25. Lone Worker Policy

Date ratified: November 2025

Date policy due to be reviewed: November 2027

Committee responsible for policy: Board of Governance Geraldine Kelly - Chair of the Board of Governors

Review No.	Date	Summary of Changes	Reviewer
1			
2			
3			

Lone Worker Policy

1. General Statement

The Board of Directors is committed to ensuring staff, volunteers and contractors enjoy a safe working environment. It is recognised that there are occasions when teaching, support, administrative, grounds or cleaning staff may be required, or choose, to work and travel alone or in isolated situations. This however may introduce risks for a normally non-hazardous work activity.

2. Definition

For the purposes of this policy, a lone worker will most probably fall within the following categories:

- Those who work in an otherwise unoccupied part of the building
- Those who work in an isolated part of college grounds
- Those responding to an alarm call out after normal college hours
- Those travelling alone on college business

3. Leading statutory authority

Health and Safety at Work etc. Act 1974 Management of Health and Safety at Work Regulations 1999 (SI 1999/3242).

Employers have a general duty under the Health and Safety at Work etc. Act 1974 to ensure the health, safety and welfare of their employees as far as is reasonably practicable, which includes providing safe systems, a safe place of work and suitable arrangements for employees' welfare.

Regulation 3 of the Management of Health and Safety at Work Regulations 1999 requires a suitable and sufficient assessment of risks arising from work activities (including lone working) to be undertaken.

Regulation 13 of the Management of Health and Safety at Work Regulations 1999 requires employers to consider the physical and mental capabilities of employees when deciding on the tasks they will undertake.

Lone working is not permitted under certain legislation. It is prudent for employers to review any regulations specific to their business prior to allowing lone working.

4. Risk Assessment

An annual Health and Safety and Risk Assessment is undertaken and members of staff are made aware of the content of this as well as the risks of Lone Working.

The risk assessment will take into account the type of tasks undertaken, the environment, health and safety instruction and training received and the individual's medical history.

Hazards identified will be evaluated by the Head of college/delegated persons for the likelihood of the hazard causing harm. Measures will be introduced if the assessment shows that existing precautions are inadequate to eliminate or adequately control the hazard. The risk assessment will be subject to review to ensure it is relevant and current to the workings of the college.
(See appendix 1 & 2)

5. Control Measures

- Staff should seek the permission of the Head of College to work alone in the building outside of normal college hours. The experience and training of all staff and the activities to be undertaken will be taken into consideration before allowing lone working. Lone workers must be considered capable of responding correctly in an emergency situation by the Head of college and/or line manager. Whenever possible it is recommended that staff work with a colleague.
- Staff should not enter the college premises if there are signs of intruders but are advised to immediately call the police.
- Staff should ensure the door security system is working correctly when lone working and ensure that areas of the college not in use are kept secure. Staff must not place themselves in danger by challenging intruders or vandals but should call the police for assistance.
- Staff should not work alone if they have medical conditions that might cause incapacity or unconsciousness.
- All lone working staff should establish their own checking in and out system with either family, friends or work colleagues. It is advised that lone workers provide a relative or friend with a telephone contact number (Head of college or line manager's mobile phone numbers) to call if the lone worker fails to return home at the expected time.
- It is not normally practicable for the Head of college to periodically visit and visually monitor people working alone.
- Staff will receive information and/or training if required to help ensure they understand the risks associated with lone working and to minimise these risks. All lone workers, in an otherwise unoccupied building, should follow the college's 'Fire and Emergency Procedures'.
- Staff have a responsibility for making themselves familiar with and following the college's safety procedures and location of safety equipment.
- Contractors should have access to their own first aid kit suitable for treating minor injuries.
- If staff rely on mobile phones they must ensure that their network has good reception within college. Although phones can give extra reassurance, they do not provide complete protection and staff should still be alert for their own personal safety at all times.
- In the situation where two or more people are working in isolated areas of an otherwise unoccupied building, personnel should keep each other informed about their movements.
- Lone workers should not undertake activities that involve the handling of money, working at height, any task that has been identified as medium or high risk or which are potentially hazardous given their own level of experience and the nature of the task.
- All college personnel are reminded about the importance of maintaining a healthy work/life balance.

It is the responsibility of all college personnel and contractors to adhere to the lone working procedures and to report any difficulties, failure of equipment or general concerns on health and safety to the Head of college and/or Business Manager. If members of staff fail to follow procedures designed to protect their safety, this could result in a disciplinary matter as they will have contributed to their injury and any compensation claims for damages or unfair dismissal may be reduced accordingly.

The College respects the right of the employee, under the Trade Union Reform and Employment Rights Act 1993, to refuse to carry out work where there is a serious and imminent risk of danger. They also can advise others to do the same without being dismissed as a result. Staff should be proactive in bringing to the attention of Head of college and/or line manager any aspect of work related risks.

Following any incident an investigation will be carried out and its findings used to inform change to procedures and working practices.

Appendix 1 Lone Working Policy

LONE WORKING

The Ridge Employability College has a duty to ensure the safety, health and welfare of our workforce whilst at work. That duty extends to employees who travel during the course of their work and those who work away from our core premises.

We do this by:

- Nominating senior staff members to consider the health, safety and welfare of lone workers.
- Identifying situations where lone working is required which affect our employees.
- Making an assessment of the risks to members of our workforce who are or may become lone workers.
- Developing and implementing control measures and procedures to ensure their health and safety whilst at work.
- Providing sufficient funding support to enable the development and implementation of procedures, risk assessments and control measures.
- Ensuring that procedures and control measures are in place for lone working situations, including travelling on college business.
- Ensuring that identified equipment needs are met and training on their use is given.
- Ensuring that the content of the procedures and risk assessments are made available to all staff.
- Providing and recording training.
- Monitoring and reviewing our systems; using our experience of operating these arrangements we aim to make improvements to the way we manage the risks from lone working.

The personnel responsible for the above measures are identified within the Responsibility Table of our Health and Safety Policy.

Appendix 2 Lone Working policy

The Ridge Employability College

Safety Arrangement 1-13

LONE WORKING

Action Plan

To protect the health, safety and welfare of our workers who work alone, whether it is because they are a mobile worker, because they work away from our core operating site or for other reasons, we need to;

1. Identify who among our workforce is or is potentially a lone worker.

2. Assess the risks to those identified as lone workers.

3. Identify the control measures already in place and any additional measures that may be required.

4. Consider, as part of our assessment, issues such as;

a. Where they work.

b. Are they at risk because they handle cash?

c. Are they at risk because they work at a remote or hazardous location?

d. Are they at greater risk because they are working abroad?

e. Are they at greater risk in the winter months?

f. Are they at risk from a violent client or a member of the client's family?

g. Are they likely to cut corners because they are not under direct supervision?

h. Are they at risk because of health issues?

i. Are they at risk because a significant part of their day is spent driving?

j. Are they at risk because they work exceptional hours?

k. Are they at risk because they do not have access to welfare or first aid facilities?

l. Mobile phone signals.

m. Are they travelling alone on college business?

5. Keep a written record of significant risk assessments and the control measures and systems of work adopted.

6. Make sure that managers and supervisors understand the procedures and arrangements. Consider whether they need any training.

7. Explain our system and arrangements to the workforce. Ensure they are understood and

provide further training where necessary.

8. Implement the procedure and ensure that it is followed in practice.

9. Monitor and review the operation of this procedure from time to time and whenever an employee reports an accident or case of ill health attributable to working alone, make changes to the procedure identified as necessary or beneficial.