Twickenham PRIMARY ACADEMY

Lone Working Policy

This policy is available to parents and prospective parents on the school's website and by request from the School Office. If you require a copy of this document in large print or audio format, please contact the School Office.

Review information

Policy Name	**TPA Lone Working Policy**
Review schedule	**Every 3 years**
Statutory Policy	**Yes**
Policy owner	**Principal**
Lead Reviewer	**TPA Office Manager**
Approver and date of last approval	**Principal, October 2026**

Key review dates	**Changes made**
May 2017	**Policy written by P Hogg-Andrews**
May 2020	**Policy updated by J Smith (times of the day).**
April 2023	**Policy reviewed by E Moscardini (added 1:1 support)**
October 2026	**Policy reviewed by E Moscardini (no changes)**

Policy statement:
Twickenham Primary Academy recognises that there may be an increased risk to the health and safety of employees when working alone. This policy has been established to identify risks and manage them accordingly.
Twickenham Primary Academy 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.
This policy is linked to our Health and Safety and Equality policies.

Definition
Within this policy, 'lone working' refers to the Health and Safety Executive (HSE) definition of lone working:
"Lone workers are those who work by themselves without close or direct supervision."
This includes 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.
Where associated tasks require staff to work alone, both the individual staff member and Twickenham Primary Academy have a duty of care to assess and reduce the risks which lone working presents. While many hazards at work are relatively easy to identify and control, other health and safety aspects are less easy to define.

Scope: identifying lone workers:
Working alone is not in itself against the law and it will often be safe to do so. However, the law requires employers to consider carefully, and then deal with, any health and safety risks for people working alone.
Employers are responsible for the health, safety and welfare at work of all their workers. They also have responsibility for the health and safety of any contractors or self-employed people doing work for them.
These responsibilities cannot be transferred to any other person, including those people who work alone.
Workers have responsibilities to take reasonable care of themselves and other people affected by their work activities and to co-operate with their employers in meeting their legal obligations.
Those who work by themselves without close or direct supervision, either employees who work separately from others in an establishment, or mobile workers who work away from a fixed base are classed as lone workers.
Examples of employees who may be classed as lone workers include:

- Staff with responsibility for opening up and closing buildings;
- Staff working outside normal working hours, i.e. – 18.00 – 07.00;
- School staff working during holiday periods;
- Staff working in an isolated part of the building;
- Staff working in an environment away from the school.
- Staff undertaking 1:1 tuition or working 1:1 with named pupils

(This list is by no means exhaustive)

Consideration therefore needs to be given to the potential risks faced by lone workers, as follows:
A commitment to supporting staff both in establishing and maintaining safe working practices;

- Recognising and reducing risk by adopting a systematic approach to undertaking regular risk assessments extending to regular reviews;
- A commitment to the provision of appropriate support for staff;
- A clear understanding of responsibilities;
- The priority placed on the safety of the individual;
- A commitment to providing appropriate training for staff;
- Equipment such as mobile phones, personal alarms, etc. made available.

Context:
This policy should be considered in the context of:
- Twickenham Primary Academy Health, Safety and Environment Policy;
- The HSE documents "Working alone – Health and Safety guidance on the risks of lone working."

Roles and responsibilities
As the employer the Omnia Learning Trust has ultimate responsibility for the Health and Safety of all employees and has responsibility under the relevant legislation for ensuring that there is due regard to matters of health, safety and environmental matters within the School.
The Principal has overall responsibility for the effective implementation of the Health, Safety Policy and for encouraging staff to implement health and safety arrangements. The Principal has primary responsibility for ensuring that the school meets the objectives set out in this policy.
The Senior Leadership Team, Middle Managers, Subject Team Leaders and all staff are responsible for the detailed adoption and implementation of the Lone Working Policy in their respective workplaces and ensuring in particular that they follow a safe approach to their working practices.

Assessing the risks:
The employer has a duty to assess risks to lone workers and take steps to avoid or control risks where necessary.
This must include:
- Involving workers when considering potential risks and measures to control them;
- Taking steps to ensure risks are removed where possible, or putting in place control measures, e.g. carefully selecting work equipment to ensure the worker is able to perform the required tasks in safety;
- Instruction, training and supervision;
- Reviewing risk assessments periodically or when there has been a significant change in working practice.

This may include:
- Being aware that some tasks may be too difficult or dangerous to be carried out by an unaccompanied worker;
- Where a lone worker is working at another employer's workplace, informing that other employer of the risks and the required control measures;
- When a risk assessment shows it is not possible for the work to be conducted safely by a lone worker, addressing that risk by making arrangements to provide help or back-up.

Risk assessment should help employers decide on the right level of supervision. There are some high-risk activities where at least one other person may need to be present. Examples include:
- Working at height;
- Excessive manual handling;

- Working with substances that are hazardous to health including flammables;
- Working in a confined space, where a supervisor may need to be present, along with someone dedicated to the rescue role;
- Working with electricity including near exposed live electricity conductors and undertaking Portable Appliance Testing;
- Dealing with unpredictable partners and stakeholders.

Twickenham Primary Academy will record the significant findings of all risk assessments.
Our Risk Assessment covers the following issues:

Access:
Is access to the building adequately controlled?
All staff should sign in and sign out in the inventory situated in the main entrance. Identify hazards specific to the workplace e.g. remote areas and confined spaces. All doors should be secure.
Who knows who is in the building?
Any staff or visitors should sign in and out at the designated entrance. Caretaking staff should be made aware of any visitors.
Is there any way of identifying legitimate visitors?
Ensure all visitors to the school are provided with an Inventory Visitors badge.
Could people just wander in?
Ensure security doors throughout the building are locked preventing access from outside the building.
Is there a procedure for removing people from the building if necessary?
Do not endeavour to deal with a situation which will put anyone at risk. Liaise with your Line Manager prior to undertaking any lone working to agree a procedure setting out how to respond to any foreseeable emergencies that may arise during the course of your work.

Isolation:
Are employees working alone in isolated offices or parts of the building?
Advise staff within other areas you are in school.
Do employees meet with outside agencies or members of the public in isolated offices?
Ensure you inform staff of your whereabouts and who you are with.
Who knows where employees are and whom they are with?
Identify a designated member of staff to inform i.e. Line Manager.
Are there suitable lines of communication between the lone worker and a designated person?
Ensure regular contact/communication throughout the day.
Are there procedures in place if contact with the lone worker cannot be established, as required.
Regular communication network should ensure appropriate contact and wellbeing of lone worker.
Can employees in isolated areas summon help or raise an alarm?
Ensure employee has direct access to either a departmental phone or mobile phone.
Has there previously been any problems arising from employees working in isolation?
By ensuring a key person is informed when staff leave the premises, this should avoid the situation of staff being locked in school at the end of the day. Working staff should be aware of any fixed closure times.

For employees who are required to work alone and away from a fixed location use the following checklist:
Have you signed in/out from your location?
Sign out or in at the designated entrance to school/ building.

Do other staff know where you are going? How long you will be and your estimated time of return?
Information should be indicated in the signing in/out register or at the staff member's work station. If another member of staff is around they should be informed of an expected time of return and know what to do in the event of overdue contact.
Can you make contact other staff or them with you?
Ensure a communication network is in place throughout the working day by the staff member having a mobile phone with them or a number at which they can be contacted.
What should you do if you are making a sensitive or high risk visit?
Ensure you inform a designated member of staff of your proposed visit, proposed time and return. If possible attend the meeting with a colleague.

Personal safety:

- The first priority is to plan for a reduction of risk for staff working alone.
- Staff should take all reasonable precautions to ensure their own safety, as they would in any other circumstances.
- Before working alone, an assessment of the risks involved should be made in conjunction with the Line Manager.
- Staff should inform their Line Manager or other identified person when they will be working alone, giving accurate details of their location and following an agreed plan of who to inform when leaving the building (School log in foyer should identify personnel in school).
- Lone Working can only be undertaken following authorisation from an employee's Line Manager.
- It is the responsibility of the individual concerned to ensure all necessary precautions and methods are adhered to at all times.
- A robust system is in place for signing in and out within the main office, and staff should follow these procedures.
- Where staff work alone for extended periods and/or on a regular basis, procedures should be in place for regular contact between staff, both to monitor the situation and to counter the effects of working in isolation.
- Where staff are issued with mobile phones; they are responsible for ensuring that the phone is charged, in working order, and with sufficient credit remaining. Personal alarms may also be considered.
- Any person who becomes aware of circumstances involving lone working, where the existing control measures may not be fully effective, must inform a member of the Senior Leadership Team (SLT) as soon as possible.

Planning:

- Staff should be fully briefed in relation to possible risks involved in lone working.
- Plans for responding to those who present a known risk should be regularly reviewed and discussed with the Line Manager/SLT.
- Vulnerable employees that may be at a higher risk from lone working should be considered.
- Communication, checking-in and fall-back arrangements must be in place for all lone workers.
- The Line Manager is responsible for agreeing and facilitating these arrangements, which should be tailored to the conditions affecting the staff.

Responsibilities and control measures:
Having carried out a risk assessment affecting lone workers both in-house and away from school, it is important to ensure that suitable and sufficient control measures are identified and put in place. A summary of suitable controls would be as follows:

- Are effective lines of communication established, communicated, understood and monitored?
- Emergency procedures have been identified and staff are aware of these and are clear about the action to be taken if necessary.
- Staff have received the appropriate training to enable them to undertake lone working.
- Lone workers been given all the necessary information to enable them to carry out their job safely.
- Consideration has been given to the procedures for fire evacuation and first aid procedures.
- Employees stop for regular breaks and, if possible, change activity after prolonged periods.
- Employees must inform their Line Manager of any relevant medical conditions.
- Clear procedures been established which the lone worker can follow, as identified in the Lone Working Policy. Staff are encouraged to seek advice/assistance from their Line Manager if they are unsure about a situation.

Reporting:
Should an incident occur the lone worker must report this to their Line Manager and a de-briefing should follow any incident.
Any incidents or concerns in relation to lone working should be reported to the Principal.

Publicity:
All new staff will be made aware of the Lone Working Policy during the induction period. The policy is available on the Shared Google Drive or through the school's website or Parago.

Monitoring and evaluation
The Principal will monitor the implementation of this policy through termly Health and Safety Committee meetings. The Omnia Learning Trust Director of Health and Safety will complete an annual audit on Health and Safety to include lone working policy and procedure. Amendments will be made following any incidents or concerns or on a three yearly basis. The Principal will report any reviews or amendments in her termly reports to the Omnia Learning Trust.

Appendix A Questions to Consider when identifying specific hazards of lone working Question	Consideration
Does the workplace present a special risk to a lone worker?	Due to the environment, location, contents, unfamiliarity etc.
Does the activity present a special risk to a lone worker?	Equipment, process, substances, location, time, members of public, handling cash etc.
Is there a safe way in and out for one person?	In the course of normal work and in the event of an emergency etc.
Can the equipment be adequately controlled and handled by one person?	Manual handling, operation of essential/emergency controls etc.
Can all goods, substances and materials be safely handled by one person?	Flammables, toxins, pathogens etc.
Is the working environment appropriate?	Heating, lighting, ventilation etc.
Are the welfare facilities adequate and accessible?	Toilet, washing, drinking water etc.
Does the lone worker have first aid Facilities or access to them?	First aid kit, first aider, eye wash station, etc
Does the lone worker have access to a suitable means of communication, or other means of summoning assistance if required?	Telephone, mobile, radio, inactivity alarm etc.
Is there a risk of violence associated with the work activity or location?	Previous history of verbal threats, violence, interaction with public, etc.
Is the lone worker more at risk due to their gender or inexperience?	Maturity, familiarity with procedures, knowledge and experience, particularly young and new workers
Has the employee received sufficient information, instruction and training to enable the work to be undertaken safely whilst alone?	Is the employee competent? Is the emergency plan appropriate?
Has the employee received specific training in how to respond to foreseeable emergencies that may arise in the course of their work alone?	Fire safety, spills, electrical shut down etc.
Is the worker medically fit to undertake the work alone?	Health checks, health monitoring?
What arrangements are in place to provide adequate supervision?	Periodic visits, use of local security staff, signing in/out, periodic contact arrangements, open diaries, CCTV, inactivity alarms, ‘permits to work’
Are there contingency plans in place should an alert or alarm be raised by a lone worker? Are these plans well known and rehearsed?	Would you or your colleagues know what to do, who to contact?
Are clear written procedures established? (Limits set as to what can and cannot be done	What activities should be prohibited

whilst working alone, when to stop work and seek advice etc.)

Appendix B Vulnerable Employees that may be at a Higher Risk from Lone Working Group	**Additional Considerations for lone workers**
New and Expectant Mothers	The School's duty of care extends to the unborn child as well as risks to the mother herself. Therefore assessments must include the risk to any unborn child or child who is still breast-feeding. Consideration must also be given to: • Impaired mobility may make the mother more prone to slips, trips and falls (especially in the later stages of pregnancy) • Impaired ability to carry out physically strenuous work • Increased likelihood of back injuries. • Entitlement to more rest breaks • Risk of early labour or miscarriage
Young People Aged Under 18	• Possible lack of experience and immaturity. • Possible inability to concentrate for long periods. • Entitled to more frequent rest breaks.
Disabled People	• Mobility problems and visual impairment may make unassisted evacuation difficult • Potential difficulties in raising the alarm when assistance is required • Unable to hear alarms
Contractors	Contractors must be given the same level of consideration as school employees when carrying out a risk assessment. Contractors are at additional risk because they are unfamiliar with aspects of the school, including: • Layout and environment • Emergency procedures • Adjacent activities and hazards