



Greenfields School Lone Worker Policy 2025-2026

Implemented	By Whom	Last Review	By Whom	Next Review
June 2025	R.Hill	March 2026	R. Redman and C.Singh	March 2027

Document History (last 3 versions)			
Date of Issue	Version No.	Person(s) responsible for change	Nature of Change
03/10/25	2	Creslyn Singh	Review and update
12/03/26	3	Creslyn Singh	Reviewed

This policy aligns with the Health and Safety at Work Act 1974, the Management of Health and Safety at Work Regulations, the Independent School Standards (Wales) Regulations 2024, Wales Safeguarding Procedures (2019), and Newport City Council lone worker guidance.

Mission Statement

Preparing learners for the future by providing a sustainable outstanding educational experience where all learners realise pursue and achieve their full potential, enabling them to thrive as adults.

Lone working must be risk-assessed in line with the Health and Safety Executive guidance 'Working Alone: Health and Safety Guidance on Lone Working'

General Policy Statement

Lone Workers as defined by the Health and Safety Executive are, "those who work by themselves without close or direct supervision." As part of the Management structure, it is the duty of care for all Managers to ensure the health, safety and welfare of all their staff, as it is also the employee's responsibility to take reasonable care of themselves and others who could be affected by their work activity. This policy is to devise a safe system of work and to ensure that a suitable and sufficient risk assessment for their staff can be carried out for Lone Working duties. From this policy relevant information should be obtained to assist in creating a specific policy for your place of work.

Aim

To ensure adequate control measures are put into place to safeguard all employees who work alone at any point during their contractual duties. All hazards should be identified, and all significant risks should be recorded on a risk assessment. These risks should be reviewed on a regular basis especially if there is a change in the situation; a near miss has occurred or an accident or incident has taken place.

Due to the SEMH needs of learners, lone working at Greenfields presents additional risks such as dysregulation, absconding, crisis behaviour, or aggression. Lone working is therefore only permitted where risk assessments confirm it is safe.

Lone Workers

People working alone or in isolation from others may be at particular risk either because of circumstances of their day to day working or because an emergency may occur. They are at extra risk if they are not in regular contact with others and are not kept informed of any changes that may affect them. Lone workers should not be at more risk than other employees. This may require extra risk control measures. Precautions should take account of normal work and foreseeable emergencies, e.g., fire, equipment failure, illness, and accidents. Employers should identify situations where people work alone and ask questions such as:

1. Does the workplace present a special risk to the lone worker?
2. Is there a safe way in and out for one person?
3. Is there a risk of violence?
4. Are staff especially at risk if they work alone?
5. Does the person have any medical condition that may affect their suitability to work alone?
6. What happens if the person either becomes ill, has an accident or there is an emergency?

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Learners are supported on activities by more than 1 staff, any staff teaching without a LSA have radio's when they need to communicate or request support. All lone workers must carry a radio and/or charged mobile device with the school emergency number saved. Radios must be checked each morning.

There are various work activities that may result in staff members working alone, some examples are:

1. Staff staying on to finish urgent work after others have left, or those who regularly work late or start early before anyone else gets into the building.
2. Staff who are key-holders or who are left to turn out the lights, set the alarm and lock up the premises after everyone else has gone home.
3. Peripatetic workers whose work involves travelling to teach for outreach learners.
4. Staff that move between locations to carry out their daily schedule or support learners that have not remained in class.

Any lone working scenario that involves contact with learners must comply with Wales Safeguarding Procedures (2019). Lone working with learners must never take place where it causes a safeguarding concern. No staff member may lone work without a signed Lone Working Risk Assessment outlining hazards, mitigation, communication plan, medical considerations, and emergency actions.

Specific Areas of Work

- Education staff
- Admission staff
- Maintenance staff
- Cleaners

Any staff left in the school building after 4:30pm must lock the front door and ensure all other access doors are also secure.

Head teacher Duties:

1. Provide safe systems of work for all staff.
2. Ensure that there are appropriate security systems in place to secure the building.
3. During one-to-one sessions discuss the control measures that are in place to ensure they are still adequate or discuss amendments.
4. Identify any training needs and ensure these are met.
5. Set up an adequate system for recording home and out of office visits. Ensure this is kept up to date daily, for example: staff reporting to the office; their location and general movements for the day, where this is required as part of the risk assessment.
6. Ensure systems are agreed on how to raise the alarm and copies of the procedures are given to all relevant staff.
7. Ensure that anyone who is not able to raise the alarm is not left alone.

8. Ensure that during induction all procedures are discussed, a copy of relevant information is obtained, and a training plan is agreed by both the staff member and the manager.
9. Ensure that the staff members are suitable to be left working alone.
10. Ensure that your procedures allow for lone workers to request additional support when they feel vulnerable.
11. Discuss this policy on a regular basis during team meetings, and especially if an incident has occurred.
12. Be approachable and have empathy if a member of staff has suffered a trauma, involving aggressive or violent behaviour. Debrief that staff member, if required.
13. Provide practical support when needed.
14. Ensure that there is counselling readily available if needed.
15. Report any incidents and send it to the relevant people.
16. Record and monitor all accidents and incidents and report findings to the relevant people.

Staff Responsibilities: Staff have a duty of care for themselves and anyone else who could be affected by their actions. Therefore, staff have a responsibility to ensure that they:

- Are aware and follow all policies or procedures.
- Always plan ahead.
- Are fully aware of the risks when working alone.
- Do not put themselves in potential danger.
- Ensure that they have made themselves aware of the nearest place of safety.
- Be aware of the on-site security procedures.
- Ensure that access is available to personal alarms/mobile phones or some form of personal communication.

Risks Associated with Violence

Some indicators that may make violence more likely and should be considered in your risk assessment. You may need to consider if the people you are providing a service could:

- Threaten violence
- Bear grudges
- Feel victimised
- Harbour a grievance
- May experience emotional dysregulation, crisis behaviours, or trauma responses.
- Have a dependency on drugs or alcohol
- Associate with violent people

Control Measures

Listed in the sections below are various control measures that can be put into place to reduce the risk to staff when working alone. Not all measures will be applicable as circumstances vary in different situations; therefore, the controls need to be re-evaluated for each individual occasion to ensure that the correct measures are in

place to reduce the risk to its lowest level. You need to consider the person that you may be visiting or attending to alone, and the risks involved in each situation.

Threats to Staff

Very occasionally staff may find themselves, through the job they carry out alone, the subject of threats from service users, family members or members of the public.

The following actions and options should be considered where staff are the subject of threats or acts of violence when working alone:

- Report the threat to the police and seek their advice.
- Vary personal routines and travel routes.
- Use an alternative entrance and /or exit to and from the place of work;
- Emergency contact details for staff will be securely stored in line with data protection legislation.

Any threat or act of violence must be reported immediately via BehaviourWatch and escalated to the DSP as a safeguarding concern.

Serious incidents involving aggression, threats, or violence must also be reported to the placing authority where the learner is funded

Other Risks Key Holders:

Key Holder Protocol (Wales)

- Staff must never attend site alone following an alarm without police support.
- Staff must wait off-site in a safe location until police arrive.
- Staff must not enter the building until the premises are declared safe by Gwent Police.
- Staff must follow escalation lines and contact the proprietor.

Staff conducting outreach or community visits must share their location, expected return time, and contact details with reception or SLT. Failure to check in triggers the emergency escalation process.

Never conduct perimeter checks alone. Await police or senior on-call.

Handymen:

Handymen are a group of workers that are more likely to be lone working. They will probably be key holders. They may also be the person who would attend the premises when there has been a suspected break-in; if this is the case then they should follow the guidance given in this document for 'Key Holders'.

Hazards

You need to think about if there are any risky activities which may be undertaken whilst working alone:

- General repair works during holidays or after hours, including use of power tools
- Decorating
- Checking security
- Turning the heating back on after a break
- Laying grit and clearing paths in icy and snowy weather
- Changing Light Bulbs
- Using hazardous chemicals

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- Manual Handling

Control Measures

Lone working is not permitted when:

- A learner is dysregulated or at risk
- Any staff member feels unsafe
- Medical or physical conditions increase vulnerability
- A safeguarding concern is active
- A staff member is new/inducting and not yet signed off

Staff must sign in and out whenever arriving early, staying late or working weekend/on-call hours.

As well as considering the guidance contained in this document there are some activities which should be avoided when lone working. These include:

- Working at height
- Working with dangerous machinery
- Live electrical work
- Work in confined spaces

When considering what control measures can be put in place to keep the lone worker safe you should also consider any medical conditions the employee may have, which could put them at more risk. The easiest way to reduce the risk is to carry out any hazardous activities during normal working hours and lower risk activities when lone working.

Some other examples of control measures that can be adopted to reduce the risks identified above may include:

- Ensure that no power tools or equipment are brought in from home. Only use equipment provided by the employer
- Provide long handled paint rollers for decorating
- Follow 'key holder' guidance in this document when checking security of building or site
- Ensure employee is adequately trained for the required task
- Check weather forecasts and put grit on hazardous pathways before ice or snow forms
- Ensure access and egress from site are free from defects and well lit
- Carry out Control of Substances Hazardous to Health assessments on any hazardous substances to be used and provide training to the employee for their safe use
- Carry out Manual Handling risk assessments to ensure that loads are not too heavy for one individual. Also ensure that the employee has had Manual Handling training
- Provide correct Personal Protection Equipment where required

Training:

Training is provided by Caretech and staff must ensure they complete on induction and annually with refreshers or as a training need is identified.

- Lone Worker Safety Awareness
- De-escalation

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- Trauma Informed Practice training
- Radio communication and emergency protocols

Risk Assessments:

Specific risk assessments are completed for individual activities/learners or situations.

Reporting of Accidents and Incidents:

Any accidents, incidents must be recorded in the accident book and electronically on Behaviour Watch.

Monitoring and Reviewing:

All accidents, incidents or near misses should be logged and monitored; you should be looking for trends and seeing if a review should be carried out on any of your risk assessments due to the outcomes. These should also be reported back to management so that they are aware of any situations that may have arisen.

This Lone Working Policy should be read in conjunction with:

- Safeguarding
- Health & Safety
- Behaviour
- Critical Incident
- Educational Visits
- Staff Code of Conduct

Headteacher:	Creslyn Singh	Date:	22 nd October 2025
Proprietor:	Rob McConomy	Date:	22 nd October 2025