



Lone Working Policy

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Produced by	HR	Approved by	Senior Leadership Team
External reference points	• Health and Safety at Work Act 1974 • Management of Health and Safety at Work Regulations 1999 • HSE Guidance on Lone Working • ACAS Guidance on Lone Working • Office for Students (OfS) Conditions B2 and E2 • Equality Act 2010		

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1. Introduction

LCK Academy (LCKA) is committed to ensuring the health, safety, and well-being of all employees, contractors, temporary staff, and volunteers. Lone working refers to work activities undertaken by an individual without direct supervision or immediate access to support from colleagues. LCKA's approach is to minimise lone working wherever possible, through careful scheduling, workload planning, and ensuring colleagues are present where possible during work activities. However, we recognise that lone working may occasionally be necessary and, in such cases, robust safety measures must be in place. This policy sets out the framework for identifying, assessing, and managing risks associated with lone working.

2. Purpose and Scope

This policy applies to:

1. All LCKA staff, volunteers, contractors, and temporary workers.
2. All scenarios involving working in isolation, whether on-campus or off-site.
3. All locations and times, including evenings, weekends, fieldwork, home-based and remote roles.

All provisions in this policy apply equally to employees, contractors, volunteers, and agency staff, unless otherwise stated.

This policy ensures compliance with UK employment and health & safety legislation, higher education best practice, and the OfS Conditions of Registration

3. Responsibility

4. The Senior Leadership Team (SLT) and HR are accountable for ensuring this policy is implemented and reviewed annually.
5. Line Managers must identify lone workers in their teams and assess risks associated with their roles.
6. Employees must comply with safety procedures, participate in training, and report concerns immediately.

4. Lone Working at LCK Academy

Managing Lone Working:

Where lone working is unavoidable, managers and employees must follow agreed procedures to ensure the individual's safety is actively monitored. This includes:

- **Pre-Work Notification:** Lone workers must inform their line manager or the Head of HR before starting work, by sending a text/phone message or email confirming their arrival and expected duration.

- **On-Site Awareness:** Managers must ensure that, at all times, there is a record of who is in the building and where they are working. This may be achieved through sign-in logs, text/email, or verbal confirmation.
- **End-of-Work Check-Out:** Lone workers must sign out or message their designated contact (Head of HR) to confirm they have left safely. If no confirmation is received, follow-up contact must be made immediately.
- **Emergency Response Preparedness:** These procedures help ensure that, in the unlikely event a lone worker becomes unwell or injured, the Academy can respond quickly and avoid situations where a person is left unattended.

The following list includes examples of lone working that may occur at LCK academy but it is not exhaustive:

- Working late or arriving early on-site when the building is otherwise unoccupied.
- Remote working with minimal supervision.
- Out-of-hours duties (examples: IT support, building checks, evening classes).

5. Risk Assessment

The primary purpose of lone working risk assessments is to identify and eliminate or reduce the need for lone working before it occurs. Where it cannot be avoided, additional controls must be applied to ensure safety. Before any lone working begins, managers must conduct a Lone Working Risk Assessment, which should include:

7. Nature and location of the work
8. Hours of work
9. Accessibility of support in case of emergency
10. Communication methods
11. History of incidents or client behaviour

Assessments must be reviewed regularly and after any incident or material change in conditions (appendix 1).

Lone working hours must comply with the Working Time Regulations 1998, including limits on working hours and the provision of rest breaks

6. Control Measures

LCKA will implement reasonable controls to reduce risks, which may include:

- Procedures for sign-in/sign-out or pre/post-work check-ins to ensure the location and well-being of lone workers is known at all times.
- Mobile phone check-ins.
- CCTV tracking logs.
- A designated contact person during lone work periods (Head of HR for the purpose of this policy).
- Limits on high-risk activities (example: external visits without prior approval).

7. Reporting and Escalation

Any incident, near miss, or unsafe situation while working alone must be reported to the Head of HR or Line Manager immediately. The Accident Book should be completed for all incidents, however minor (appendix 2).

All personal data collected as part of lone working monitoring or incident reporting will be processed in accordance with UK GDPR and the Data Protection Act 2018.

8. Training and Support

Lone workers must be given appropriate induction and refresher training, covering:

- Emergency protocols
- Use of communication tools
- First aid awareness
- Personal safety strategies

9. Emergency Protocols

Employees must:

- Have access to emergency contact numbers
- Know how to summon help
- Failure to check in as scheduled may trigger an emergency escalation, including site inspection or police welfare checks.

10. Review and Monitoring

This policy will be reviewed annually or in response to:

- Legislative changes
- A serious incident involving a lone worker
- Feedback from staff or safety reps

All lone working risk assessments, training records, and incident reports will be retained for a minimum of three years, or longer if required by law.

11. Equality and Inclusion Considerations

Adjustments will be made for individuals with disabilities, health conditions, or vulnerabilities in line with the Equality Act 2010.

12. Recommended Reporting Mechanism

To ensure all incidents, near-misses, or unsafe conditions during lone working are reported promptly, investigated thoroughly, and result in appropriate corrective actions.

Step 1: Immediate Action by Lone Worker

- If there is immediate danger: Contact emergency services (999).
- If safe to do so: Move to a secure location and notify your Head of HR (designated contact person).

Step 2: Verbal Notification (Within 1 Hour)

- Report the incident as soon as possible to one of the following:
 - Head of HR
 - Line Manager
 - Designated Lone Working Contact Person (named in your department if other than Head of HR or in absence of Head of HR)

Provide brief details including time, location, and nature of the incident.

Step 3: Complete the Accident / Incident Report Form (Appendix 2)

- Submit the completed form within 24 hours of the incident.
- Attach any supporting documentation (e.g. emails, photos, medical notes).
- Send to HR via secure means (email or hand-delivered).

Step 4: Internal Review

- HR logs the incident in the Accident Book.
- HR and Line Manager assess the risk level and determine if further investigation is needed.
- For serious incidents, the case is escalated to the Senior Leadership Team (SLT).

Step 5: Follow-Up and Resolution

- Agreed corrective actions are implemented.
- Any required amendments to lone working risk assessments are made.
- Employee is offered support and/or counselling if needed.

Step 6: Review and Learn

Incident and actions are reviewed during termly Health & Safety meetings. Serious or repeat incidents may prompt:

- Policy update
- Further training
- OfS notification (if student/staff welfare is significantly compromised)

Appendix 1: Lone Working Risk Assessment Template

Use this template to assess and record risks associated with lone working.

Employee Name	
Lone Working Scenario	
Hazards Identified	
Risk Rating (Pre-Control)	
Control Measures Implemented	
Risk Rating (Post-Control)	
Review Frequency and Responsible Person	

Approval and Review Sign-off:

Name: _____ Date: _____

Appendix 2: Accident / Incident Report Form

This form must be completed for all incidents, accidents, near misses, or unsafe situations encountered while working alone. It should be submitted to the Head of HR or designated Line Manager and stored in accordance with UK GDPR and LCKA's health and safety policies.

Name of Person Involved	
Job Title / Role	
Date and Time of Incident	
Location of Incident	
Was the person working alone at the time? (Yes/No)	
Description of Incident / Near Miss	
Immediate Action Taken	
Was first aid administered? If yes, by whom?	
Were emergency services contacted? (Yes/No)	
Witnesses (if any) – Names and Contact Details	
Follow-Up Actions Required (if any)	
Name and Role of Person Completing this Form	

Signature: _____ Date: _____

Reviewed by (HR/SLT): _____ Date: _____