



Hazelwood Arc Alternative Provision

Lone Working Policy

Approved by: Sophie Scott

Date: 1.9.2026

1. Policy Statement

Hazelwood ARC Limited is committed to ensuring the safety and well-being of all employees, including those who work alone. While lone working is often necessary, it presents additional health and safety risks. This policy outlines our approach to mitigating risks and providing support for lone workers to maintain a safe working environment.

2. Legal and Statutory Framework

This policy is informed by:

- Health and Safety at Work Act 1974
- Management of Health and Safety at Work Regulations 1999
- Health and Safety Executive (HSE) guidance on Lone Working
- Safeguarding guidance in *Keeping Children Safe in Education (2023)*

3. Risk Assessment and Mitigation

- Conduct a thorough risk assessment for all job roles that may involve lone working.
- Identify potential hazards and take steps to minimise or eliminate them.
- Provide appropriate training and equipment to address identified risks.
- Specific assessments will be carried out for:
 - Home visits to pupils and families
 - Off-site meetings or training
 - Working late in the building outside normal hours
 - Travelling alone in connection with work duties

4. Communication

- All lone workers must have a reliable means of communication with colleagues, supervisors, or emergency services.
- Lone workers should carry a fully charged mobile phone, two-way radio, or another approved communication device always.

5. Check-In Procedures

- Regular check-in procedures will be established based on the nature of the work and the assessed risks.
- Lone workers must report their status or location at specified intervals to their team or designated contact person.

6. Emergency Response

- Clear procedures are in place for lone workers to follow in case of emergencies, accidents, or incidents.
- Lone workers will be provided with instructions on how to request assistance and what to do while waiting for help.
- In case of immediate danger, staff should remove themselves from the situation and call 999.

7. Training and Education

- All lone workers will receive comprehensive training on:
 - Safety procedures and risk management
 - Conflict resolution and de-escalation
 - Use of communication devices and emergency protocols
- Refresher training will be provided regularly.

8. Health and Well-being

- Hazelwood ARC promotes the physical and mental health of lone workers.
- Staff will have access to support services, including counselling and occupational health where appropriate.

9. Reporting Incidents

- Lone workers are encouraged to promptly report any incidents, near misses, or concerns related to their work environment.
- A reporting system will be available, including the option for anonymous reporting if required.

10. Supervision and Support

- Lone workers will receive regular support through:
 - Site visits
 - Remote monitoring where appropriate
 - Supervisor guidance and check-ins
- Supervisors will be trained to provide effective guidance to lone workers.

11. Review and Update

- This policy will be reviewed annually, or sooner if work practices, technology, regulations, or risks change.
- All lone workers will be informed of updates and required to confirm understanding.

12. Compliance

- All employees are expected to comply with this policy.
- Non-compliance may result in disciplinary action.

13. Linked Policies

- Health & Safety Policy
- Safeguarding and Child Protection Policy
- Behaviour Policy

- Staff Code of Conduct
- Visits and Trips Policy