WORKSHOPS
HOW TO BASICALLY
EST. 2022

Lone working policy

Approved by:	Justin Kelly
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Distribution	Not confidential - for internal or external use as required

1. Purpose

This policy has been developed in response to How to Basically offering one to one interventions, activities outside of the workshop and transporting young people. The policy is designed to maximise the personal safety of staff which in the course of their work may have to meet up with a young person on a one-to-one basis. It is also designed to ensure the safety of the young person.

How to Basically recognises that during the course of their work it may be essential for employees to work alone. This may occur as a regular part of an employee's working practice or may occur on an occasional basis. In either situation, it will arise from the understanding that this is the most appropriate and effective way of working with a particular young person.

The safety of both young people and workers is paramount and How to Basically is committed to minimising the risk of lone working for its employees.

Under the Health and Safety at Work Act 1974 and the Management of Health and Safety at Work Regulations 1999, an Employer has a duty of care to advise and assess risk for workers when they work by themselves in these circumstances.

However, employees have responsibilities to take reasonable care of themselves and other people affected by their work. Lone working is not inherently unsafe and proper precautions can reduce the risks associated with working alone.

The aim of the policy is to:

- Increase staff awareness of safety issues relating to lone working
- Ensure that the risk of lone working is assessed in a systematic and ongoing way and that safe systems and methods of work are put in place to reduce the risk so far as is reasonably practicable
- Ensure that appropriate support and training is available to all staff that equips them to recognise risk and provides practical advice on safety when working alone
- Encourage full reporting and recording of all adverse incidents relating to lone working
- Reduce the number of incidents and injuries to staff related to lone working

2. Legislation

This policy is based on the advice from the Department for Education (DfE) for After-school clubs, community activities and tuition: safeguarding guidance for providers and:

- Working Together to Safeguard Children outlines that every voluntary, community and social enterprise (VCSE), faith-based organisation and private sector organisation or agency should have policies in place to safeguard and protect children from harm. Details of the safeguarding partners in our local area to safeguard and promote the welfare of local children, including identifying and responding to their needs.
- Keeping Children Safe in Education (KCSiE)
- Health and Safety at Work Act 1974
- Management of Health and Safety at Work Regulations 1999

As an unregistered alternative provision, How to Basically is not subject to statutory legislation or registration. Our policies and procedures follow statutory guidance as best practice and follow recommendation set forth in the July 2024 government consultation, Strengthening protections in unregistered alternative provision. We are closely following the government response to the recommendations and wish to demonstrate compliance with national standards, as this helps to validate our practice, provides assurance and helps better protect young people. We proactively commit to the proposed national standards as set out in the consultation.

3. Roles and responsibilities

Roles	Responsibilities
Corporate Leadership Team (CLT)	• Ensuring that there are arrangements for identifying, evaluating and managing risks associated with lone working • Providing resources for putting the policy into practice • Ensuring that there are arrangements for monitoring incidents linked to lone working and that the effectiveness of this policy is regularly reviewed • Ensuring that all staff are aware of the policy • Taking all possible steps to ensure that lone workers are at no greater risk than other employees • Identifying situations where people work alone and deciding whether systems can be adopted to avoid workers carrying out tasks on their own • Ensuring that risk assessments are carried out and reviewed regularly

	• Putting procedures and safe systems of work into practice which are designed to eliminate or reduce the risks associated with working alone • Ensuring that staff groups and individuals identified as being at risk are given appropriate information, instruction and training, including training at induction, and updating and refreshing this training as necessary • Managing the effectiveness of preventative measures through a robust system of reporting, investigating and recording incidents • Ensuring that appropriate support is given to staff involved in any incident • Providing a mobile phone, and other personal safety equipment, where appropriate
All contractors, staff & volunteers	• Taking reasonable care of themselves and others affected by their actions • Following guidance and procedures designed for safe working • Reporting all incidents that may affect the health and safety of themselves or other and asking for guidance as appropriate • Taking part in training designed to meet the requirements of the policy • Reporting any dangers or potential dangers they identify or any concerns they might have in respect of working alone • Seeking the permission of corporate leadership team (CLT) before working alone • Ensuring the contact person (i.e. Justin Kelly) is notified in advance for meetings with parents or members of the public when lone working.

4. Guidance for risk assessments

All relevant information about a young person, including information from referral agencies and information gained within How to Basically should be obtained and contribute to the risk assessment.

The initial engagement with the young person should not be a lone meeting, but should be undertaken with at least one other adult present; the initial referral meeting with stakeholders and/or parent/carers would be an example of this.

Prior to staff undertaking lone work, any potential hazards or relevant information should be identified and recorded in a risk assessment.

Clear records should be kept of all lone working being undertaken within the organisation. Staff should give a name, address or place and concise relevant information relating to the circumstances of the lone working intervention. The start and finish time of the engagement should be recorded along with details of the activities undertaken.

Staff should contact a colleague when meeting a young person or their family and contact the colleague when they have finished meeting the young person.

- Is the person medically fit and suitable to work alone?
- Are there adequate channels of communication in an emergency?
- Does the workplace or task present a special risk to the lone worker?
- Is there a risk of violence?
- Are women especially at risk if they work alone?
- Has safe travelling between appointments been arranged?
- Have reporting and recording arrangements been made where appropriate?
- Can the whereabouts of the lone worker be traced?

5. Lone working procedures

1. Lone worker check

- Background information on the young person/family they are working alongside
- First engagement with the young person should not be a lone visit but done in a group setting with other stakeholders or more than one staff member
- Workers should be streetwise and have some knowledge of the working area and associated risks – e.g. false allegations, drugs, gangs, criminal activity etc.

2. Lone working engagement

Before undertaking an engagement, ring or speak to a contact person who could be your line manager or a team member stating:

- Where you will be meeting and any risk factors
- Approximately how long the meeting will last

When you have finished the engagement ring the same person and let them know.

3. Self-check

- Do a risk assessment, identify potential risks
- Check your mobile phone is fully charged and if possible, keep it on during the engagement
- Do take a panic alarm if you feel this is appropriate
- Make sure you have a reliable contact in case of emergency

- Wear appropriate clothing – i.e. flat shoes and clothing that will not restrict you in case of a need for a quick departure
- If applicable, keep a First Aid kit in the car

4. Emergency lone worker procedure

The Emergency Procedure is designed that if your first action is ineffective then you escalate to the next action.

If an incident takes place or you feel your safety is compromised:

- Try to bring calm to the situation
- Ring your designated contact person i.e. Justin Kelly on 07957 420195

If you feel in immediate danger:

1. Finish the meeting and make a quick exit
2. If you can't exit, then ring the Police on 999
3. Follow your instinct on approach - If it doesn't feel right, don't enter the building.

5. Emergency contact person procedure

If you do not hear back from the Lone Worker:

1. Try texting or ringing them to ask if the meeting has finished
2. Ring another member of the corporate leadership team (CLT) or deputy Designated Safeguarding Lead
3. Notify the Police

If an Emergency has taken place then the lone worker should write a report detailing what happened and what action was taken, and give it to their Line Manager within 12 hours of the incident taking place.

6. Hazards and controls for lone working

The purpose of this section is to:

- Make staff aware of the hazards (the potential to cause harm) when lone working
- Identify the control measures to reduce the risks (the likelihood of potential harm from the hazard being realised) to the lowest levels that are reasonably practicable

Hazards

- Personal physical attacks upon the person whether or not causing injury including threatening behaviour.
- Verbal threats with or without a weapon
- Harassment which makes a person feel threatened, humiliated or distressed on account of their race, culture, racial origin, gender, marital status, sexual orientation, disability, age or former convictions.

Control Measures Training

- Suitable training should be provided 'in-house' before employees are expected to carry out lone working for the first time on their own (e.g. accompanying the teacher the first time they collect a pupil from the pupil's home).

Planning and preparation

- Staff should obtain all relevant information about the person to be visited prior to the visit as far as is practicable
- Staff should be aware of the person's history and the trigger points for violent behaviour – e.g. family stress, substance abuse etc. The more that is known about the person the better equipped the employee will be able to deal with any situation which may arise
- Consideration should be given to transporting in pairs e.g. if there the customer has a history of violent behaviour (consult Justin Kelly)
- Share details with the designated contact person in advance ahead of time. Details should include the address of the visit/s, the expected time of return, the registration number of the vehicle (where applicable), the contact number (e.g. mobile phone number)
- Staff should carry a form of identity at all times
- Staff should not give their home address to clients
- Avoid visits during hours of darkness unless absolutely necessary
- Wear sensible clothing and where feasible, avoid carrying handbags, large sums of money or other valuable items to avoid theft

Staff must follow How to Basically policies with regard to drugs and alcohol.

Vehicle

Staff should ensure:

- The vehicle is roadworthy and maintained according to the manufacturer's recommendations
- The vehicle is taxed and insured for business use
- There is sufficient fuel for the journey
- Nothing of value is on view in the vehicle – such items should be locked away in the boot

Getting there

- Avoid being late for appointments – phone ahead if you are delayed and likely to be late
- Take care when parking
- Park facing the direction in which you will drive away, particularly in cul-de-sacs
- Park in well-lit areas, as close as possible to the building, and away from potential hiding places
- When walking, choose the safest route, which may not always be the shortest route
- Avoid poorly lit areas or little used underpasses, where possible
- Ensure your vehicle is locked and windows closed

When you arrive

- Say who you are, state the reason for the visit and show your identity card

- Do not enter if the person you wish to see is not there, unless it is a responsible adult acting on their behalf
- You may decide not to enter e.g. if the person is drunk, aggressive, distressed or in a state of undress
- If appropriate, ask for any dogs or other animals to be put into another room
- Let the customer lead the way and check as you go in how the door is locked behind you. If the customer locks the door and removes the key, you may wish to ask for it to be unlocked, saying that it makes you feel threatened. You may wish to leave in a hurry!

If faced with violent behaviour

- Use strategies learned during your training to make the situation safe
- Be aware of the early warning signs by reading body language. e.g. irrational behaviour, hostility and aggression
- Try to diffuse the situation
- Be assertive and dispel any confusion (not aggressive)
- React in a professional manner
- Keep calm, relaxed and polite
- Speak gently, slowly and clearly
- Engage interpersonal/counselling skills to identify tension and its root cause
- Avoid confrontation
- Avoid challenging the person
- Avoid being enticed into an argument
- Safely stop the vehicle if the situation is escalating
- Use your mobile phone (dial 999) in cases of potential violence and other emergency situations

Reporting

- If delayed, inform the designated contact person
- If there is cause for concern, the Line Manager will take appropriate action, which could involve calling the police.

Report all incidents/accidents to your Line Manager. Document incidents on the safeguarding file & complete the appropriate form i.e. the Personal Accident Report form for accidents.

Debriefing

Your Line Manager is available to provide further support and to discuss any situation giving you cause for concern.

Version	**Date**	**Author**	**Comments**	Approval
V1	27 January 2025	HY	Review by 26 January 2026	JK

Appendix 1 Assessing risk

The assessment of risk is simply a careful examination of anything that may cause harm to staff or others during the course of their work.

A risk assessment is the first step in deciding what prevention or safe working arrangements (control measures) need to be taken to protect staff from harm. All staff whose work contains an element of lone working should carry out a risk assessment of the work, for example, at the time of the first contact with a new young person. Lone workers should not face any more risks than other staff within the organisation. They may, however, need extra measures put in place to control specific risk.

The risk assessment will provide an indication as to whether the work can or cannot be done safely alone. If the risk assessment indicates intolerable or a substantial risk then the work should not be undertaken, unless further safe working arrangements are implemented, for example, two people visiting together.

Risk assessment should take account of both normal work and foreseeable emergencies including fire, potential risks such as violence, aggression and containment as well as illness and accidents. The format of the assessment will become a written record and will show any significant findings of any person who may be particularly at risk. The checklist below can be used to aid the risk assessment process as it highlights some of the points that need to be considered when assessing the risks of lone working.

Managers Lone Working Risk Assessment Checklist

Points to consider	Yes/No	Action
Is there a history of verbal or physical abuse at the location to be visited?		
Does the task being undertaken with the young person have the potential to cause them to become angry?		
Is the area being visited a known trouble spot?		
Is there a safe way in and out for one person?		
Are there known drug, or alcohol, or mental health issues which need to be considered?		
Is the person medically fit & suitable to work alone?		
What training is needed to make sure the staff member is competent in safety matters?		

Are people of a particular gender especially at risk if they work alone?		
How will the person be supervised?		
Are new or inexperienced staff especially at risk if they work alone?		
Are younger workers especially at risk if they work alone?		
What happens if a person becomes ill, has an accident, or if there's an emergency?		
Are there systems in place for contacting and tracing those who work alone?		
Do you have an up to date picture, car details & next of kin contact numbers for the member of staff?		
Is a monitoring system in place so that you know where the staff member is visiting?		
Do staff go straight to site or leave site to go home rather than coming back to the workshop?		
Has staff been informed of contact details for the designated contact person?		
Is appropriate support put in place for staff members when dealing with high-need young people?		

This checklist will help you to identify hazards before lone working is agreed and assist you in the risk assessment process; it is not a risk assessment form.