



Trust Education Group Ltd

Lone Working Policy

Introduction

Trust-Education Group Ltd is committed to providing a safe, healthy and supportive working environment for all employees, volunteers, contractors, pupils and visitors. The health, safety and wellbeing of staff are fundamental to the successful operation of the school and form an integral part of the school's safeguarding culture.

Although Trust-Education Group Ltd endeavours to avoid situations where staff are required to work alone, the nature of school operations means that lone working cannot always be avoided. Staff may occasionally undertake duties outside normal school hours, work in isolated areas of the premises, deliver one-to-one interventions, attend meetings off site or undertake educational activities where immediate assistance from colleagues is not available.

As an independent specialist school for pupils with Social, Emotional and Mental Health (SEMH) needs, the school recognises that lone working can present additional risks for both staff and pupils. Effective management of these risks requires careful planning, robust safeguarding procedures, comprehensive risk assessment and clear professional boundaries.

This policy establishes the arrangements that Trust-Education Group Ltd has in place to ensure that lone working is undertaken safely, lawfully and in accordance with current health and safety legislation, safeguarding guidance and best practice.

The policy should be read alongside the school's Health and Safety Policy, Child Protection and Safeguarding Policy, Staff Code of Conduct, Behaviour Policy, Positive Handling Policy, Educational Visits Policy and Risk Assessment Policy.

Policy Statement

Trust-Education Group Ltd recognises its legal duty to protect employees and others who may be affected by its activities. The school is committed to reducing the risks associated with lone working through effective leadership, suitable risk assessments, appropriate supervision, staff training and safe systems of work.

The school acknowledges that lone working does not necessarily create greater risks than working with colleagues. However, where staff work alone they may be more vulnerable in the event of an accident, medical emergency, safeguarding concern, aggressive behaviour or other unforeseen incident. Particular consideration must therefore be given to the environment, the nature of the activity and the needs of any pupils involved.

Trust-Education Group Ltd will ensure that no member of staff is expected to undertake lone working where the level of risk cannot be reduced to an acceptable level. Staff will never be expected to place themselves in situations where their personal safety or professional integrity may be compromised.

The school promotes a culture in which staff feel confident to raise concerns regarding lone working arrangements and to request additional support whenever required. Decisions relating to lone working will always prioritise the safety and wellbeing of both staff and pupils.

Aims

The aims of this policy are to ensure that Trust-Education Group Ltd:

- Provides Safe Systems Of Work For Staff Undertaking Lone Working
- Protects Staff From Foreseeable Risks Associated With Working Alone
- Ensures Lone Working Is Supported By Appropriate Risk Assessment
- Maintains Effective Safeguarding Arrangements During One-To-One Working
- Promotes Professional Boundaries Between Staff And Pupils
- Provides Appropriate Training And Support For Staff
- Maintains Effective Communication During Lone Working Activities
- Ensures Incidents, Concerns And Near Misses Are Reported And Investigated
- Complies With Current Health And Safety And Safeguarding Legislation
- Promotes A Positive Culture Of Safety, Accountability And Professional Practice

The school is committed to ensuring that all lone working arrangements reflect the individual needs of staff and pupils while maintaining high standards of safeguarding, professionalism and health and safety.

Scope

This policy applies to all individuals working on behalf of Trust-Education Group Ltd regardless of their employment status.

It applies to:

- Employees

- Agency Staff
- Volunteers
- Contractors
- Consultants
- Student Placements
- Peripatetic Professionals
- Visitors Undertaking Work On Behalf Of The School

The policy applies whenever work is undertaken:

- On School Premises
- Outside Normal Working Hours
- During Educational Visits
- At Alternative Educational Provision
- During Home Visits Where Authorised
- While Transporting Pupils
- During Off-Site Meetings
- At Any Location Where Staff Are Working Without Immediate Support From Colleagues

Definition of Lone Working

For the purposes of this policy, lone working refers to any situation in which an individual carries out work activities without direct supervision or immediate assistance from another competent person.

Lone working may occur on a regular basis or only occasionally and may take place during the school day or outside normal operating hours.

Examples include working alone in offices, classrooms or other areas of the school before or after the school day, delivering planned one-to-one interventions, supervising pupils during authorised off-site activities, attending professional meetings alone, undertaking site inspections, opening or closing the school premises, or travelling between educational settings.

Lone working does not automatically imply that an activity is unsafe. However, each situation must be assessed individually to ensure that appropriate safeguards are in place before the activity begins.

Legal and Statutory Framework

This policy has been developed in accordance with current legislation and statutory guidance, including:

- Health And Safety At Work Etc. Act 1974
- Management Of Health And Safety At Work Regulations 1999
- Workplace (Health, Safety And Welfare) Regulations 1992
- Reporting Of Injuries, Diseases And Dangerous Occurrences Regulations 2013 (RIDDOR)
- Corporate Manslaughter And Corporate Homicide Act 2007
- Equality Act 2010
- Data Protection Act 2018
- UK General Data Protection Regulation (UK GDPR)
- Education Act 2002
- Children Act 1989
- Children Act 2004
- Education (Independent School Standards) Regulations 2014
- Keeping Children Safe In Education 2026
- Working Together To Safeguard Children

The policy also reflects guidance published by the Health and Safety Executive (HSE) relating to lone working and employer responsibilities.

Roles and Responsibilities

Trust-Education Group Ltd recognises that effective lone working arrangements depend upon clear leadership, appropriate supervision and shared responsibility. Every member of the school community has a role in ensuring that lone working is undertaken safely and in accordance with this policy.

The school promotes a culture in which staff feel confident to seek advice, request additional support and report concerns without fear of criticism. No employee will be expected to undertake lone working where they believe there is an unacceptable level of risk.

Proprietors

The Proprietors have overall responsibility for ensuring that Trust-Education Group Ltd complies with its legal duties relating to health and safety, safeguarding and employee welfare.

The Proprietors will ensure that:

- Appropriate Policies And Procedures Are In Place
- Adequate Resources Are Available To Support Safe Lone Working
- Risks Associated With Lone Working Are Properly Managed
- Suitable Training Is Provided For Staff

- Significant Incidents Are Reviewed
- This Policy Is Reviewed Annually Or Earlier If Required

The Proprietors receive regular reports from the Co-Headteachers regarding health and safety, safeguarding and significant incidents involving lone working.

Co-Headteachers

Melissa Wainman and Katie Everson have overall responsibility for implementing this policy and ensuring that safe lone working practices are embedded throughout the school.

The Co-Headteachers are responsible for:

- Promoting A Positive Health And Safety Culture
- Ensuring Appropriate Risk Assessments Are Completed
- Authorising Lone Working Arrangements Where Necessary
- Monitoring Staff Welfare
- Ensuring Appropriate Staffing Levels
- Providing Appropriate Equipment And Resources
- Investigating Incidents And Near Misses
- Implementing Recommendations Following Investigations
- Reviewing Lone Working Arrangements Regularly

The Co-Headteachers will ensure that lone working is only undertaken where appropriate control measures are in place and where risks have been reduced as far as reasonably practicable.

Designated Safeguarding Leads

Janette Bashall, Ashleigh Haynes and Laura Wilding are the school's Designated Safeguarding Leads.

The Designated Safeguarding Leads are responsible for ensuring that safeguarding considerations remain central to all lone working arrangements involving pupils.

They will:

- Review Safeguarding Risks Associated With Lone Working
- Provide Advice To Staff Undertaking One-To-One Work
- Ensure Appropriate Safeguarding Measures Are Implemented
- Monitor Concerns Arising From Lone Working Situations
- Record Safeguarding Concerns On CPOMS
- Liaise With External Agencies Where Appropriate

- Ensure Appropriate Support Is Available For Staff And Pupils

Where safeguarding concerns arise during lone working activities, these will be managed in accordance with the school's Child Protection and Safeguarding Policy.

Deputy Designated Safeguarding Leads

Melissa Wainman and Katie Everson also undertake the responsibilities of Deputy Designated Safeguarding Leads.

Where a Designated Safeguarding Lead is unavailable, they will assume responsibility for safeguarding decisions relating to lone working and provide immediate advice and support to staff where required.

Line Managers

Managers are responsible for ensuring that staff working within their area understand this policy and receive appropriate supervision.

They will:

- Complete Suitable Risk Assessments
- Monitor Working Practices
- Review Individual Circumstances
- Ensure Appropriate Communication Arrangements Are In Place
- Respond Promptly To Concerns Raised By Staff
- Escalate Significant Risks To Senior Leaders

Managers should regularly review whether lone working remains necessary and identify opportunities to reduce risk through alternative working arrangements.

Employees

Every employee has a personal responsibility to take reasonable care of their own health and safety and that of others who may be affected by their actions.

All staff are expected to:

- Follow This Policy At All Times
- Cooperate With Risk Assessments
- Follow Safe Systems Of Work
- Report Hazards Promptly
- Maintain Professional Boundaries
- Keep Communication Devices Accessible

- Inform Colleagues Of Their Location When Working Alone
- Report Any Accidents, Near Misses Or Safety Concerns Immediately
- Seek Assistance Whenever They Feel Unsafe

Staff should never continue working alone where circumstances change and the level of risk increases.

Employees have the authority to stop lone working activities where they believe continuing would place themselves or others at unacceptable risk.

One-to-One Working with Pupils

Trust-Education Group Ltd recognises that one-to-one support forms an essential part of the educational and therapeutic provision offered to pupils with SEMH needs.

One-to-one work may include mentoring, emotional wellbeing support, intervention programmes, therapeutic conversations, assessment activities, academic tuition and pastoral support.

Where one-to-one working is undertaken:

- Sessions Must Be Planned And Authorised
- Risk Assessments Must Be Completed Where Required
- Staff Must Maintain Professional Boundaries At All Times
- Rooms Should Have Vision Panels Wherever Possible
- Classroom Doors Should Remain Open Where Appropriate
- CCTV Provides Additional Safeguarding Within Teaching Areas
- Staff Should Inform Colleagues Of Their Location
- Sessions Should Be Recorded On School Timetables Or Electronic Systems

The school recognises that confidentiality is important during pastoral work. However, confidentiality must never compromise safeguarding or staff safety.

Where staff have concerns regarding a pupil's behaviour or emotional presentation, additional staff support should be requested before continuing the session.

Educational Visits and Off-Site Working

Lone working may occasionally occur during educational visits, transport arrangements, professional meetings or other off-site activities.

Before undertaking off-site lone working:

- Appropriate Risk Assessments Must Be Completed
- The Activity Must Be Authorised By A Senior Leader

- Staff Must Have Access To Emergency Contact Information
- Communication Arrangements Must Be Agreed
- Expected Arrival And Return Times Must Be Confirmed

Where circumstances change during an off-site activity, staff should contact the school immediately and seek further guidance before continuing.

Contractors and Visitors

Contractors, consultants and visitors undertaking work on behalf of Trust-Education Group Ltd are expected to comply with this policy whenever their activities involve lone working.

Where appropriate they will receive information regarding:

- Emergency Procedures
- Site Security Arrangements
- Reporting Procedures
- Safeguarding Expectations
- Communication Systems

The member of staff responsible for supervising contractors or visitors must ensure that appropriate arrangements are in place before work begins.

Shared Responsibility

Maintaining safe lone working arrangements requires cooperation, communication and professional judgement.

Trust-Education Group Ltd expects every member of staff to remain vigilant, report concerns promptly and contribute positively towards maintaining a safe working environment.

Through effective leadership, robust safeguarding arrangements and proactive risk management, the school seeks to ensure that lone working remains safe, proportionate and appropriate to the needs of both staff and pupils.

Risk Assessment

Trust-Education Group Ltd recognises that effective risk assessment is fundamental to ensuring that lone working is undertaken safely. Before any member of staff undertakes lone working activities, the potential risks must be assessed and appropriate control measures implemented to reduce those risks as far as is reasonably practicable.

Risk assessments will be proportionate to the activity being undertaken and will consider both foreseeable hazards and the individual circumstances of the member of staff and any pupils involved. Lone working will only be authorised where senior leaders are satisfied that suitable arrangements are in place to protect staff and pupils.

Risk assessments will be reviewed regularly and immediately following any incident, near miss, significant change in circumstances, changes to legislation, alterations to the school environment or where new risks are identified.

When completing a lone working risk assessment, consideration will be given to:

- The Nature Of The Activity
- The Location
- Time Of Day
- Length Of Time Working Alone
- Access To Assistance
- Communication Arrangements
- Behaviour And Presentation Of Pupils
- Medical Needs Of Pupils
- Individual Behaviour Risk Management Plans
- Environmental Hazards
- Security Of The Building
- Lighting And Visibility
- Access And Exit Routes
- Fire Safety Arrangements
- Lone Working Experience Of Staff
- Training Requirements
- Mobile Telephone Coverage
- Weather Conditions During Off-Site Activities
- Emergency Response Arrangements

Where risks cannot be adequately controlled, lone working will not take place.

Lone Working on School Premises

Trust-Education Group Ltd recognises that staff may occasionally need to work outside normal school operating hours to complete administrative duties, prepare classrooms, attend meetings or undertake site responsibilities.

Where staff are working alone within the school building, appropriate precautions must always be taken.

Staff should:

- Inform A Senior Leader Or Colleague Before Remaining On Site
- Confirm Their Expected Finish Time
- Keep A Charged Mobile Telephone Available
- Ensure External Doors Remain Secure
- Use Well-Lit Areas Wherever Possible
- Avoid Entering Areas Of The Building That Are Not Required
- Keep Escape Routes Clear
- Know How To Contact Emergency Services
- Leave The Building Immediately If They Feel Unsafe

Where possible, staff should avoid working alone late in the evening or during periods when the site is otherwise unoccupied.

The school's security systems, intruder alarms and CCTV provide additional protection but do not replace safe working practices.

Opening and Closing the School

Opening and securing the school presents additional responsibilities and potential risks.

Only authorised members of staff may open or close the premises.

Staff responsible for opening or securing the site should:

- Carry Out A Visual Inspection Before Entering
- Check For Signs Of Forced Entry Or Damage
- Ensure External Areas Are Safe
- Report Suspicious Activity Immediately
- Activate Or Deactivate Security Systems In Accordance With Procedures
- Ensure Visitors Cannot Gain Unauthorised Access
- Secure Doors And Windows Before Leaving
- Confirm That The Building Has Been Vacated

Where staff have concerns regarding personal safety, they must withdraw immediately and contact the police if necessary before informing a member of the Senior Leadership Team.

One-to-One Working with Pupils

One-to-one support forms an essential part of the school's therapeutic and educational provision. Such work enables pupils to receive targeted academic support, mentoring, emotional regulation, therapeutic interventions and pastoral guidance.

Although these sessions are an important aspect of SEMH provision, they must always be undertaken safely and transparently.

Staff undertaking one-to-one work must ensure that:

- Sessions Are Planned And Authorised
- Professional Boundaries Are Maintained At All Times
- Risk Assessments Are Followed
- Other Staff Know Where The Session Is Taking Place
- Rooms Remain Observable Wherever Possible
- Vision Panels Are Not Obstructed
- CCTV Operates Within Teaching Areas
- Pupils Are Supervised Appropriately Throughout
- Sessions Are Recorded On School Systems
- Safeguarding Concerns Are Reported Immediately

Where a pupil becomes distressed, aggressive or attempts to leave the agreed location, staff must seek assistance immediately and follow the school's Behaviour Policy, Positive Handling Policy and safeguarding procedures.

No member of staff should continue a one-to-one session where they believe there is an increased risk to themselves or the pupil.

Home Visits

Trust-Education Group Ltd recognises that home visits can provide valuable opportunities to strengthen relationships with families, support attendance, complete welfare checks and promote positive outcomes for pupils.

Home visits will only be undertaken where they have been authorised by a member of the Senior Leadership Team and where an appropriate risk assessment has been completed.

Prior to any home visit, consideration will be given to:

- The Purpose Of The Visit
- Known Safeguarding Concerns
- Previous Incidents
- Behavioural Risks
- Information Held By External Agencies
- Time Of The Visit
- Staffing Requirements
- Parking And Access Arrangements
- Mobile Telephone Reception
- Emergency Procedures

Where risks are identified, two members of staff will attend the visit.

Staff must notify the school when they arrive and when they leave the property. Any concerns arising during the visit must be reported immediately to senior leaders and recorded on CPOMS where safeguarding concerns are identified.

Staff should never enter a property where they believe there is an immediate risk to their safety.

Transporting Pupils

Trust-Education Group Ltd aims to minimise occasions where staff transport pupils alone.

Where transporting a pupil is unavoidable, the arrangement must:

- Be Authorised By The Co-Headteachers
- Be Supported By A Risk Assessment
- Be Recorded Appropriately
- Be Communicated To Parents Or Carers Where Required
- Comply With Insurance Requirements
- Be Undertaken In A Roadworthy Vehicle
- Follow The School's Safeguarding Procedures

Staff must not transport pupils in private vehicles unless prior authorisation has been granted by the Co-Headteachers and all safeguarding, insurance and risk assessment requirements have been satisfied.

Where possible, two members of staff should accompany pupils during transport arrangements involving increased behavioural or safeguarding risks.

Personal Safety Measures and Communication Arrangements

Trust-Education Group Ltd recognises that effective communication is a key control measure in reducing the risks associated with lone working. Staff must ensure that appropriate communication arrangements are established before undertaking any lone working activity.

Staff working alone must:

- Ensure Their Mobile Telephone Is Charged And Accessible
- Maintain Communication With Colleagues Or Senior Leaders Where Appropriate
- Inform A Colleague Or Manager Of Their Location And Expected Completion Time

- Report Any Changes To Agreed Arrangements
- Seek Assistance Immediately If They Feel Unsafe
- Record And Report Any Concerns Following The Activity

The school encourages staff to use professional judgement and to prioritise their own safety. Staff must never feel pressured to continue working alone if circumstances change or if they believe there is an increased risk.

Where communication is not possible due to location, staff must agree alternative arrangements before commencing the activity. This may include scheduled check-ins, agreed contact times or additional staffing support.

Emergency Procedures

Trust-Education Group Ltd recognises that emergencies may occur during lone working activities. Staff must be familiar with emergency procedures and understand how to obtain support quickly.

In the event of an emergency, staff should:

- Prioritise The Immediate Safety Of Themselves And Others
- Contact Emergency Services By Calling 999 Where Required
- Inform A Senior Leader As Soon As It Is Safe To Do So
- Follow The School's Safeguarding And Health And Safety Procedures
- Record The Incident Following The Event

Where a member of staff becomes injured or unwell while working alone, they should seek assistance immediately using available communication systems.

If a staff member fails to make expected contact following an agreed lone working activity, the school will follow appropriate welfare procedures to establish their safety.

This may include:

- Attempting Telephone Contact
- Contacting The Relevant Staff Member's Emergency Contact Where Appropriate
- Checking The Location Of The Activity
- Escalating Concerns To Emergency Services If Required

Behaviour, De-escalation and Positive Handling During Lone Working

Trust-Education Group Ltd is a specialist SEMH provision and recognises that some pupils may experience difficulties with emotional regulation, communication, anxiety, frustration or distress.

Staff undertaking lone working with pupils must understand the individual needs of pupils and follow agreed Behaviour Risk Management Plans where these are in place.

Staff should use:

- Trauma-Informed Approaches
- Relationship-Based Practice
- Calm Communication
- Emotional Regulation Strategies
- De-escalation Techniques
- Agreed Individual Support Strategies

Physical intervention should only ever be used as a last resort where necessary, proportionate and reasonable to prevent harm, in accordance with the school's Positive Handling Policy and staff training.

Any incident involving physical intervention, significant distress, aggression or risk of harm must be recorded, reviewed and managed through safeguarding and behaviour procedures.

CCTV and Transparency

Trust-Education Group Ltd recognises the importance of transparency and safeguarding in protecting both pupils and staff.

CCTV operates within designated areas of the school, including classrooms, to provide reassurance, support safeguarding practice and promote accountability during teaching, learning and one-to-one activities.

CCTV does not replace appropriate supervision, professional judgement or safeguarding procedures. Staff must continue to maintain professional boundaries and follow the Staff Code of Conduct at all times.

Access to CCTV footage is restricted and managed in accordance with:

- UK General Data Protection Regulation (UK GDPR)
- Data Protection Act 2018
- CCTV Policy And Procedures

CCTV footage may be reviewed where necessary to support safeguarding investigations, health and safety reviews, complaints, incidents or professional conduct matters.

Reporting Accidents, Incidents and Concerns

All accidents, injuries, near misses, safeguarding concerns and incidents arising during lone working must be reported promptly.

Staff must ensure that:

- Accidents Are Recorded In The Appropriate Accident Record
- Safeguarding Concerns Are Recorded On CPOMS
- Behaviour Incidents Are Recorded Through School Systems
- Significant Events Are Reported To Senior Leaders
- Risk Assessments Are Reviewed Following Incidents

Where an incident meets the requirements of statutory reporting, including RIDDOR, the appropriate procedures will be followed.

Incident reviews will consider:

- What Happened
- Why It Happened
- Whether Existing Controls Were Effective
- Whether Additional Support Or Training Is Required
- Whether Procedures Need To Be Updated

The purpose of reporting is to improve safety, support staff and pupils, and reduce the likelihood of future incidents.

Staff Training and Support

Trust-Education Group Ltd recognises that appropriate training and professional support are essential to safe lone working.

All staff receive information regarding lone working arrangements as part of their induction programme.

Training includes:

- Health And Safety Responsibilities
- Safeguarding Procedures
- Professional Boundaries
- Safe One-To-One Working Practices
- Behaviour Support Strategies
- De-escalation Techniques
- Positive Handling Approaches
- Emergency Procedures
- Reporting Requirements

Additional training and support will be provided where staff undertake specific responsibilities or where individual risks are identified.

Staff are encouraged to discuss concerns regarding workload, safety or lone working arrangements with their line manager or senior leaders.

Monitoring, Evaluation and Review

Trust-Education Group Ltd is committed to ensuring that lone working arrangements remain effective, proportionate and responsive to the needs of the school community.

Monitoring is undertaken through:

- Review Of Risk Assessments
- Analysis Of Incidents And Near Misses
- Staff Feedback
- Safeguarding Audits
- Health And Safety Monitoring
- Review Of Behaviour And Incident Data
- Consultation With Staff

The Co-Headteachers will monitor the effectiveness of this policy and ensure that identified actions are implemented.

The Proprietors will receive appropriate information regarding significant risks, incidents and improvements relating to lone working arrangements.

This policy will be reviewed annually or sooner where required due to:

- Changes In Legislation
- Updates To Keeping Children Safe In Education
- Changes To School Procedures
- Changes To The School Environment
- Significant Incidents Or Lessons Learned

Equality, Inclusion and Accessibility

Trust-Education Group Ltd is committed to ensuring that lone working arrangements are fair, inclusive and accessible to all staff.

The school recognises that individual staff members may have different needs relating to disability, health, pregnancy, caring responsibilities or other circumstances.

Reasonable adjustments will be considered where appropriate to ensure that staff are able to undertake their duties safely and effectively.

Lone working arrangements will not disadvantage any member of staff and will be managed in accordance with:

- Equality Act 2010
- UK GDPR Requirements
- Employment Legislation
- Health And Safety Responsibilities

Compliance Statement

This Lone Working Policy demonstrates Trust-Education Group Ltd's commitment to protecting staff and pupils through effective risk management, safeguarding practice and safe systems of work.

The policy supports the school's responsibilities under:

- Health And Safety At Work Etc. Act 1974
- Management Of Health And Safety At Work Regulations 1999
- Workplace (Health, Safety And Welfare) Regulations 1992
- Reporting Of Injuries, Diseases And Dangerous Occurrences Regulations 2013
- Education Act 2002
- Children Act 1989
- Children Act 2004
- Equality Act 2010
- Data Protection Act 2018
- UK General Data Protection Regulation
- Education (Independent School Standards) Regulations 2014
- Keeping Children Safe In Education 2026
- Working Together To Safeguard Children

Trust-Education Group Ltd recognises that safe lone working is achieved through strong leadership, effective communication, robust safeguarding arrangements and a culture where staff feel supported to raise concerns.

Through careful planning, appropriate supervision and continuous review, the school will ensure that lone working arrangements protect the welfare, dignity and safety of all members of the school community.

Policy Lead	Melissa Wainman Proprietor
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