



EmpowerEd Lone Working Policy

Date of Publication: 12/03/2022

Reviewed: 10/02/2025

Date of Next Review: 10/02/2026

Policy Creator: Chris Vasquez

Reviewed by: Carl Francis

Approved by: Beth Mills

Lone Working Policy

Safeguarding Statement

At EmpowerEd, we are committed to safeguarding and promoting the welfare of all students and staff members. We strive to create a safe, caring, and supportive environment where students can learn and thrive. Ensuring the safety of the EmpowerEd community is paramount, and we recognise the responsibility to protect all children and vulnerable individuals from physical, emotional, and sexual abuse, neglect, and any other harm. Students must never be left unsupervised or placed in vulnerable situations, and all our policies, including the Lone Working Policy, are designed to ensure that both students and staff are kept safe and secure.

Introduction

EmpowerEd has a duty of care to provide a safe working environment for all its employees. In an education setting, where staff members may work alone before or after hours, during home visits, or in isolated areas of the premises, the risk to staff health and safety is increased. While lone working is sometimes unavoidable, it is essential that such situations are handled with great care. This policy outlines the procedures and precautions that must be followed to ensure the safety of staff when working alone.

EmpowerEd has a responsibility to assess the risks associated with lone working and to take steps to mitigate or eliminate these risks. Staff members also have a duty to care for their own safety and that of others in lone working situations.

Purpose

The aim of this policy is to:

- Define lone working in the context of EmpowerEd's educational settings.
 - Outline the risks associated with lone working.
 - Set out actions that reduce or mitigate risks for lone workers.
 - Provide clear guidance and procedures to ensure staff and students' safety during lone working.
 - Emphasise the importance of safeguarding, ensuring that students are never left unsupervised.
-

Scope

This policy applies to all EmpowerEd staff, including full-time, part-time, temporary, and casual workers. It also applies to contractors or visitors who may find themselves working alone on the premises. The policy must be read in conjunction with other relevant policies.

Definition of Lone Working

The Health and Safety Executive (HSE) defines lone working as "working by yourself without close or direct supervision." In an educational context, lone working includes:

- Staff members working alone in a building before or after operating hours.
- Staff working in isolated parts of the premises.
- Staff members undertaking home visits, working remotely, or travelling between different tuition centres/sessions.
- Staff working in one-to-one situations with students or parents in a secluded or private area, even if others are on-site.
- Staff supporting students in sensory rooms or low-stimulation environments.

It is important to recognise that lone working does not solely refer to physical isolation—it can also occur in busy environments if the worker does not have direct support or supervision.

Risks and Potential Hazards of Lone Working in an Education Setting

Lone workers in an educational setting may face unique risks, including:

- **Emergencies such as accidents, sudden illness, or injuries** – A lone worker may not be able to summon help promptly.
- **The risk of violence or threatening behaviour** – Lone workers dealing with difficult parents, students, or visitors may be more vulnerable to aggression, especially during home visits or one-to-one meetings.
- **Safeguarding concerns** – Students must never be left unsupervised, and staff should avoid situations that could result in allegations of inappropriate behaviour or neglect.
- **Working in isolated areas** – Staff may be at risk of slips, trips, falls, or becoming trapped in less-frequented areas.
- **Tasks unsuitable for one person** – Some tasks, such as heavy lifting or using certain equipment, should not be carried out by lone workers.

- **Fire and security hazards** – A lone worker may not have immediate access to help in the event of a fire or security breach, such as encountering an intruder.
- **Panic or medical conditions** – Staff with medical conditions or high levels of stress may face added risks when working alone.

The perception of these hazards may vary depending on the individual. Staff may underestimate the risks involved, or workers with health concerns may be at a higher risk when alone.

Measures to Reduce the Risk of Lone Working

Risk Assessments

- EmpowerEd's Management Team (SLT) will conduct regular risk assessments of lone working situations.
- Line managers must assess each lone worker's role to determine if they are suited for lone working and consider any additional factors (e.g., medical conditions).

Supervision and Support

- Regular check-ins with the lone worker via phone, text, or a central tracking system should be established.
- The use of a virtual diary or notice boards to indicate whereabouts and expected return times can assist in tracking lone workers' safety.

Communication and Check-In Systems

- All lone workers must establish a check-in system with a colleague or their line manager.
- Staff use live location tracking apps on their mobile phones when working off-site.

Safeguarding Measures for Lone Working with Students

Off-Site Support:

- **Body cameras** are used for off-site direction for example travelling between session locations.
- **Parents/Carers must be present at all times** if a staff member is visiting a home for tuition.
- **Library sessions** must be held in public areas of the library.

In-Centre Support:

- **All rooms are equipped with CCTV.**
- **All staff have radios** to ensure quick communication in case of an emergency.
- **Multiple managers/staff members are on-site at all times.**
- **In sensory rooms**, where students may require a low-sensory environment, managers and team members regularly check in if a staff member is supporting a student alone.
- **A live CCTV feed** from sensory rooms is continually displayed on the reception desk computer screen for monitoring.

Emergency Procedures

- Lone workers must be fully aware of EmpowerEd's emergency procedures, including fire safety, first aid, and security.
- All lone workers must use the EmpowerEd live location tracking app.

Handling Intruders

- Lone workers must not enter the premises if there are signs of forced entry.
- The first action should be to contact the police and report the situation.
- Staff should wait in a safe area until help arrives.

Preventing Violence and Aggression

- Lone workers must be trained in de-escalation techniques and taught how to recognise the warning signs of aggression.
 - Staff must feel empowered to end a meeting or visit if they sense any immediate danger.
 - Any incidents of violence or aggression must be reported to the line manager and logged as part of EmpowerEd's incident reporting system.
-

Responsibilities

Management Responsibilities

- Ensure this policy is followed and that all necessary risk assessments are conducted.
- Provide staff with necessary resources to work safely in lone working situations.

Staff Responsibilities

- Take reasonable care of themselves and others during lone working situations.

- Follow all safety guidelines, use the check-in systems, and report any concerns or hazards.
-

Monitoring and Review

- This policy will be reviewed regularly by the SLT.
 - Incident reports, staff feedback, and health and safety updates will inform policy changes.
-

Conclusion

By implementing strong safeguarding measures and clear protocols, EmpowerEd ensures that all staff and students remain safe in lone working situations. Through risk assessments, supervision, and communication strategies, we promote a culture of safety, accountability, and proactive risk management.