



Lone Working Policy - Federation

Updating Policy Procedure

When a policy is due for review it will be emailed to the reviewer who will revise and highlight those updates and return the policy in full with the highlighted updates back to the Policy Co-Ordinator.

When a policy reviewer becomes aware of any updates they will ask the Policy Co-Ordinator to email the policy to them and follow the above procedures.

A policy is a statement of intent and the guidelines we follow, that is adopted by the Fortuna and Athena Federation's Governing Body.

Policy Reviewed by:

Abigail Thorpe Fortuna School
Debra Houlton Athena School

Updated on:

30th September 2025

Date to be reviewed:

September 2027

Date ratified at FGM:

23 February 2026



Lone Working Policy

Establishing safe working arrangements for lone workers is the same as organising the safety of other employees. Lone Working for the purposes of this policy means they are working away from their fixed base at Fortuna School or Athena School. At The Fortuna and Athena Federation there are an increasing number of home visits and it is these visits that staff will find themselves lone working. The Lone Working Policy works alongside the Home Visits Policy.

Lone Working can be carried out only if the following conditions are met:

- Relevant background or risk assessment information regarding the parent, carer or family if available when carrying out a home visit for the first time, for example information received from the child's previous school, other professionals previously involved with the family.
- Where there is a known risk of work related violence or aggression*, the activity must be carried out by more than one person or at school or other suitable neutral venue rather than the child's home
 - All lone workers to carry a mobile phone.
- Agree a person (SMT or office staff) to contact you at the end of the visit time, if they have not heard from you as previously agreed.
- All lone workers have been made aware of this procedure through induction and staff training.

What should I do when working alone?

- Make sure you inform the Senior Management Team (SMT) and Office Staff of your expected locations and have agreed a key person to contact.
- Keep in regular contact with your SMT and Office Staff as instructed.

Lone workers can be tracked by means of:

- 'Checking in' by phone.
- Ensure details of visits are in the school electronic diary.
- School is the point of contact for the lone worker.
- If the lone worker cannot be located, contact the Police.

It is important that lone workers cooperate where procedures have been identified as necessary through risk assessment. Raise any concerns you have with regard to working alone with SMT straight away

- Do not go into a situation if you feel at risk. Lone workers should carry out a "10 second" risk assessment when they first arrive and the front door is opened. If they feel there is a risk of harm to themselves, they should have an excuse ready, to not enter the house and to arrange for an alternative appointment.
- If anyone present is under the influence of drink or drugs, or appears agitated, leave as soon as you can.
- Reporting incidents – all incidents involving lone workers, particularly incidents of work related violence, must be reported on CPOMS the schools reporting system.
- The Fortuna and Athena Federation staff have responsibilities to take reasonable care of themselves and others affected by their work.



* *Work related violence* is anything that an individual employee finds unacceptable and is defined by the Health and Safety Executive as ‘any incident in which a person is abused, threatened or assaulted in circumstances relating to their work’. This can include verbal abuse or threats as well as physical attack.

<https://www.suzyamlplugh.org/Pages/Category/lone-worker-directory>