



**STAMFORD
PARK TRUST**

COMMUNITY LONE WORKER POLICY AND PROCEDURE

DOCUMENT REFERENCE: 000172/S

THIS POLICY APPLIES TO: All staff

OWNER/AUTHOR: Executive Principal (Secondary)

ESTABLISHMENT LEVEL: Trust

APPROVING BODY: Executive Leadership Team

REVIEW CYCLE: Every 2 years

DATE APPROVED:

LAST REVIEWED ON: September 2025

NEXT REVIEW DUE BY: September 2027

SUMMARY OF CHANGES: New document

RELATED DOCUMENTS/POLICIES:

**LEGAL FRAMEWORK/STATUTORY
GUIDANCE:**

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Introduction

Stamford Park Trust recognises that there may be an increased risk to the health and safety of staff members when working alone.

This policy has been established to identify risks and manage them accordingly. The trust 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.

Within this policy, 'lone working' refers to situations where staff, in the course of their duties, work alone either in the school or in pupils' homes and are physically isolated from colleagues, possibly without immediate access to assistance

Lone working procedure

- Under no circumstances should a member of staff compromise their personal safety. If a member of staff feels in danger, they should remove themselves from the situation immediately.
- **A risk assessment must be undertaken of the activities the member of staff is engaged in (Appendix 1).** It must cover all work currently undertaken alone (or proposed to be), where the risk may be increased by the work activity itself, or by the lack of available assistance should something go wrong. The Head of School at each academy is responsible for ensuring suitable procedures are in place for undertaking risk assessments for all situations requiring lone working. These procedures must ensure that all involved are aware of precautions and methods of work to be followed, including emergency action to be taken if necessary.

Once relevant tasks are identified, the following must be considered:

- Risk of violence: All jobs involving lone working are assessed for risk of verbal threats or violence.
- Access: Some lone working may require access to locations that are difficult to access. Assessments will consider whether these tasks are suitable for lone working.
- Situational hazards: These include potentially dangerous animals in the home, dangerous locations and visits to locations where previous problems have occurred.
- A log of known risks, with regard to locations and persons, must be kept, updated and reviewed regularly. It must be available to the member of staff prior to visits and held in a secure location (CPOMS) If a member of staff is leaving the school's employment, they are required to inform their successor of any known concerns via a report, and a briefing if possible.
- Appointments must be managed so that colleagues of the member of staff are always aware of their appointments. The list includes the address the member of staff will be visiting, the details of the persons whom they are visiting and a known contact number, and indications of how long they expect to be at these locations. The list is held securely in reception to ensure the information remains confidential.
- Details of vehicles used by the member of staff, including make, model, registration number and colour, must be held by the main office. Staff must ensure that the vehicle used is insured for business purposes.

- Once in place, appointment arrangements should be adhered to. The member of staff must notify the person that is being visited of changes to their schedule.
- If a visit is deemed high risk, where there is a history of violence or the location itself is considered high risk, the visit must only be made if absolutely necessary. In these cases, the member of staff may request a meeting in a more suitable location or to be accompanied by another member of staff.
- During a visit, the member of staff will:
- Carry an ID badge and be prepared to identify themselves.
- Carry out a '10 second risk assessment' when they first arrive at the house. If they feel in danger, they should have an excuse ready not to enter the house and arrange an alternative appointment.
- Complete a home visit form – refer to home visit policy, procedures and Risk assessment
- Be aware of any animals in the house and ask for them to be secured in a separate room. If there is a known problem with animals at the address, the occupants should be contacted and requested to remove or secure the animals before arrival.
- Ensure that they shut the door behind them and make themselves familiar with the door lock, in case an emergency exit is needed.
- Not position themselves in the corner of a room or in a situation where it is difficult to escape.
- Remain calm and focused at all times and keep their possessions close to them.
- Be aware of their body language and the body language of the client. There is potentially a risk of exacerbating the situation by sending out nervous or aggressive signals, particularly where cultural, gender or physical issues need to be considered.
- Once a visit has been completed the member of staff must report in, via telephone/ email, to the reception staff.

The reception staff will:

- Be aware of the schedule and movements of the member of staff.
- Have all necessary contact details of the member of staff, including next of kin.
- Have details of the member of staff scheduled breaks and rest periods.
- Attempt to contact the member of staff if contact is not made as agreed.
- Follow agreed escalation procedures and notify the Safeguarding lead and line manager
- Where there is genuine concern, as a result of a lone worker failing to attend a visit or report back to the front office staff, the Safeguarding lead use the information held on record to try and ascertain the whereabouts of the member of staff. If contact cannot be made, the Safeguarding Lead will decide, depending on the circumstances, whether to contact the police.
- If police involvement is necessary, police will be given access to all information held.
- It is the responsibility of the individual concerned to ensure all necessary precautions and procedures are adhered to at all times.
- Any person who becomes aware of circumstances involving lone working, where the existing control measures may not be fully effective, must inform the Safeguarding lead as soon as possible.
- Staff members are expected to follow all the procedures outlined in this policy. Failure to do so may be a disciplinary offence.

Hazards	People	Severity of harm	Likelihood	Risk Level	Controls
Aggressive or violent parent/student/family member	Member of staff may be harmed	Major injury may occur	Remote possibility	low	Refer to home visit policy and Community Lone Working Policy Risk reduced by informing safeguarding team prior to visit 2 person visit if aware of home circumstances Inform reception and sign out so others aware Take mobile phone for communication
Driving	Member of staff may be harmed	Vehicle breakdown Accident Intruder in vehicle when unattended Use of mobile phone Fatigue	Remote possibility	Low	Maintain vehicle properly Belong to a breakdown organisation Carry torch, phone etc for emergency Phone in if plan changes Do not leave valuables in car (e.g. laptop) Avoid risky areas
Movement through public areas e.g. to/from car parks	Member of staff may be harmed	Attack Theft of property	remote	Low	Back down from confrontation Call for help Keep valuables secure and out of sight or disguised Surrender valuables if personal safety is at risk Post incident support
Illness or injury/accident	Member of staff may be harmed or injured	Illness or injury	Remote	low	Alert Emergency services if appropriate Alert team members if able to Ensure access to phone Take prescribed medication as directed or as needed Complete injury at work protocol on return
Attack by dog or other animal	Member of staff may be harmed or injured	Major injury may occur	Remote	Low	Avoid contact with animals Seek local advice before entering premises with animals Ensure appropriate and safe behaviour near animals

I have read and understood the Risk Assessment and my safe word is : _____ My mobile number is: _____

Name: _____ Signed: _____ Date _____