose:

The Trust / School recognises that there may be an increased risk to the health and safety of employees when working alone. It recognises that some staff are required to work by themselves for periods of time and without close or direct supervision in isolated areas. The purpose of this policy is to protect such staff so far as is reasonably practicable from the risks of lone working.

The Trust / School has a duty under the Health and Safety at Work Act (1974) and the Management of Health and Safety at Work Regulations (1999) to ensure, as far as is reasonably practicable, the health, safety and welfare of employees.

Within this policy, 'lone working' refers to situations where staff in the course of their duties work alone in the school and are physically isolated from colleagues, possibly without immediate access to assistance. It is possible for a staff member to be 'lone working' with other staff members in the building due to the nature of the building creating isolated areas.

The risk increases when: -

- An employee is working outside normal hours.
- An employee working during closure times and school holidays.
- Carrying out working duties, but offsite, for example, school trips, residentials, home visits and driving to specific directed destinations.

Therefore, all employees have a duty to themselves and others with regards to safety and when working outside 'normal duties' to follow lone working procedures.

2.Scope:

This applies to all Staff in the AMAT and all situations involving lone working in connection with the activities of the School.

3.Lone Working Procedure:

The CEO/Associate Headteacher/Head of School is responsible for ensuring suitable procedures are in place and that risk assessments have been undertaken for all situations requiring lone working.

Lone working is discouraged where at all possible.

Staff should not work alone if they have medical conditions that might cause incapacity or unconsciousness (e.g., Diabetes, Epilepsy)

All lone working staff should establish their own checking in and out system with either family, friends or work colleagues. It is advised that lone workers provide a relative or friend with a telephone contact number (member of SLT or nominated buddy) to call if lone worker fails to return home at the expected time.

Lone workers are expected to follow procedures & controls outlined in this policy and any relevant training. Failure to do so may be a disciplinary offence.

Assessing the Risk

Lone Working Risk Assessments have been carried out by Compliance Education. These are subject to review to ensure they are relevant and current to the workings of the school. They are at the end of this document, Appendix 1.

Regular Lone Working

It is expected that the following employees will regularly work alone and outside of normal working hours:

- Associate Head/Head of School
- Senior Leadership Team
- Site Team
- Stewards
- Any full year support staff may also be considered lone workers

These employees who regularly work alone must ensure that they are fully aware of the procedures, & control measures for lone working.

It is the responsibility of the individual to ensure that their family are aware of the circumstances and the contact details of who to inform in case of an emergency. For high risk (e.g., site team, stewards) their manager may stipulate that the staff member must inform him / her of their whereabouts and when they are back home safe e.g., WhatsApp groups.

Occasional Lone Working

Unless explicitly stated, lone working must only be undertaken following authorisation from a line manager or other nominated individual as appropriate.

Employees must ensure that their line manager is aware that they are lone working so that procedures & control measures are followed.

It is the responsibility of the individual concerned to ensure all necessary controls are adhered to at all times.

Any person who becomes aware of circumstances involving lone working, where the existing control measures may not be fully effective, must inform their line manager or Associate Headteacher/Head of School/CEO as soon as possible.

Lone Working Offsite – Home Visits

Background information on the family is gathered beforehand to ascertain the likelihood of staff being verbally abused or attacked, a specific risk assessment is conducted where necessary.

Staff will gain permission from their line manager or other nominated individual as appropriate and home visiting information will be obtained (parents' details, home address, and staff contact numbers) before they leave the school.

Where possible all home visits will be carried out by two members of staff who will always be in mobile contact with the school.

Lone Working Offsite – On School Business

A line manager will have prior notification as to the reason for the offsite school business appointment (training session, meetings etc) and staff will always be in mobile contact with the school.

4.Control Measures in Place (See Also Appendix 1):

In order to manage general risks, the following control measures have been put in place.
Lone workers must:

- Not undertake work for which they are not trained/qualified for
- Take reasonable care of their own health and safety
- Not put themselves in danger
- Know, and follow, safe working procedures
- Never rush or cut corners
- Follow reasonable targets
- Stop for regular breaks and, if possible, change activity after prolonged periods
- Inform line manager of any relevant medical conditions
- Inform line manager of any hazards or accidents encountered.

In order to manage risks of violence or personal attack, the following control measures have been put in place:

- Staff are required to increase security when lone working.
- Staff must not approach or give building access to unauthorised persons when lone working.

In order to manage risks, the following communication procedures should be followed:

- Avoid lone working where possible by arranging to work in pairs or a group
- Carry a mobile phone or school telephone at all times when lone working
- Let someone know you are coming into work, how long you expect to be in work and when you are leaving
- In the event that a lone worker falls ill, or into difficulties, they are to use their mobile/school phone to contact relevant people e.g., their nominated person or the emergency services as appropriate.

5.Training:

The CEO/Associate Headteacher/Head of School will ensure that all lone workers training needs are assessed and that they have received appropriate training, when necessary.

Staff will receive information and / or training to help ensure they understand the risks associated with lone working and to minimise these risks. All lone workers in an otherwise unoccupied building should follow the School's Fire and Emergency Procedures. Staff have a responsibility for making themselves familiar with and following the school's safety procedure and location of safety equipment.

Staff should know that their safety comes first. Staff should be aware of how to deal with situations where they can feel at risk or unsafe. Staff should be able to recognise how their own actions could influence or even trigger events.

6.Immediate Support Following a Violent Incident:

In the event of a violent incident involving a lone worker, the CEO/Associate Headteacher/Head of School or SLT should immediately ensure that the employee receives any medical attention or advice. If an incident occurs out of hours, the CEO/Associate Headteacher/Head of School and SLT must be contacted ASAP.

7.Incident Reporting Procedures:

To maintain an appropriate record of events involving lone workers, it is essential that all incidents be reported by the member of staff to their line manager or Associate Head Teacher. Incidents must be recorded on the Civica Reporting System as an Accident or Near Miss (depending on whether anyone was hurt). Compliance Education will be notified for advice where this is necessary.

All staff should ensure that all incidents where they feel threatened or “unsafe” are reported. This includes incidents of verbal abuse.

8.Relevant Forms /Documents:

School Emergency Procedures

School First Aid Procedures

Accident / Near Miss Report Forms (Civica)

This document and all other AMAT procedures are located on the [AMAT Website](#).

9.Review:

This will be regularly reviewed and updated as required e.g. During audits, inspections, at H&S / departmental meetings, after an incident or due to updated legal requirements.

Appendix 1 – Lone Working On-Site Inc. Lettings

What is the Hazard	Who is at Risk	How can the hazard cause the harm?	Initial			Existing Control Measures	Controlled			Additional Controls Required
			P	S	Risk		P	S	Risk	
Personal Attack	Staff / Stewards	Physical injury or mental stress	3	3	9 (H)	<ul style="list-style-type: none"> Generally low-level exposure to lone working with the exception of lettings staff. Staff are discouraged from carrying out any task alone. Staff will exercise caution when lone working. Mobile phone contact is always available. Staff will establish their own checking in and out system with either family, friends, or work colleagues. Lone working whilst managing the schools' lettings will be communicated via the appropriate WhatsApp group. "Fail to return" contact numbers are left with family or friends. Security of the site should be increased when lone working, access is only permitted from staff members with keys or via a controlled opening. Staff are advised never to place themselves in danger by challenging parents, intruders, or vandals; the police or security will be called. Lettings of an evening and weekend is a cashless operation. 	1	3	3 (L)	

Stress Caused from Lone Working	Staff / Stewards	Stress symptoms can affect your body, thoughts, feelings & behaviour. Long term stress can cause long term health problems e.g., high blood pressure	2	2	4(M)	<ul style="list-style-type: none"> Regular meetings will take place, if necessary, although lone work is optional and not mandatory. Lone working is not encouraged and seldom carried out. Lone Working Policy is in place. 	1	3	3 (L)	
Becoming ill, Having an Accident or in the Event of an Emergency whilst Lone Working	Staff / Stewards	If no one around to help then the outcome of the accident, illness or emergency could be more significant	3	2	6(M)	<ul style="list-style-type: none"> Generally, a low level of lone working from staff. Staff with a medical condition that may cause incapacity or unconsciousness will not be allowed to lone work. Mobile phone carried when lone working. First aid kits located around the site. Staff to check in with designated line manager when they arrive and inform designated staff member when leaving the building. No hazardous work to take place when lone working (Work at Height, use of hazardous equipment etc). Lone work is to be arranged and notified to the member of staff's line manager or another nominated person. Lone work only takes place when authorised by the line manager or other nominated person. 	3	1	3 (L)	

Appendix 1 – Lone Working Off-Site

What is the Hazard	Who is at risk	How can the hazard cause the harm?	Initial			Existing Control Measures	Controlled			Additional Controls Required
			P	S	Risk		P	S	Risk	
Lone working working offsite alone to carry out a home visit.	Any relevant member of staff	Risk of threat or possible violence	3	3	9(H)	<ul style="list-style-type: none"> For home visits, background information on the family is gathered beforehand, a specific risk assessment conducted where necessary. First time visits will be undertaken in pairs. Reduce time spent working alone “so far as is reasonably practicable”. All staff to be familiar with lone working procedures. Mobile phone available charged and switched on. Agreed schedule –times and location of visits to be known. Staff own experience and training in recognising signs of aggression and avoiding/de-escalating any concerns. Response procedure in event of overdue contact. Regular debrief/ feedback on off-site visits. 	1	3	3(L)	
Lone working Working offsite alone in order to attend training sessions, meetings etc	Any relevant member of staff	Risk of illness, accident, personal safety when alone	2	2	4(M)	<ul style="list-style-type: none"> All off-site training sessions and meetings will be recorded by the school as appropriate e.g., by line managers, reception etc Mobile phone available charged and switched on. “Fail to return” contact numbers are left with family or friends. 	1	2	2(L)	

Driving on School business	Any relevant member of staff	Injury minor to major from car accident. Driving offences e.g., speeding	2	3	6(M)	<ul style="list-style-type: none"> • Staff who drive on school business (not including commuting to work and home) must have business insurance. • The driver of the vehicle must ensure their vehicle is road worthy and have MOT (if applicable) Valid Vehicle Excise Duty and Business Insurance. • The school has an umbrella insurance Policy that covers staff for infrequent short journeys for school business. • The Transport Manager will be responsible for checking the drivers documents on an annual basis (this will include keeping a copy of the MOT and Insurance documents). • The driver is responsible for informing the school of any endorsements and a change in medical conditions which may affect their ability to drive. • DVLA Licence checks are carried out on a regular basis. • Driver Policy on AMAT Website. 	1	3	3(L)	
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Scoring Matrix:

<p>Probability Probability (P) (3= Very Likely, 2= Possible, 1= Unlikely)</p> <p>Severity Severity (S) (3= Major harm / Injury, 2= Minor harm / Injury, 1= Trivial harm / Injury)</p>	<p>Risk Rating (PXS):</p> <p>1-3 = Low risk (No Action Required.) 4-6 = Medium risk (Ensure adequate controls are in use.) 7-9 =High Risk (Stop operation and implement adequate control measures)</p>
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