

Working Alone Policy

Version 2.0

1. Policy Statement

Learn with Confidence (LwC) is committed to ensuring the health, safety, and welfare of all staff and learners, including situations where staff may be required to work alone. Lone working can present additional safeguarding, wellbeing, and health-and-safety risks. This policy sets out clear expectations and procedures to ensure staff and learners remain safe, supported, and protected. All staff must follow this policy alongside:

- Safeguarding & Child Protection Policy
- Trauma-Informed Practice Policy
- Online Safety Policy
- Communications Policy
- Staff Code of Conduct
- Missing Child Policy
- Educational Visits Policy

2. Purpose

This policy aims to:

- Define circumstances where lone working may occur
- Identify risks associated with lone working
- Outline procedures to reduce and manage those risks
- Ensure compliance with the Health and Safety at Work Act 1974 and HSE guidance
- Embed safeguarding, trauma-informed practice, and professional boundaries into lone-working practice
- Promote a safe, supportive working environment

3. Scope

This policy applies to:

- All LwC staff (employed and self-employed)
- Volunteers, contractors, and temporary workers
- Situations involving:
 - Onsite lone working
 - Offsite sessions
 - Home visits
 - Online tuition
 - After-hours work
 - Any setting where staff may be without immediate support

4. Definition: Working Alone

Working alone refers to any situation where a staff member:

- Is on LwC premises or another work location without other staff nearby, or

- Has no immediate means of assistance in case of accident, illness, emergency, or safeguarding concern

This includes physical lone working and digital lone working (e.g., online tuition).

5. Risk Assessment

A risk assessment must be completed before any lone-working activity. It must consider:

5.1 Environmental Risks

- Building layout
- Lighting
- Access and exit routes
- Security of doors and windows

5.2 Learner-Specific Risks

Including SEND, EBSA, PDA, trauma, SEMH, medical needs, or behavioural concerns.

Risk assessments must reference:

- Knowing & Understanding Me
- Trauma-Informed Practice Policy
- Safeguarding concerns
- Any history of absconding or dysregulation

5.3 Digital Risks

For online tuition:

- Online harm categories (content, contact, conduct, commerce)
- AI-related risks (deepfakes, grooming, misinformation)
- Use of approved platforms only (ChatPro, LwC email, LwC portals)

5.4 Emergency Procedures

- Access to communication devices
- Fire exits and alarms
- First aid availability

Risk assessments must be documented, approved by management, and reviewed regularly.

6. Responsibilities

6.1 Staff Responsibilities

Staff working alone must:

- Follow all safeguarding, trauma-informed, and health-and-safety procedures
- Ensure communication devices are available and charged
- Notify a manager or colleague when working alone
- Provide estimated timeframes and check-in intervals
- Avoid high-risk activities when alone
- Maintain professional boundaries at all times
- Use professional curiosity to identify concerns early
- Report safeguarding concerns immediately
- Use only approved communication platforms (ChatPro, professional email)

- Avoid secluded spaces when working one-to-one

6.2 Manager Responsibilities

Managers must:

- Identify lone-working situations
- Conduct and approve risk assessments
- Ensure staff are trained and competent
- Establish check-in procedures
- Review risk assessments annually or sooner if circumstances change
- Ensure staff feel safe and supported

7. Procedures and Precautions

7.1 Notification

Staff must inform a manager or colleague of:

- When and where they will be working alone
- Expected duration
- Check-in times

7.2 Communication

Staff must:

- Keep a mobile phone or LwC device accessible
- Use ChatPro or professional email only
- Agree check-in intervals (typically every 30–60 minutes)
- Ensure management can be contacted at all times

7.3 Emergency Response

Staff must:

- Know fire exits, alarms, and first aid locations
- Contact emergency services if required
- Contact management immediately after an incident

7.4 Environment and Security

Staff must:

- Ensure doors and windows are secure but allow safe exit
- Avoid isolated or unsafe areas
- Maintain visibility when working one-to-one

7.5 Learner Safety

When working alone with learners:

- Maintain professional boundaries
- Follow trauma-informed practice
- Avoid secluded spaces
- Ensure another staff member knows the location
- Ensure the session is risk assessed
- Avoid lone working with learners who present high safeguarding risk

7.6 Digital Lone Working (Online Tuition)

Staff must:

- Follow the Online Safety Policy

- Use only approved platforms
- Disable private messaging
- Maintain professional digital boundaries
- Report inappropriate digital behaviour immediately
- Be alert to AI-related risks
- End online sessions for all participants

8. Home Visits

Home visits must follow additional procedures:

- A risk assessment must be completed before the visit
- Staff must not enter a home if they feel unsafe
- Parents/carers must be present unless agreed and risk assessed
- Staff must have a clear exit route
- Staff must notify management before and after the visit
- Staff must report any safeguarding concerns immediately

9. Low-Level Concerns & Whistleblowing

Lone-working situations can generate low-level concerns. Staff must report:

- Boundary concerns
- Uncomfortable interactions
- Behaviour inconsistent with the Staff Code of Conduct

Concerns about senior staff can be raised directly with:

- The Director
- The Assistant Manager
- The NSPCC Whistleblowing Helpline

Anonymous reporting is permitted.

10. Training

Staff working alone will receive training in:

- Safeguarding & KCSIE
- Trauma-informed practice
- Lone-working risk awareness
- Emergency response
- Digital safety and AI-related risks
- Professional boundaries
- Home-visit safety

11. Monitoring and Review

This policy will be reviewed annually or sooner if:

- Legislation changes
- Safeguarding guidance changes
- Lone-working incidents occur

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- Staff feedback indicates a need for revision

Version Control			
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1.1	02.09.2025	KP	
1.2	5.9.26	KP	Amended to be compliant with KCSiE 2026