



# Lone Working Policy September 2025

Review October 2026

Lone Working – Risk Assessment

<b>SEVERITY OF HARM/LOSS</b> →	<b>Superficial</b>	<b>Minor</b>	<b>Major</b>	<b>Death/Catastrophic</b>
<b>LIKELIHOOD</b>				
<b>VERY LIKELY</b>	<b>Medium Risk</b>	<b>Medium Risk</b>	<b>High Risk</b>	<b>High Risk</b>
<b>LIKELY</b>	<b>Low Risk</b>	<b>Low Risk</b>	<b>Medium Risk</b>	<b>High Risk</b>
<b>REMOTE</b> ↓	<b>Insignificant Risk</b>	<b>Insignificant Risk</b>	<b>Insignificant Risk</b>	<b>Low Risk</b>

 <b>Risk Acceptable</b>	 <b>Risk Level to be Reduced if Reasonably Practicable</b>	 <b>Unacceptable Risk</b>
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<b>Hazards</b> Affecting people and/or property	<b>People/Property</b> Who or what might be harmed?	<b>Current Controls</b> What is in place at the present time?	<b>Severity</b> Select from Matrix above	<b>Likelihood</b> Select from Matrix above	<b>Risk Level</b> Given by Matrix. Use To Prioritise	<b>Additional Controls Needed</b> If extra controls are needed please provide action plan for putting in place
Assault or mugging from service user during home visit	Worker	<p>Ensure that the training/induction needs of workers are assessed and satisfied.</p> <p>Inform admin team of visits/meetings. Known risk - do not visit. Meet at a neutral/safe venue. Visit with colleague.</p> <p>Keep mobile and car keys to hand. Drive away. Ring in when safely and out of the area.</p> <p>Code (<b>Mrs Lone</b>) for alerting colleague if in difficulty. If code given or contact not established details to be passed to police as per Service's Lone Working procedures.</p> <p>All concerns to be shared with your line manager and a staff warning placed on the system/SIMs</p>	Death	Remote	Low Risk	<p>Action:- Contact police/Inform Line Manager of any incident</p> <p>By Whom:- Worker</p> <p>By When:- As soon as possible</p>
Assault/theft or mugging from member of public when walking between car and service user's home or work premises	Worker	<p>Ensure that the personal safety training/induction needs of workers are assessed and satisfied.</p> <p>Obtain information where possible relating to risk within location of visit.</p> <p>Known risk - do not visit. Meet at a neutral/safe venue. Visit with colleague.</p> <p>Park car near to address/premises and in well lit/public area. Park the car facing the way in which you exit the street/location. Keep mobile phone and car keys to</p>	Death	Remote	Low Risk	<p>Action:- Inform Line Manager of any incident</p> <p>By Whom:- Worker</p> <p>By When:- As soon as possible</p>

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		<p>hand. Ring in when safely in car. Try to avoid non-essential valuables. This includes items with your address ie. Driving licence, bank cards etc. Hand over phone etc without resistance if threatened. Code' (Mrs Lone) for alerting colleague if in difficulty. If code given details to be passed to police as per Service's Lone Working procedures.</p> <p>All concerns to be shared with your line manager and a staff warning placed on the system/SIMs.</p>				
Being held hostage when on home visit	Worker	<p>Obtain full details from referrer as to known/potential risk from service user and information relating to risk within location of visit. Known risk - do not visit. Meet at a neutral/safe venue. Visit with colleague.</p> <p>Inform admin team of visits/meetings</p> <p>Be vigilant re. who is in the property, leave if feeling uncomfortable. Be vigilant as to entry/exit routes to property. Seat yourself near to exit route. Ensure door not locked after entering house – if so calmly try to suggest you need to get something from car etc. If prevented from leaving, stay calm, summons help with mobile if possible.</p> <p>Keep mobile phone and car keys to hand ring in when safely in car.</p> <p>If code given details to be passed to police as per Service's Lone Working guidance.</p> <p>All concerns to be shared with your line manager and a staff warning placed on the system/SIMs.</p>	Death	Remote	Low Risk	<p>Action:- Contact Police / Line Manger</p> <p>By Whom:- Worker / Line Manager</p> <p>By When:- As soon as possible</p>
Defective mobile phone	Worker	<p>Do not visit if your mobile phone is defective or without signal. Arrange the meeting in a neutral venue.</p> <p>Inform line manager if the mobile phone is out of use so appropriate measures can be put in place.</p>	Death	Remote	Low Risk	Action:- Report loss/damage mobile phone to line Manager
Attack from a dog/animal during, to and from home visit	Worker	<p>Obtain information at time of referral re dangerous dogs/animals. Do not get out of car, enter a garden or house if you feel at risk. Ask for dog to be placed in separate room.</p> <p>If you feel vulnerable leave the premises and inform line</p>	Death	Remote	Low Risk	<p>Action:- Line manager to be informed of any risks when visiting</p> <p>By Whom:- Lone worker</p> <p>By When:- ASAP</p>

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		<p>manager of the potential risk. Arrange future meetings in neutral venues, pre-arrange visits asking the owner to remove the dog/animal.</p> <p>All concerns to be shared with your line manager and a staff warning placed on the system/SIMs.</p>				
Car breaking down/accident travelling to and from home visit	Worker Passengers	<p>Car to be appropriately maintained (insurance, tax &amp; mot) Ensure adequate fuel and check route before setting out. Breakdown/cover obtained. Carry mobile phone.</p> <p>Code' (Mrs Lone) for alerting colleague if in difficulty. If code given details to be passed to police as per Service's Lone Working procedures.</p>	Death	Remote	Low Risk	<p>Action:- Inform Line Manager, get medical advice if required</p> <p>By Whom:- Lone worker</p> <p>By When:- ASAP</p>
Getting stranded in snow travelling to and from locations	Worker, passengers	<p>If weather is of concern:</p> <ul style="list-style-type: none"> <li>➤ Cancel visit if not essential.</li> <li>➤ Check weather forecast and rearrange accordingly.</li> <li>➤ Find alternative venue.</li> <li>➤ Use public transport as an alternative.</li> <li>➤ Visit early in the day to avoid being stranded at night.</li> <li>➤ Use major roads through built up areas avoiding exposed rural B roads.</li> <li>➤ Charge up and carry mobile phone.</li> <li>➤ Check route before setting out and carry map.</li> <li>➤ Carry blankets/ appropriate clothing in car.</li> <li>➤ If stranded remain in car, summons help and await assistance.</li> </ul>	Death	Remote	Low Risk	<p>Action:- Line Manger to inform workers not to travel during work hours in extreme weathers</p> <p>By Whom:- Line Manager</p> <p>By When:- As soon as possible</p> <p>Action:- Workers to inform Line Manger extreme weather changes.</p> <p>By Whom:- Worker</p> <p>By When:- As soon as possible</p>
Risk of assault from stranger entering work premises when lone working/  Stranger attempting to force entry into the building.	Workers	<p>Where possible stay calm and leave the premises, do not confront. Ring 999 to request police assistance.</p> <p>All workers to ensure door closes properly when entering and leaving the building. Pull blinds when working after dark so as not to attract attention. Care to be taken with keys and lost keys to be reported immediately.</p> <p>Outside area to be lit appropriately. As a last resort, lock self in a room where telephone access is available.</p> <p>Where it can be safely achieved, leave the building only if known how the stranger entered the building- leave from the opposite side. This should only be attempted if there is certainty that all points of exit are clear.</p>	Death	Remote	Low Risk	<p>Action:- Lone working in office to be avoided where possible.</p> <p>If lone working, ensure all security measures are covered.</p> <p>By Whom:- Workers</p>

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Allegations	Service Workers Other Workers	Co-working in cases where a service user has a history of making mischief or malicious allegations against workers. Supervision. Recording of visits. Awareness of Safeguarding and Child Protection Policy and complying with Effective Record Keeping guidelines.	Major	Remote	Low	Action:- Allegations against staff to be shared Head Teacher By Whom:- Line Manager By When:- On receipt of the allegation
Disclosures	Staff Other Workers Young People	Follow Beech Hill's: <ul style="list-style-type: none"> <li>➤ Safeguarding / Child Protection Policy</li> <li>➤ Safer Working Guidance</li> <li>➤ Whistle Blowing Policy</li> </ul> <p>All concerns to be shared with the designated person and if appropriate a staff warning placed on the system/SIMs.</p>	Major	Remote	Low	Action:-Inform designated Person  By Whom:-Workers  By When:- On the day of disclosure
Service user drunk or under the influence of illegal substance	Worker	Terminate appointment if service user is under influence, aggressive or uncooperative. Re-arrange appointment. At the next appointment arranged in a neutral venue explain your reason for re-arranging the appointment.  Contact appropriate support (Police, Social Worker, Adult Mental Health) if it is felt that the service user's level of intoxication is posing an imminent risk of major injury to themselves or others.  All concerns to be shared with your line manager and a staff warning placed on the system/SIMs.	Death	Remote	Low	Action:- Follow-up as described  By Whom:- Workers  By When: - As soon as possible

Mrs Eatock  
Head Teacher  
September 2025