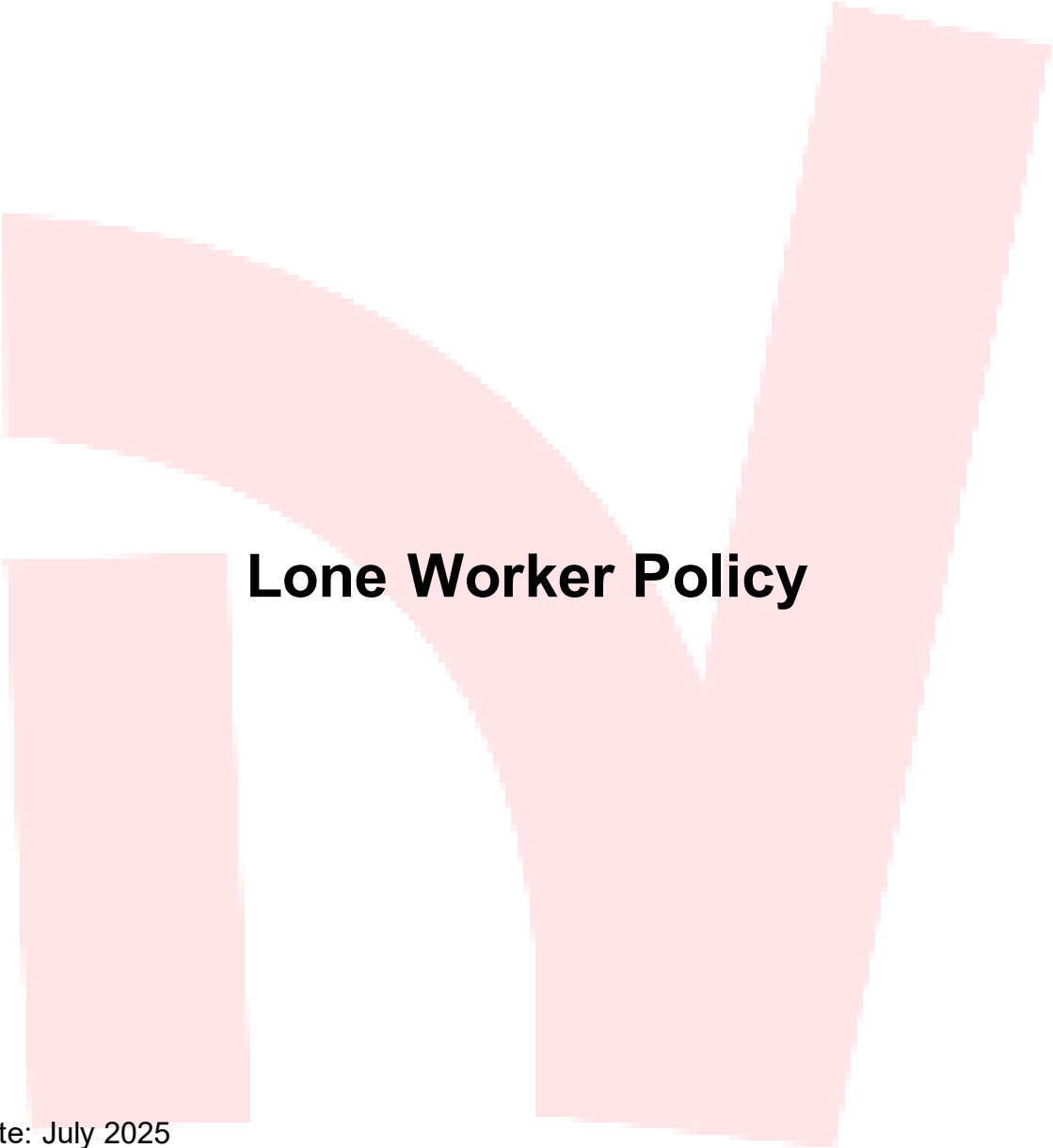




Lone Worker Policy

Date: July 2025

To be reviewed in July 2027



1. Lone Working

Lone working activities are a necessity for certain roles in the organisation. Navigators recognise its health and safety responsibilities towards employees who are involved in lone working processes and others who may be affected by these activities. Lone workers should not be put at more risk than other employees and specific control measures may be necessary in order to achieve this. This document outlines a sensible risk based approach towards lone working. Safe lone working can be achieved by ensuring that safe systems of work are made available through management processes and used by all employees. All employees are expected to report all incidents which occur in relation to lone working in order to ensure that the organisation can prevent future events by risk assessing appropriately in each case.

2. Definition of Lone Working

The Health and Safety Executive defines lone workers as 'those who work by themselves without close or direct supervision'. Lone workers may be found in a range of situations: - People in fixed establishments where:

- Only one person works at the premises.
- People work separately from others, e.g. in the community
- People work outside normal hours, e.g. maintenance employees. - Mobile, or peripatetic workers operating away from their fixed base:
 - On construction, maintenance, inspection activities or unfamiliar sites.
 - 'Service' workers, for example, Social Workers, Tutors, Mobile Library Drivers, Enforcement Officers.

There is no general legal prohibition on working alone. However, a risk assessment of lone working tasks must be carried out. Each student will have a Navigators Support Plan (NSP) and an individual risk assessment. In addition to this each environment or



location a mentor will use will also have a risk assessment specific for location AND student.

3. Identifying the Hazard

Activities identified needs to be assessed to determine the level of risk they present. This involves looking at factors such as:

- The potential for violence and aggression
- The environment and other activities taking place in the same working area.

Examples of these two areas include adverse weather, other students or public in the area. In addition the risk assessment must take account of foreseeable emergencies which may arise, such as equipment failure, illness and accidents.

3.1 Potential for violence and aggression

It is recognised that the hazards presented by a particular lone working activity will vary, e.g. carrying out unwanted enforcement activities, cash handling, driving. The following table identifies four areas for consideration as they are applicable when assessing lone working risks. This table does not contain an exhaustive list and should be used as a starting point.

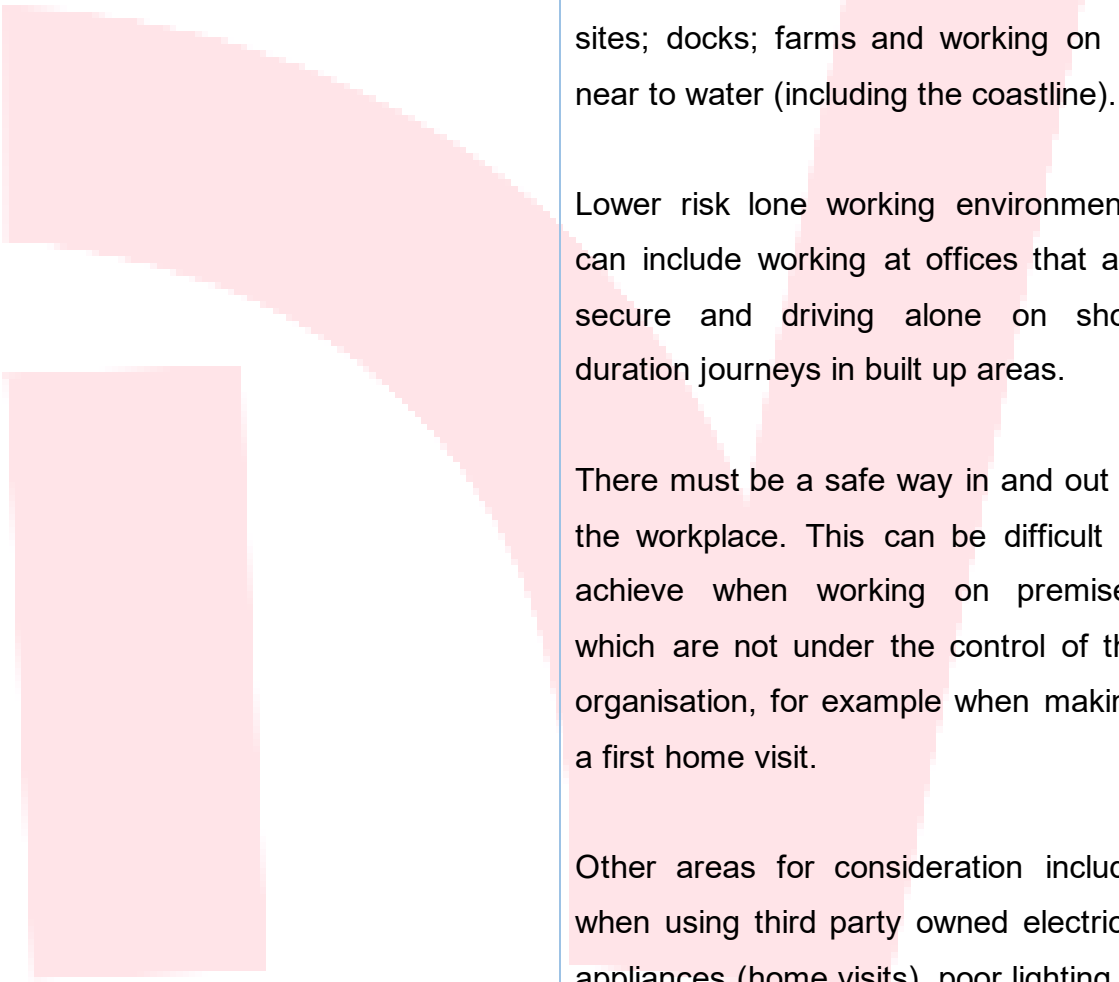
Parents, carers and the general public.	Individual characteristics can have the potential to contribute towards violence and aggression, e.g. previous history, or the fact that the person is unknown and there is no available information to use as part of the risk assessment process.
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The employee who is lone working	Factors which may increase or decrease the chances of violence and aggression occurring, e.g. their competence (level of training, experience, cultural awareness etc), role (e.g. representing authority in enforcement work) and the things they might do (e.g. arriving late for a home visit)
Interaction	The interaction which takes place between Navigators staff and parents, carers the general public, for example, enforcing rules, asking questions about family backgrounds, carrying valuable or personal items, home visits.
The work environment	For example; a home visit on another person's property, visiting rural areas that are without lighting, Navigators trips etc. The table below provides further information about the work environment. On organisation hubs - Lone working employees need to be able to raise the alarm in the event of an emergency. Where there is the potential for violence and aggression involving a client, both employees and visitors need to be able to move to a place of safety if a difficult situation arises, for example, exit the meeting room that you are working in

3.2 Physical hazards

The working environment and activities may present particular hazards and should be considered as part of the lone working risk assessment, for example:

Work environment  A large, semi-transparent pink graphic consisting of several overlapping geometric shapes, including a large triangle and a rectangle, is positioned behind the text in the table.	The level of risk varies from one working environment to another, higher risk environments can include: construction sites; docks; farms and working on or near to water (including the coastline). Lower risk lone working environments can include working at offices that are secure and driving alone on short duration journeys in built up areas. There must be a safe way in and out of the workplace. This can be difficult to achieve when working on premises which are not under the control of the organisation, for example when making a first home visit. Other areas for consideration include when using third party owned electrical appliances (home visits), poor lighting.
Activity being undertaken	The level of risk varies by activity. Examples of higher risk activity include working off ladders to carry out

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	maintenance work or using hazardous machinery. Lower risk lone working activity includes attending meetings at another affiliated sit of Navigators and home working.
Communication with others and supervision.	Means of communication vary depending on the work activity and location. There are areas in Greater Manchester where a mobile phone signal is not available. This also impacts on the ability to summon assistance in the event of an emergency.

4. Who is at risk and when

The executive heads team and employees must consider who might be harmed as a result of our activities, for example, employees, visitors, parents, carers and contractors. The following table provides details of some specific aspects for consideration when assessing the suitability of lone working for Navigators employees:

New and expectant mothers	Impaired ability to carry out physically strenuous work. Later stages of pregnancy may increase the risk of falls through reduced visibility and changes to mobility. Risk of early labour or miscarriage through physical assault.
Young people	Lack of experience and level of maturity. Inability to concentrate for long periods.

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Disability	Impact on ability to make unassisted evacuation. Ability to identify that evacuation is required.
New employees, trainees including inexperienced volunteers	Lack of familiarity through level of experience or training needs.
Specific medical conditions	Some individuals may have medical conditions that make them unsuitable for working alone. These may include some health conditions, such as unstable epilepsy or diabetes. The consideration of medical conditions should include both routine activities and foreseeable emergencies, which may impose additional physical and mental burdens on the individual.

The following table provides examples of individual consideration for non-employees:

Contractors and visitors	Unfamiliar with building layout/location and emergency procedures
Person who uses the service attending a Navigators site for a one to one meeting.	Unfamiliar with exit route from meeting room, may become agitated and need to leave the room in anger.

A lone worker may visit a school or vice versa, in both cases adequate lone worker arrangements must be put in place. Lone working may be encountered during part of a working day as well as for lone working occupations, for example, locking and opening up an office base, driving to different work bases to attend meetings.

All of the above considerations are just a guide and are not exhaustive.



Each risk assessment must consider the vulnerabilities of the person involved in the lone working task, and identify controls to reduce to an acceptable level.

5. Controlling the risk.

It is important to ensure that control measures are proportionate to the risk. A key factor in controlling lone worker risk is to ensure that lone workers are competent in adapting to a foreseeable range of changing and developing situations with little or no contact with their supervisor. They must in essence be able to perform dynamic risk assessments regularly to keep self and the student safe. The extent of supervision must be proportionate to the risk and the competency of the lone worker. The operations manager is responsible for ensuring that safe working arrangements are in place for the all stages of the activity, from the task planning, to implementation and completion. These arrangements include ensuring that lone workers are competent in adapting to a foreseeable range of changing and developing situations with little or no contact with their supervisor.

6. Unsafe lone working

In circumstances, with all control measures in place, if the assessment identifies that it isn't possible for the task to be carried out safely then lone working should not proceed. If you are unsure about what controls are needed because the task is considered higher risk or requires more technical/specialist knowledge, further guidance should be sought from the Safeguarding and Pastoral Lead in conjunction with the Deputy Head.

7. Contact



Making regular contact with the lone worker using mobile phones and TEAMS or telephone to call or text.

In house contact systems - Each mentor will be equipped with a mobile phone and the contact number of the operations manager. The lone worker must ensure an up to date, accurate weekly plan is submitted each week.

Each member of lone working staff will have 'Stay Safe' uploaded to their Navigators mobile device, this will be switched on during working hours allowing staff to be in contact with emergency services and head office staff at all times.

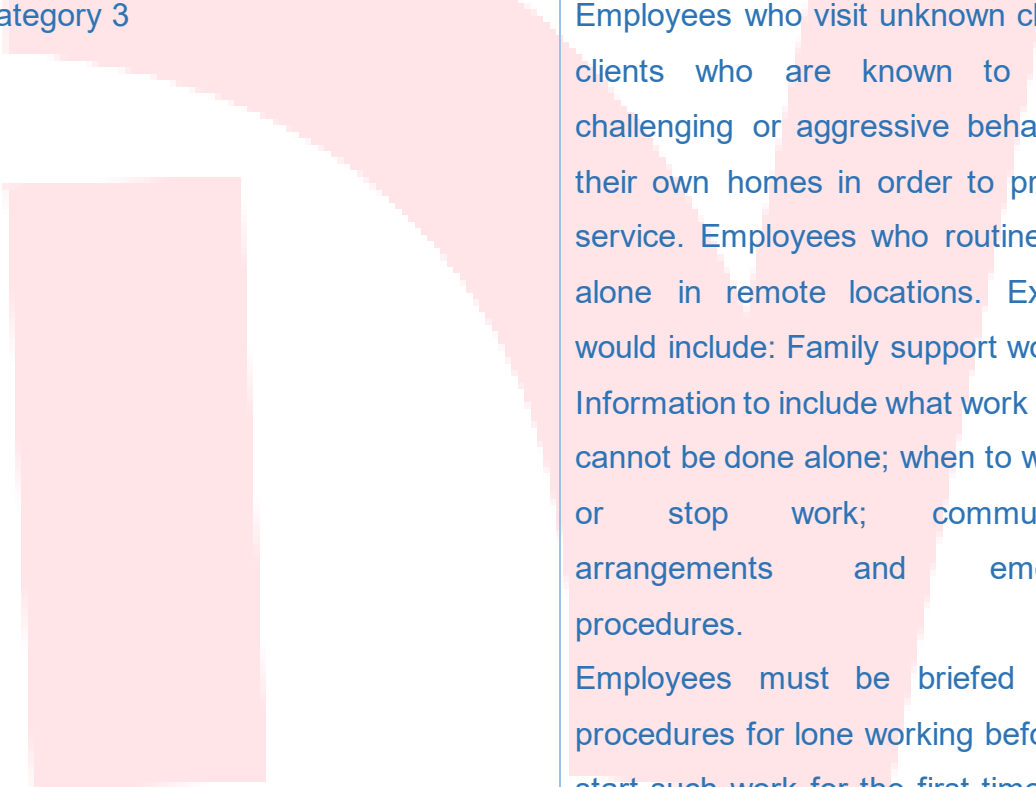
8. Risk Category Control Measures

Category 1	Employees working in offices or other secure locations outside of normal working hours or who routinely work in these locations on their own. Work of a low risk office type. Examples would include: Teachers, office based employees, travelling to meetings. Mandatory Employees must be briefed on the measures required to ensure their workplace is secure if they are lone working and emergency procedures. All employees must record an itinerary of their movements on their weekly planner
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	on IRIS that is accessible to their manager.
Category 2	Employees working in locations where security is inadequate or where shared premises would allow non-authorised access to their work area. Employees working in unfamiliar locations but not meeting members of the public. Employees visiting established clients who have been assessed as presenting no risk to employees. Employees working in shared space with poor security arrangements. Where dealing with violence and aggression training is not provided, the line manager should give clear information to lone workers on what work can and cannot be done alone; when to withdraw; communication and check-in procedures; signs of escalating violence and aggression and emergency procedures. Where the problem relates to poor security allowing un-authorised access to work areas, the security of the building should be reviewed, if necessary with the

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	other occupiers or landlord and appropriate measures introduced. Daily work tracking arrangements must be put in place in line with the level of risk involved – Daily Logs on IRIS All employees must record an itinerary of their movements that is accessible to their manager/colleagues. – Weekly planner on IRIS.
Category 3 	Employees who visit unknown clients or clients who are known to present challenging or aggressive behaviour in their own homes in order to provide a service. Employees who routinely work alone in remote locations. Examples would include: Family support workers. Information to include what work can and cannot be done alone; when to withdraw or stop work; communication arrangements and emergency procedures. Employees must be briefed on the procedures for lone working before they start such work for the first time and at least 6 monthly thereafter. Where a client presents a known risk of violence, then the visit should be re-



	arranged for a venue where appropriate levels of security or assistance are available. If there are particular reasons for the visit to take place at the client's home then at least 2 people should attend.
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9. Emergency Arrangements

Lone workers should be capable of responding to foreseeable emergencies through the development of planned arrangements, for example, absconding (see Absconding Student Policy). The requirements for emergency will depend on the nature of the work being carried out. Where it is possible a lone worker should withdraw from circumstances of escalating violence and aggression towards them. All staff will have the 'Stay Safe' app on their Navigators phone to use in the event of an emergency.

Navigators are a tier 1 company for Stay Safe, this means staff have a emergency services response time of 3 minutes.

10. Risk Assessment Recording

Lone working issues may be considered as part of an overall risk assessment of a job role or activity. However, where lone working has not been considered as part of other risk assessments, a specific risk assessment must be carried out. These will be done as per Navigators NSP's, Individual Risk Assessments and Location Risk Assessments.

11. Risk Assessment Review



Risk assessments must be regularly reviewed in line with changes which have been identified, for example, a violent incident has occurred during the last visit and it is no longer safe to lone work in the future. All incidents and/or previously unforeseeable risks must be reported by the lone worker as soon as possible, reviewed by the senior staff and flagged on any systems which will warn other workers of the risk.

