



Lone Working Policy

Owner: Lets Make Change

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Approved by: Joseph Fitzpatrick

Version	Date	Author/Reviewed By	Summary of Changes	Approved By	Review Date
1.0	01/06/26	Alex Fitzpatrick	Initial policy created	Joseph Fitzpatrick	June 2027

Let's Make Change (LMC)

Lone Working Policy

1. Policy Statement

Let's Make Change (LMC) is committed to ensuring the health, safety, and wellbeing of all employees, tutors, volunteers and contractors who may be required to work alone as part of their role.

LMC recognises that lone working is often an essential part of delivering one-to-one tutoring, mentoring, home visits and community-based provision. While lone working is not unlawful, it can present additional risks that must be appropriately assessed and managed.

This policy outlines the arrangements, responsibilities and control measures that support safe lone working practices and ensure compliance with:

- Health and Safety at Work etc. Act 1974;
- Management of Health and Safety at Work Regulations 1999;
- Safeguarding legislation and guidance;
- LMC Health and Safety procedures.

2. Scope

This policy applies to:

- Employees;
- Tutors;
- Volunteers;
- Contractors;
- Managers and Directors;
- Any individual undertaking work on behalf of LMC in a lone-working capacity.

This includes:

- One-to-one tutoring sessions;
- Community-based delivery;
- Home visits;
- Working outside normal operating hours;
- Working alone within LMC premises;
- Off-site educational activities.

3. Definition of Lone Working

For the purpose of this policy, a lone worker is:

Any individual who carries out work activities by themselves without direct supervision or immediate support from colleagues.

This may include working:

- In community venues;
- In public settings;
- In a learner's home;
- At LMC premises outside normal operating hours;
- In isolated environments.

4. Principles of Lone Working

LMC recognises that:

- Lone working forms part of many tutoring and mentoring roles;
- Risks must be identified and reduced wherever possible;
- Staff must never be placed in situations where risks cannot be adequately controlled;
- Effective communication is essential to lone worker safety;
- Risk assessments must underpin all lone-working activities.

Where possible, lone working will be minimised and alternative arrangements considered.

5. Responsibilities

5.1 Directors and Management

Directors and management are responsible for:

- Ensuring lone-working risks are assessed;
- Providing appropriate guidance and training;
- Monitoring compliance with this policy;
- Reviewing incidents and concerns;
- Supporting staff undertaking lone-working activities;
- Ensuring safeguarding arrangements are considered alongside health and safety requirements.

5.2 Tutors and Staff

Staff and tutors are responsible for:

- Following lone-working procedures;
- Completing required risk assessments;
- Maintaining regular communication with designated contacts;
- Reporting concerns, hazards, or incidents promptly;
- Exercising professional judgement regarding personal safety;
- Following safeguarding and health and safety requirements at all times.

5.3 Contractors

Contractors working on behalf of LMC must:

- Receive and comply with this policy;
- Undertake relevant risk assessments;
- Follow health and safety requirements;
- Report incidents and concerns promptly.

6. Lone Working Procedures

All lone working must be:

- Planned in advance;
- Approved by management where required;
- Supported by an appropriate risk assessment.

Before a session, tutors must:

- Inform their Learning Manager or Designated Safeguarding Lead (DSL) of:
 - Session location;
 - Start time;
 - Expected finish time;
 - Learner details where appropriate.

At the end of a session, tutors must:

- Confirm that the session has concluded safely;
- Notify the designated contact that they have left the venue safely.

Tutors must carry a charged mobile phone and remain contactable throughout lone-working activities.

7. Community-Based Delivery

Community delivery presents additional lone-working considerations.

Tutors must:

- Use approved and risk-assessed venues where possible;
- Avoid isolated or unfamiliar locations;
- Review learner profiles and risk assessments before initial visits;
- Assess the environment on arrival;
- Ensure clear exits are available;
- Leave immediately if they feel unsafe;
- Report concerns to management promptly.

Professional Boundaries

Tutors must not:

- Share personal contact details;
- Share home addresses;
- Connect with learners through personal social media accounts;
- Disclose personal information unrelated to their professional role.

All communication must follow LMC policies and procedures.

8. Home Visits

Where home visits are required:

- A home visit risk assessment must be completed;
- Staff must review any safeguarding concerns beforehand;
- Start and finish contact procedures must be followed;
- Tutors should position themselves near accessible exits where possible;
- Concerns must be reported immediately.

Home visits should only proceed where risks can be appropriately managed.

9. Lone Working on LMC Premises

When working alone on LMC premises, staff must:

- Ensure external doors remain secure;
- Prevent unauthorised access;
- Avoid publicising that they are alone on site;
- Restrict access to unused areas of the building;
- Follow site-specific emergency procedures.

Meetings with members of the public should normally take place during standard operating hours.

10. Emergency Procedures

Immediate Emergency

In situations involving immediate danger:

- Call 999 immediately;
- Move to a place of safety where possible;
- Contact the designated manager or DSL as soon as it is safe to do so.

Non-Emergency Situations

Where concerns do not require emergency services:

- Contact the designated manager;
- Follow safeguarding or health and safety reporting procedures;
- Record the concern appropriately.

11. Risk Assessment

Risk assessments will be completed for all lone-working activities where required.

Risk assessments will consider:

- Environment and location;
- Learner needs and behaviour;
- Safeguarding concerns;
- Medical considerations;
- Travel arrangements;
- Communication arrangements;
- Emergency procedures.

Risk assessments will be reviewed regularly and updated when circumstances change.

12. Potential Lone Working Hazards

Potential hazards include:

- Violence or aggression;
- Medical emergencies;
- Working in unfamiliar locations;

- Manual handling;
- Working with hazardous substances;
- Environmental hazards;
- Isolation during emergencies;
- Safeguarding concerns.

All identified risks must be appropriately controlled before lone working takes place.

13. Control Measures

LMC uses a range of control measures to reduce lone-working risks, including:

- Risk assessments;
- Check-in and check-out procedures;
- Staff training;
- Emergency contact arrangements;
- Use of approved venues;
- Safeguarding procedures;
- Professional boundaries;
- Incident reporting processes.

Management will review control measures regularly to ensure effectiveness.

14. Manual Handling

Staff should:

- Avoid lifting heavy or awkward loads where possible;
- Use safe manual handling techniques;
- Seek assistance where required;
- Follow guidance provided through risk assessments.

Additional training may be provided where appropriate.

15. Working with Hazardous Substances

Where roles require the use of hazardous substances:

- COSHH assessments must be completed;
- Staff must receive appropriate training;
- Manufacturer guidance must be followed;
- Suitable storage arrangements must be maintained.

Only approved substances may be used.

16. Medical Considerations

Staff are expected to:

- Inform management of any medical condition that may affect their ability to work safely alone;
- Seek support where necessary;
- Follow medical advice relating to their role.

Management will consider individual circumstances and may seek occupational health advice where appropriate.

17. Unacceptable Lone Working Activities

The following activities must not be undertaken alone under any circumstances:

- Working at height;
- Lifting heavy or bulky items;
- Entering confined spaces;
- Operating machinery without appropriate qualifications or training;
- Responding alone to suspected intruders;
- Entering premises where there are concerns regarding security or safety.

Any concerns should be reported immediately to management.

18. Incident Reporting

All lone-working incidents, accidents, near misses, or safety concerns must be:

- Reported immediately;
- Recorded using LMC reporting procedures;
- Reviewed by management;
- Investigated where appropriate.

Lessons learned will be used to improve lone-working arrangements.

19. Training and Awareness

All staff undertaking lone working will receive:

- Health and safety induction;
- Lone-working guidance;
- Safeguarding training;
- Risk assessment awareness;
- Emergency procedure training.

Refresher training will be provided periodically as required.

20. Related Policies

This policy should be read alongside:

- Health and Safety Policy;
- Safeguarding and Child Protection Policy;
- Behaviour, Relationships and Anti-Bullying Policy;
- Attendance Policy;
- Online Safety (E-Safety) Policy;
- Data Protection, Privacy and Information Security Policy;
- Administration of Medication Policy.

21. Monitoring and Review

This policy will be reviewed:

- Annually;
- Following significant incidents;
- Following changes in legislation or guidance;
- Following operational changes affecting lone-working activities.