



Severn Mentoring – Lone Working Policy

(Community Mentoring & Alternative Provision – September 2025)

1. Policy Statement

At **Severn Mentoring**, we recognise that some staff and volunteers work alone or without direct supervision as part of their role — for example, mentoring or tutoring sessions in community settings, home visits, or transporting young people between sites.

The safety, wellbeing and safeguarding of both staff and learners is of paramount importance.

This policy sets out how Severn Mentoring identifies, manages, and reduces the risks associated with lone working.

We are committed to:

- Providing a safe working environment for all employees, contractors and volunteers.
- Ensuring that risks associated with lone working are properly assessed and controlled.
- Providing appropriate training, guidance and support for all lone workers.
- Maintaining accurate records of all lone working activities.

This policy should be read alongside our:

- **Health & Safety Policy**
 - **Safeguarding and Child Protection Policy**
 - **Code of Conduct**
 - **Risk Assessment Procedures**
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2. Definition of Lone Working

A **lone worker** is anyone who works by themselves without close or direct supervision.

In the context of Severn Mentoring, this may include:

- Mentors or tutors conducting one-to-one sessions with young people in community settings.
- Staff delivering home-based mentoring or tuition.
- Travelling between sessions or sites without a colleague present.
- Conducting outreach, assessments, or welfare visits.
- Working in office spaces or venues outside of normal hours.

Lone working does **not** automatically mean unsafe working — but it does require risk control, awareness, and planning.

3. Legal Framework

This policy complies with:

- *Health and Safety at Work etc. Act 1974* – requiring employers to ensure, so far as reasonably practicable, the health, safety, and welfare of employees.
 - *Management of Health and Safety at Work Regulations 1999* – requiring risk assessments for all work activities.
 - *Health and Safety (Consultation with Employees) Regulations 1996*.
 - *Working Together to Safeguard Children (2023)* – reinforcing the duty to safeguard children and young people in all professional contexts.
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4. Aims and Objectives

The aims of this policy are to:

1. **Identify and assess** all lone working tasks undertaken by Severn Mentoring staff.
 2. **Implement control measures** to eliminate or minimise risks.
 3. **Provide appropriate training** to enable lone workers to recognise risk and respond safely.
 4. **Ensure clear communication, reporting and recording** for all lone working activity.
 5. **Promote a culture of safety and safeguarding**, where staff feel supported and empowered to raise concerns.
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5. Risk Assessment for Lone Working

5.1 Risk Assessment Requirements

- A **risk assessment** must be completed for every lone working activity before it commences.
- Assessments must consider both **safeguarding** and **health & safety** risks, including:
 - Location and environment (e.g., community centre, home address, outdoor area).
 - The individual being supported (age, behaviour, known risks).
 - Travel routes and times.
 - Availability of communication (mobile signal, contact systems).
 - Emergency access or exit options.

5.2 Control Measures

Where risks are identified, the following control measures may be implemented:

- Avoiding lone working where risk is unmanageable.
- Using joint visits or working in public or partner venues.
- Setting clear boundaries for sessions (duration, location, purpose).
- Ensuring mobile phones or emergency alarms are accessible and charged.
- Maintaining a live timetable or tracking system of staff locations.

5.3 Risk Assessment Recording

- Each lone working risk assessment must be recorded on the **Severn Mentoring Risk Assessment Template**.
 - Copies are stored securely on the central drive or management system.
 - Risk assessments must be **reviewed regularly**, and immediately if circumstances change.
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6. Responsibilities

6.1 Senior Management Team (SMT)

- Approves and monitors this policy.
- Ensures systems are in place for assessing, recording and monitoring lone working risks.
- Reviews incident reports and implements improvements.

6.2 Line Managers / Supervisors

- Conduct individual risk assessments with their staff.
- Ensure lone workers are trained, competent and confident.
- Check in regularly with lone workers before, during and after sessions.
- Record and monitor all lone working activity.

6.3 Lone Workers

All lone workers must:

- Take reasonable care of their own health and safety and that of others.
 - Follow all training, procedures, and risk assessments.
 - Report any incidents, hazards or near misses immediately.
 - Ensure their contact information and schedules are accurate and up to date.
 - Never put themselves in a situation where they feel unsafe or at risk.
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7. Lone Worker Training

All Severn Mentoring staff who work alone must complete **Lone Working and Personal Safety Training** as part of their induction.

Training includes:

- Recognising and assessing risk.
- De-escalation and conflict management.
- Safeguarding and responding to disclosures.
- Emergency procedures and incident reporting.
- Safe travel, route planning, and communication.

Refresher training will be provided at least **annually**, or sooner if risks or legislation change. Training records are held centrally.

8. Recording Lone Working

8.1 Logging Sessions

All lone working sessions must be logged using the approved Severn Mentoring system or staff calendar, detailing:

- Date and time of session.
- Location.

- Name of young person / group.
- Expected start and finish time.
- Emergency contact number.

Where electronic recording is unavailable, a written log must be maintained and submitted to management weekly.

8.2 Sign-In and Communication Procedures

- Lone workers must check in with their line manager or designated contact before and after each session.
- A “safe arrival” and “safe departure” message (call or text) must be sent.
- If a worker fails to check in, management will follow the **Lone Worker Emergency Protocol** (contacting the worker, then escalating to emergency services if necessary).

8.3 Incident Reporting

- All incidents, near misses, or concerns must be reported immediately to management and the DSL.
- A written incident form must be completed within 24 hours.
- Follow-up action and review will be undertaken by the SMT.

9. Emergency Procedures

In the event of an emergency during lone working:

- The worker should leave the situation immediately if it is safe to do so.
- Contact emergency services if needed.
- Inform their line manager or on-call duty contact as soon as possible.
- Complete an incident report as soon as practicable.

Severn Mentoring maintains an **on-call contact system** during operational hours for staff undertaking lone work.

10. Review and Monitoring

- This policy and associated risk assessments are reviewed **annually** or after any significant incident.
- Feedback from lone workers is encouraged and used to inform updates.
- All revisions are communicated to staff promptly.

11. Linked Policies and Documents

- Safeguarding and Child Protection Policy
 - Health & Safety Policy
 - Code of Conduct
 - Risk Assessment Policy
 - Data Protection Policy
 - Whistleblowing Policy
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12. Policy Ownership

Policy Lead: Health & Safety Lead / Designated Safeguarding Lead – Rich Kear

Deputy Lead: Operations Manager / Deputy DSL – Jack Fowler & Josh Carter

Approved by: Severn Mentoring Senior Management Team

Review Date: 01/09/2025

Next Review Due: 01/09/2026

Key Commitments Summary

| Requirement | Severn Mentoring Practice |
|--------------------|----------------------------------|
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Risk Assessments Required for all lone working activities, recorded and reviewed regularly.

Training All lone workers receive initial and refresher training.

Recording All lone working logged accurately (time, place, contact).

Supervision Regular check-ins and communication procedures in place.

Review Annual review of policy and incident reports.

