



Lone Working Policy

RECONNECT LEARNING

VERSION 1.0

SEPTEMBER 2026

Protecting staff, tutors and volunteers who work alone — ensuring safety, safeguarding and wellbeing across all settings.

Policy Statement

Our Commitment

Reconnect Learning recognises that staff, tutors and volunteers may be required to work alone as part of their role. Lone working can present additional risks and requires appropriate planning, risk assessment and safeguarding measures.

Reconnect Learning is committed to ensuring that all lone workers are protected from foreseeable risks and provided with appropriate support, guidance and procedures to maintain their safety and wellbeing.

Policy Context

This policy applies alongside Reconnect Learning's core policies:

- Safeguarding Policy
- Health and Safety Policy
- Risk Assessment Policy



Policy Owner: **Ellen Kerr**

Effective: **September 2026**

Review: **September 2027**

Purpose of This Policy

This policy exists to protect everyone who works alone on behalf of Reconnect Learning, ensuring risks are managed and safe practices are embedded across all activities.



Protect Staff

Protect staff who work alone from foreseeable risks.



Manage Risks

Ensure risks are identified and managed appropriately.



Safe Practices

Promote safe working practices across all settings.



Emergency Arrangements

Ensure effective communication and emergency procedures.



Legal Compliance

Meet legal health and safety responsibilities.



Reduce Incidents

Reduce the likelihood of accidents, incidents and safeguarding concerns.

Scope — Who This Policy Applies To

People Covered

- **Employees**
- **Tutors**
- **Associate Staff**
- **Volunteers**
- **Contractors**

Acting on behalf of Reconnect Learning.

Activities Covered

- Home tuition
- Outreach sessions
- Community-based provision
- Educational visits
- Meetings with families
- Administrative work
- Online learning sessions
- Travel between appointments
- Work outside normal operating hours

Legal Framework

This policy is informed by the following legislation and statutory guidance. Although there is no specific legislation prohibiting lone working, employers have a duty to assess risks and implement suitable control measures.

Keeping Children Safe in Education (KCSIE) 2026

Statutory guidance governing safeguarding responsibilities when working with children and young people.

Working Together to Safeguard Children 2026

Multi-agency guidance on safeguarding and promoting the welfare of children.

Health and Safety at Work etc. Act 1974

The primary legislation placing duties on employers to ensure the health, safety and welfare of employees.

Management of Health and Safety at Work Regulations 1999

Requires employers to carry out risk assessments and implement appropriate control measures.

Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) 2013

Requires reporting of certain workplace incidents, including accidents and dangerous occurrences.

Equality Act 2010

Ensures lone working arrangements do not discriminate against individuals with protected characteristics.

Data Protection Act 2018 and UK GDPR

Governs the processing and retention of personal data, including lone working records and incident reports.

This policy should be read alongside Reconnect Learning's Safeguarding and Child Protection Policy, which is the organisation's overarching safeguarding policy.

Definition of Lone Working

A lone worker is any individual who works by themselves without direct supervision or immediate support from colleagues.

Lone working is a common feature of Alternative Provision and outreach education. It is not inherently unsafe, but it does require careful planning and appropriate safeguards to be in place.

Common Examples



Home Tuition

Delivering tuition in a learner's home.



Travel

Travelling between appointments.



Remote Work

Working remotely from home.



Family Meetings

Meeting learners or families alone.



Online Sessions

Delivering online sessions without colleagues present.



Outreach

Conducting community outreach sessions.

Responsibilities

Clear accountability is essential to making this policy effective. All parties have defined responsibilities.



Managing Director & Designated Safeguarding Lead (DSL)

- Ensuring lone working risk assessments are completed
- Monitoring compliance with this policy
- Investigating incidents and concerns
- Providing appropriate training and guidance
- Reviewing lone working arrangements regularly



Staff and Tutors

- Follow lone working procedures
- Complete required risk assessments
- Report concerns immediately
- Maintain communication arrangements
- Follow safeguarding procedures
- Withdraw from situations where safety is compromised



Learners and Families

- Behave respectfully
- Follow agreed arrangements
- Report concerns appropriately
- Support safe learning environments

Lone Working Risk Assessments

What Assessments Consider

A lone working risk assessment will be completed wherever staff work alone. Assessments will consider:

- Location and environment
- Time of day
- Travel arrangements
- Behaviour risks
- Medical needs
- Environmental hazards
- Safeguarding concerns
- Previous incidents
- Emergency access
- Dynamic risk factors and changing circumstances

Lone working records, risk assessments, incident reports, welfare checks and training records will be retained in accordance with Reconnect Learning's Records Retention Schedule, the Data Protection Act 2018 and UK GDPR.

When Assessments Are Reviewed



Before New Placements

Prior to commencing any new lone working arrangement.



Following Incidents

After any incident, near miss or safeguarding concern.



When Circumstances Change

Whenever the working context changes significantly.



At Least Annually

As a minimum, every twelve months.

Home Tuition



Home tuition presents additional risks and requires enhanced safeguards beyond standard lone working arrangements.

Before Commencing Tuition

01

Complete a home tuition risk assessment

02

Obtain emergency contact details

03

Inform staff of known risks

04

Review safeguarding information

05

Establish appropriate professional boundaries

During Home Visits — Staff Must



Carry a charged mobile phone at all times



Inform a designated contact of their location



Maintain professional boundaries throughout



Leave immediately if they feel unsafe



Staff must never place themselves in situations that present an unacceptable risk.

Safeguarding, One-to-One and Online Working

Safeguarding During Lone Working

- Maintain professional boundaries at all times
- Sessions must take place in suitable environments
- Follow the Safeguarding and Child Protection Policy
- Report concerns immediately
- Maintain appropriate records

Staff should avoid situations that could give rise to allegations or misunderstandings.

One-to-One Working

- Sessions should be planned and recorded
- Learning locations should be appropriate
- Parents/carers should be aware of arrangements
- Communication should remain professional
- Records of attendance must be maintained

Where concerns arise, alternative arrangements should be considered.

Online Lone Working

- Approved platforms must be used
- Professional standards must be maintained
- Sessions should be recorded where appropriate and lawful
- Safeguarding concerns must be reported
- Staff should work in suitable environments

Online delivery must comply with the Online Safety Policy.

Travel, Community Working & Communication

Travel and Community-Based Working

Staff travelling for work should plan carefully and remain vigilant. Where conditions appear unsafe, staff should not proceed.

-  **Plan journeys in advance**
Know your route and allow sufficient time.
-  **Carry emergency contact details**
Always have key contacts accessible.
-  **Inform a designated contact**
Share appointment details before travelling.
-  **Report concerns immediately**
Do not delay reporting unsafe situations.

Communication and Check-In Procedures

Reconnect Learning will maintain suitable communication arrangements for all lone workers.

01

Notify a designated contact of appointments

02

Confirm arrival where appropriate

03

Confirm departure where appropriate

04

Carry a charged mobile phone at all times

05

Report any unexpected changes promptly

Where a lone worker fails to check in as expected and cannot be contacted, Reconnect Learning will implement a welfare escalation procedure which may include contacting emergency contacts, visiting the agreed location where appropriate, or contacting emergency services if there is immediate concern for safety.

Personal Safety & Violence, Aggression and Threatening Behaviour

Personal Safety Guidance

Staff safety always takes priority over service delivery. Staff should:



Stay Aware

Remain aware of their surroundings at all times.



Trust Judgement

Trust professional judgement — if something feels wrong, act on it.



Maintain Exit Access

Always maintain access to exits and do not allow yourself to be blocked in.



Avoid Escalation

Avoid escalating conflict and withdraw from unsafe situations.

Zero-Tolerance Approach

Reconnect Learning has a **zero-tolerance approach** to the following towards staff:

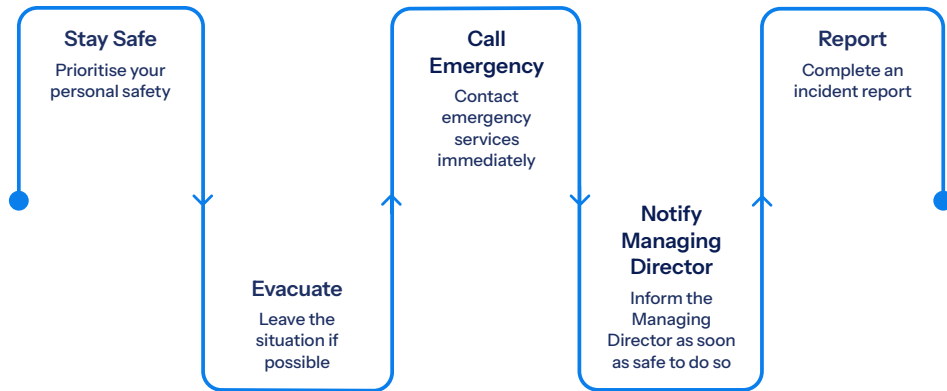
- Violence
- Threatening behaviour
- Harassment
- Intimidation
- Abuse of any kind

Incidents must be reported immediately. Where necessary:

- Sessions may be suspended
- Alternative arrangements may be implemented
- External agencies may be contacted

Emergency Procedures & Incident Reporting

In an Emergency — Follow These Steps



⊗ Emergency services must be contacted immediately where there is immediate danger, violence, serious injury, medical emergency or criminal activity.

Incident Reporting

All lone working incidents, accidents, near misses and safeguarding concerns must be recorded. Reports should include:



Date and Time



Location



Individuals Involved



Nature of Concern



Actions Taken



Follow-Up Required

The Managing Director will review incidents and near misses to identify patterns, implement improvements and ensure lone working arrangements remain safe and effective.

Training, Monitoring & Related Policies

Training for Lone Workers

Staff involved in lone working will receive information and guidance on:

- Risk assessment
- Safeguarding
- Professional boundaries
- Conflict management
- Emergency procedures
- Health and safety

Training records will be maintained. The Managing Director will monitor lone working risk assessments, incident reports, near misses, safeguarding concerns and training records.

-  This policy will be reviewed annually and without unnecessary delay following changes to legislation, statutory guidance, safeguarding practice, health and safety requirements, organisational arrangements or learning identified through incidents, near misses, audits, inspections or service reviews.

Related Policies

This policy should be read alongside:

- Safeguarding and Child Protection Policy
- Health and Safety Policy
- Risk Assessment Policy
- First Aid Policy
- Online Safety Policy
- Educational Visits Policy
- Relationships and Behaviour Policy
- Whistleblowing Policy
- Staff Code of Conduct
- Supporting Learners with Medical Conditions Policy
- Managing Allegations Against Staff Policy
- Low-Level Concerns Policy

Compliance Status

This policy has been developed with regard to the relevant legislation, statutory guidance and governance expectations applicable at the date of approval.

*Approved by **Ellen Kerr**, Managing Director, Reconnect Learning —
September 2026 / Version 1.0*