

Lone Working Policy

1. Purpose

This policy sets out how EMZ AESTHETICS AP LTD manages the health, safety, and welfare of staff who work alone or in isolated situations. It ensures compliance with statutory requirements, reduces risks associated with lone working, and provides clear guidance for safe practice.

2. Scope

This policy applies to all employees, contractors, and volunteers engaged by EMZ AESTHETICS AP LTD who may be required to work alone, off-site, or outside normal working hours. It includes:

- One-to-one teaching or mentoring
- Home visits
- Transporting learners
- Administrative tasks carried out alone in the office or remote locations
- Outreach activities in the community

3. Definitions

- Lone working: Any work carried out without direct or close supervision, where staff are physically isolated from colleagues or immediate support.
- Alternative education: Provision of education in non-traditional settings for young people who may not thrive in mainstream education.

4. Responsibilities

Organisation:

- Ensure risk assessments are completed for all lone working situations.
- Provide training, guidance, and resources to reduce risks.
- Maintain emergency communication procedures.
- Regularly review this policy and incident reports.

Managers:

- Identify lone working situations within their teams.
- Ensure staff are briefed and supported appropriately.
- Monitor staff wellbeing and workloads.
- Respond promptly to safety concerns and incidents.

Employees:

- Take reasonable care of their own safety.
- Follow risk assessments and safe working practices.
- Keep communication devices charged and operational.
- Report concerns, hazards, or incidents immediately.

5. Risk Assessment

Risk assessments will be undertaken for all lone working activities. Particular risks include:

- Working with challenging or vulnerable young people.
- Entering unfamiliar or high-risk environments (e.g., homes, community spaces).
- Travelling alone, particularly at night.
- Medical emergencies without immediate assistance.
- Threats of violence or aggression.

Control measures may include:

- Pre-visit information gathering (e.g., home environment, known risks).
- Buddy systems and check-in/check-out procedures.
- Use of personal alarms or mobile phones.
- Avoiding high-risk situations (e.g., visits after dark, isolated venues).

6. Safe Working Practices

- Planning: All lone working activities must be risk assessed and approved.
- Communication: Staff must share schedules with managers and notify when tasks are completed.
- Home visits:
 - Conduct initial visits with two staff where risk is unclear.
 - Do not enter homes if unsafe; arrange meetings in neutral locations if necessary.
- Transporting learners:
 - Ensure parental/guardian consent is obtained.
 - Follow safeguarding and insurance requirements.
- Out-of-hours working:
 - Avoid unless authorised and necessary.
 - Ensure secure access and exit arrangements.
- Having CCTV in the premises.

7. Emergency Procedures

- Staff must carry a mobile phone and emergency contact details at all times.
- If a staff member fails to check in at the agreed time, managers will initiate the escalation procedure, which may include contacting the staff member, their emergency contact, or— if necessary—the emergency services.
- All incidents, near misses, or threats must be reported, logged, and reviewed.

8. Training and Support

- All staff will receive training on lone working risks, safeguarding, and de-escalation strategies.

- Staff will have access to wellbeing and supervision support.
- Refresher training will be provided annually or following a review of incidents.

9. Monitoring and Review

- This policy will be reviewed annually or following significant incidents.
- Staff feedback will be considered to improve procedures.
- Risk assessments will be updated regularly to reflect changes in practice or environment.

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