

# QUANTUM MULTI-ACADEMY TRUST



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## **Lone Working** **POLICY**

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## Contents

Introduction and Scope	3
Objectives	3
Definition of Lone Working	3
4. Roles and Responsibilities	3
5. Risk Assessments	4
6. Procedures for Lone Working	4
7. Incident Reporting and Feedback	6
8. Competence and Training	6
9. Review and Monitoring	6
Appendix A - Recording and Monitoring Lone Working	7
Appendix B – Lone Worker Risk Assessment	8

## Introduction and Scope

This policy is designed to ensure the safety and welfare of staff members, volunteers, contractors, self-employed and freelancers (further known as staff) who may need to work alone whilst carrying out authorised school business. It applies to all school employees, volunteers, contractors, self-employed and freelancers (further known as staff) who may work alone at any time, on or off school premises, work in a high-risk environment or outside of standard school hours.

## Objectives

The Trust aims to create a safe and secure working environment for all staff and, particularly those who are required to work alone or on high-risk activities. The policy emphasises preventive measures, effective communication, and clear reporting procedures to manage the risks associated with lone working, accepting that it is not possible to eradicate lone working due to the nature of some school roles, circumstances and employment contracts.

- It enables staff to understand their responsibilities when working alone.
- It describes procedures and measures which are in place to protect staff

## Definition of Lone Working

Lone working refers to any situation where a staff member is performing their work duties in isolation from other colleagues, without close or direct supervision.

The following is a list in which individuals carrying out their duties may be involved in lone working. These are examples and not intended to be an exhaustive list.

- Undertaking a visit to non-school controlled premises alone (including visits to an individual's home, although this should be avoided where possible)
- Working in school premises alone or working alone in isolated parts of a building or grounds (including out of hours)
- Travelling alone on school business
- Persons who open (or reopens) and closes school buildings.
- Responding to an alarm outside the normal opening hours of a building

## 4. Roles and Responsibilities

### It is the role of the Trust Board

- to establish and review this Policy
- to apply this policy in respect of the CEO

### It is the role of line managers

- to identify lone workers, maintain risk assessments and put in place procedures as set out in the Policy
- to keep records and take actions as set out in this Policy
- to ensure appropriate training, support and guidance is provided to their direct reports

### It is the role of all staff

- to understand and comply with this Policy
- to co-operate with and apply measures to protect their own and other's health and safety
- to report H&S incidents (see incident Reporting) in a timely manner

### It is the role of the Health & Safety Co-Ordinator

- to provide advice and guidance to all parties
- to ensure appropriate steps are taken following reported H&S incidents, including near misses

## 5. Risk Assessments

Lone Working Risk Assessments will be carried out for all staff whose working practice makes them vulnerable before lone working takes place.

The employer has a duty to mitigate against the additional risks associated with working alone or in high risk environments by carrying out a Risk Assessment that considers:

- Any relevant medical conditions
- Work that individual carries out
- The location in which the person is working or visiting
- The time and duration of lone working
- The foreseeable hazards that could be faced and what risks are involved
- Any specific additional risks arising from lone working

See Appendix B - an example Risk Assessment

Staff must be made aware of the risk assessments findings and observe the recommended controls. Staff must also report any changes which impact on the risk assessment so that it can be updated.

Risk assessments should include examples of activities which must not be undertaken when lone working e.g. **working at heights must never be undertaken.**

## 6. Procedures for Lone Working

### Primary

#### 6.1 Recording and Monitoring the movements of Lone Workers

Appropriate and reasonable arrangements for pre-recording staff movements or whereabouts must be established by line managers. Points recorded should include:

- Dates/Times including expected return to workplace/home and travel times
- Locations
- Contact phone numbers – including emergency contact
- Purpose/activity
- Name and contact of any person being met meeting

Example at Appendix A.

Line managers should establish appropriate communication and management systems with those who regularly work alone and where normal procedures are not effective.

### 6.3 Emergency Contact Details

Emergency contact details must be provided for the Line Manager and also maintained by the individual.

Lone workers must notify any change in these details, in order to ensure that, should an incident occur, efforts to contact the lone worker or their nominated emergency link can be quickly concluded. This information will be used in emergency situations only.

The responsible Line Manager will hold a register of all lone workers and is responsible for its safekeeping.

### 6.4 Premises security

Where lone working is taking place on school premises, the building must have:

- Adequate security on doors and windows, this may include locks and card entry systems
- Accessible first aid provision (based upon assessment of activities on premises)
- Adequate means of exiting rooms and buildings
- Well-lit areas internal and external to the building
- Checking in and out procedures for the building
- Access to telephone/mobile phone for emergencies (this may include use of personal device)

Where lone working is undertaken away from school premises, relevant information on the location should be gained in advance and covered in the risk assessment. Where practical (i.e. this may not be possible for a home visit)

### Secondary

Site staff and Sports College Supervisors, as part of their contracted hours, may be required to work alone on occasion. Schedule of working hours must be communicated between both parties and the Trust H&S Co-ordinator. This eliminates the requirement for these staff to sign the school register each day. All other points in this policy should be adhered to.

The school day is: **0600am – 1700pm**– staff should not work outside of these hours unless they have signed in on the school register and sign out when they are leaving **without exception**.

This will be used as a fire register and ensure staff are recorded should there be a fire evacuation.

Failure to do so may also result in staff being locked into a building and could compromise the school's health & safety procedures/fire evacuation procedures.

Should staff feel unwell and need assistance they should ring one of the numbers listed.

If assistance is needed, then call one of the following numbers:

Police	01245 491491 (Chelmsford)
Non-Emergency	101
On-Site Support	07311 361979 – Duty Caretakers ext. 134
Sports College Reception	Ext. 636 or 01245 293716
Emergency/imminent danger	999

Should the fire alarms sound during 'Lone Working', evacuate the building at the nearest fire exit and call on site support. If you discover a fire, do not attempt to tackle the fire alone. Evacuate and call 999.

## 7. Incident Reporting and Feedback

In order to maintain an appropriate record of incidents involving lone workers, it is essential that all incidents are reported through line managers and the School's Accident Reporting procedures, where applicable

Staff should ensure that all incidents where they feel threatened or 'unsafe' (even if this was not a tangible event / experience) are reported, including incidents of verbal abuse, hazards etc.

Staff should also report "near misses" and feedback any relevant information so that improvements to lone working practices can be made.

Risk Assessment and procedures must be revisited by line managers after any incident and actions/decision/changes recorded.

## 8. Competence and Training

Line Managers must ensure that everyone who is required to work alone is competent to do so, having received suitable and sufficient information, instruction and training (including refresher training) to enable them to work safely.

The extent of the instruction and training provided will vary according to the level of risk identified, but will include as a minimum:

- awareness and understanding of all lone worker procedures and personal safety
- how to deal with situations where they feel they are at risk, or unsafe, emergency procedures (e.g. fire)
- reporting requirements and procedures

## 9. Review and Monitoring

Policy, processes and procedures should be regularly reviewed and updated as needed.

Line Managers should have regular reviews with lone workers to assess procedures and update risk assessment as needed.

The Headteacher's, Senior Trust Finance Officer and GBHS Assistant Headteacher are responsible for ensuring the implementation of this policy

## Appendix A - Recording and Monitoring Lone Working

Complete relevant sections for each different lone working activity. The same form may be used for regular activity of the same kind e.g. opening/closing premises

School		
Employee Name		
Job Role		
Contact Number (while lone working for emergencies)		
Emergency Contact		
Line Manager		
Contact Number (for emergencies)		
<b>Lone Working</b>		
Times/Locations of Lone Working		
Brief description of work/activity		
Details of any persons with whom the Lone Worker will be meeting		
Has a Risk Assessment been completed for this activity?	YES Date:	NO Lone Working must not take place until a Risk Assessment is in place
<b>Signatures</b>		
Line Manager		
Date		
Employee I confirm that I have read and understood the Risk Assessment and by responsibilities in relation to this activity		
Date		

## Appendix B – Lone Worker Risk Assessment

**EXAMPLE - relevant specific risk should be identified for each activity**

<b>School</b>	
<b>Employee Name</b>	
<b>Job Role</b>	
<b>Line Manager</b>	
<b>Nature of Lone Working</b>	
<b>Date of Risk Assessment</b>	
<b>Risks Assessment Review Date</b>	

<b>Hazard</b>	<b>Control Measures to mitigate risk</b>	<b>Actions</b>	<b>By Whom</b>	<b>By When</b>	<b>Completed</b>
Premises security	e.g. Security locks and pass entry				
Isolated Location	e.g. Check in system arranged on arrival, departure and arrival home				
Environmental conditions	e.g. All weather clothing provided Forbidden activities listed to control hazards				
Late night	e.g. family informed, will alert if not home, late start agreed next morning				
Increased stress	e.g. Stress Risk Assessment in place				

Specific health conditions	e.g. Health advice sought – recommendations as follows:				
Home visit – unknown occupants, layout, conditions, pets etc	e.g. Details sought regarding situation in the home, arranged for female/male second adult to be present				
Risk of violence or aggression	e.g. Personal safety training, de-escalation training, panic alarm provided				
Travel	e.g. travel by car – roadside assistance and recovery in place				
Risk of safeguarding allegation	Staff must ensure they never work alone in a house with a pupil/student. If doing 1-2-1 work, this must always be in a space where there is line of site to an identified adult. Staff should never transport lone pupils/students.				
Emergency contact devise	Staff working alone must carry a mobile phone (personal or work devise) and have emergency contact numbers saved on that devise.				
<p><b>Forbidden Activities</b> (Amend as applicable)</p> <p>The following activities must not be undertaken whilst lone working</p> <ul style="list-style-type: none"> <li>Working at heights/use of ladders, scaffolding etc</li> </ul>					

<ul style="list-style-type: none"> <li>• Use of hazardous materials</li> <li>• Use of the following equipment <ul style="list-style-type: none"> <li>○ X</li> <li>○ X</li> </ul> </li> </ul>	
<b>Signed (Line Manger)</b>	
<b>Date</b>	
<b>Signed (Employee)</b>	
<b>Date</b>	

Links with other policies

- Health and Safety Policy
- Risk Management Policy