



# Lone Worker Policy

Approved by:  
The Directors of Strive Alternative Provision

Signed on behalf of the Directors by:  
Stacey Hickey, Head of Operations

Date Approved: June 2026  
Review Date: June 2027

## **1. Introduction/Purpose**

The aim of this policy is to safeguard staff, students and other persons involved in lone working activities undertaken on behalf of Strive Alternative Provision.

Any staff member who works outside of the Provision with students must ensure that they are fully aware of the procedures in place to protect themselves and the students they are working with.

- Staff members should be seen to be working in an open and transparent way.
- Staff members should always act in the student's best interests.

### **1a. Definition of Lone Working**

Lone working refers to any situation where a member of staff works by themselves without close or direct supervision. This may include working alone at Provision sites, undertaking outreach or home visits, transporting students where authorised, working at community venues, conducting online sessions, or working alone in an office environment.

## **2. Confidentiality**

- Staff members should be clear around what information about a student can be shared and in what circumstances it is appropriate to do so.
- Staff members should always seek advice from a member of the Provisions' senior team if they are in doubt.
- There will be no email communication directly between staff members and students. All email correspondence sent to the parent/responsible adult will include the Head of Provision.

## **3. Propriety and Behaviour**

Staff members must follow Strive's code of conduct below:

- Staff members should wear clothing that is appropriate to their role, which is not seen as offensive, revealing or sexually provocative.
- Staff members should be vigilant in maintaining their privacy and mindful of the need to avoid placing themselves in a vulnerable situation.
- Staff members should not administer medication – the parent/carer should do this if necessary.
- Staff members should only deliver sessions if another adult is present.
- Personal mobile phone use should be avoided whilst teaching or in the presence of a student or their family members.

## **4. Communication**

- Staff members should not give out their personal phone number, home address or email address to students.
- Staff members must not communicate online with any students other than via the agreed online platform at the agreed times.
- Staff members should have no secret social contact with students or their parents.
- Staff members should be aware of Health and Safety Regulations as set out by the Health & Safety Executive - [www.hse.gov.uk](http://www.hse.gov.uk)

## **5. Home sessions**

- Staff members should record times of all home visits.
- Staff members should ensure that any cause for concern is discussed with Strive's senior team and that safeguarding procedures are followed in accordance with Strive's Child Protection Policy.
- Staff members should never enter a house alone to deliver a session to a student without the presence of parent/carer.
- Staff members should ensure that when working alone they have their mobile switched on.
- Staff members should ensure that friends/family are aware of their whereabouts and expected return times.
- Staff should use agreed check-in and check-out arrangements with their line manager or designated colleague when undertaking lone working activities.
- Staff members should work in open areas of the home where the doors are left open.
- Parents/carers must remain as a visible presence at home and be available for the duration of the sessions.
- Always keep discussions on a professional level.
- If at any point during sessions a staff member feels uncomfortable about any behaviour from the student or parent/carer they should end the session and leave the setting. The circumstances should be reported to Strive's senior team as soon as possible.

### **a. Staff members should:**

- Remain in the designated room of the home for the session
- Ensure there is plenty of light
- Keep a clear focus on the work undertaken
- Have clear planning for the work to be undertaken by the student.
- Always communicate any times where the student becomes upset or distressed including with their own parent/carer
- Always report any situation where a student becomes upset or distressed to a member of Strive's senior team.

## **6. Online sessions:**

- Online sessions must be conducted using Provision-approved platforms and, where possible, recorded or auditable
- Do not ask the student to turn on their camera unless it is necessary for the sessions, Strive has given consent and there is an adult in the room with the student
- Ensure that your appearance and dress adhere to normal standards
- If the student engages in any unacceptable behaviour (undressing, exposing themselves inappropriately, or being in possession of any inappropriate material), immediately terminate the session and inform your senior team
- If a student types anything inappropriate in the chat, it is to be reported to your senior team immediately
- Only contact the student via video for sessions and at times agreed with Strive's senior team and the parent/guardian/carer
- If a student logs out of the session during sessions report it to your senior team immediately who will then contact the parent/guardian/carer

## **7. Other venues**

If it is thought necessary, sessions can potentially take place in a nearby library or public building rather than the student's home. All venues and changes of venue should be agreed in advance with the parent/carer and notified to Strive's senior team immediately.

All of the above guidelines apply, but in addition ensure the venue is suitable for sessions, there are tables and chairs available, and the type of building does not in itself pose a risk to the student or the staff member.

Arrangements for meeting and dismissing the student should be agreed with parent/ carer before the sessions takes place. Transportation of students must comply with the Provision's Transporting Children and Young People Policy and any relevant risk assessments.

## **8. Dynamic Risk Assessment**

Staff are expected to undertake dynamic risk assessments throughout lone working activities and withdraw from situations where they believe there is an immediate risk to their safety or the safety of others.

## **9. Lone Working at Provision Sites and Offices**

Staff working alone at Provision sites or in office environments must:

- Ensure another colleague or line manager is aware of their whereabouts and expected finish time.
- Keep a charged mobile phone accessible at all times.
- Ensure doors and buildings are secured appropriately.
- Avoid admitting unknown visitors when working alone.
- Follow site emergency procedures and know how to summon assistance.
- Report any incidents, accidents or concerns to the Head of Operations as soon as possible.
- Withdraw from situations where they feel unsafe and seek support.

## **10. Health and Safety**

The very nature of one-to-one sessions lends itself to potential risks. Staff members should take every reasonable step to eliminate potential risks to increase safety and confidence. Make sure you are aware and have a copy of the individual student's risk assessment. This is particularly important where there are known risks around Domestic Violence, Drug and Alcohol use and offending behaviour.

## **11. Strive's Staff member Requirements**

Staff members shall:

- Ensure that the environment does not display any inappropriate images or documentation capable of being viewed by the student or parent/responsible adult when conducting a session.
- Treat students fairly and without prejudice or discrimination; students who have a disability or come from a minority ethnic or cultural group can easily become victims of discrimination and prejudice which may be harmful to the student's wellbeing.
- Ensure language is appropriate and not offensive or discriminatory.
- Ensure any contact with the student is appropriate to their role as a staff member and confined to the relevant session.
- Not make any improper suggestions to a student.
- Not send unsolicited communications to the student or parent/responsible adult.
- Value and take students' contributions seriously.
- Report any dispute with a student or parent/responsible adult to Strive's senior team.
- Report any inappropriate behaviour or illegal activity identified within a session by the student or third party, in accordance with the procedures set out in Strive's Child Protection Policy.
- If no parent/responsible adult can be present for the duration of a session, then the session will terminate/be cancelled.

## **12. Personal Safety Guidelines for Lone Workers/ Home Staff members**

- Always have a mobile phone charged and available
- Do not give your address or home phone numbers to students and/or parents and do not contact them on your home phone as they can then access your personal number.
- Do not give your mobile phone to the young person to use for any reason
- Keep your personal items, purse/wallet, car keys, etc. safe and secure
- Ensure an appropriate adult is always present if sessions is in the home, or use a public building, e.g. library
- Ensure regular contact with Strive's senior team
- If at any point the staff member feels threatened, they should ensure the student is left with a responsible adult and terminate the session. Any concerns for personal safety should be reported to Strive's senior team as soon as possible.
- Keep a running record of each session – including brief notes of work covered, people present and any other appropriate information, e.g. issues with student and/or parent.
- Compile your own risk assessment of each venue you use.
- Report any concerns to Strive's senior team as soon as possible.
- This policy document contains the responsibilities of all persons using the home sessions programme including all staff, students, parents (responsible adults).
- It is important that all persons using or working on behalf of Strive are aware of this policy and have familiarised themselves with Strive's safeguarding procedures.
- This policy should be read and understood before engaging in any activity arranged through Strive and the responsibilities and procedures therein adhered to.

## **13. Policy Compliance**

- All persons working on behalf of Strive must be familiar with this policy and safeguarding procedures.
- This policy must be read before undertaking lone working activities.
- Failure to comply with this policy may result in disciplinary action.

**END OF POLICY**

## MONITORING & REVIEW

This policy will be reviewed annually, or sooner if required due to changes in legislation, statutory guidance, local authority requirements, or significant operational changes. The Head of Operations is responsible for ensuring timely review and for communicating updates to all staff.

### Version Control

| Version | Date      | Changes Made                                | Approved By            |
|---------|-----------|---------------------------------------------|------------------------|
| 2025.1  | July 2025 | Full rewrite and update to 2025 legislation | Directors of Strive AP |
| 2026.1  | June 2026 | Updates for due diligence                   | Directors of Strive AP |