



XYZ Music Academy Ltd

Lone Working Policy

Policy Owner: Managing Director
Approved By: XYZ Music Academy Ltd
Effective Date: [Insert Date]
Review Date: [Insert Date – Annually]
Version: 1.0

1. Policy Statement

XYZ Music Academy Ltd is committed to safeguarding the health, safety, and well-being of all employees, contractors, volunteers, and associates who may be required to work alone as part of their role.

We recognise that lone working can present additional risks and are committed to ensuring that appropriate systems, procedures, training, and support are in place to minimise these risks.

No employee should be placed in a situation where their safety is compromised due to inadequate planning, communication, or support.

2. Purpose

The purpose of this policy is to:

- Define lone working activities.
 - Identify potential risks associated with lone working.
 - Outline responsibilities for managers and employees.
 - Establish procedures to ensure lone workers remain safe.
 - Ensure compliance with relevant health and safety legislation.
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3. Scope

This policy applies to:

- Employees
- Tutors
- Peripatetic music teachers
- Alternative Provision staff
- Volunteers
- Contractors
- Directors

This policy covers all situations where an individual carries out work activities without direct supervision or immediate assistance.

4. Definition of Lone Working

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

Examples within XYZ Music Academy may include:

- Teachers delivering lessons in schools without another XYZ colleague present.
- Staff travelling between schools.
- Staff working alone at the academy premises.
- Employees opening or closing academy facilities.
- Staff delivering lessons in community venues.
- Employees attending meetings off-site.

- Staff undertaking home working activities.
 - Alternative Provision staff working with individual students.
 - Staff conducting rehearsals or events outside normal operating hours.
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5. Legal Framework

This policy is guided by:

- Health and Safety at Work etc. Act 1974
 - Management of Health and Safety at Work Regulations 1999
 - Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) 2013
 - Working Time Regulations 1998
 - Equality Act 2010
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6. Responsibilities

Managing Director

The Managing Director will:

- Ensure this policy is implemented and reviewed.
 - Ensure appropriate risk assessments are completed.
 - Provide suitable resources and support.
 - Investigate incidents involving lone workers.
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Managers and Coordinators

Managers must:

- Identify lone working activities.
- Conduct and review risk assessments.
- Ensure staff understand lone working procedures.
- Monitor staff welfare.
- Maintain appropriate communication systems.

Employees and Tutors

Employees must:

- Follow this policy and all associated procedures.
 - Cooperate with risk assessments.
 - Report concerns immediately.
 - Maintain regular communication when working alone.
 - Report accidents, incidents, near misses, or safeguarding concerns promptly.
 - Avoid undertaking tasks for which they have not received appropriate training.
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7. Lone Working Risk Assessment

Before lone working activities are undertaken, consideration should be given to:

The Individual

- Experience and competence.
- Medical conditions.
- Physical ability.
- Mental wellbeing.
- Pregnancy.
- Additional vulnerabilities.

The Task

- Complexity of the activity.
- Use of equipment.
- Handling of money.
- Safeguarding considerations.
- Potential conflict situations.

The Environment

- School site security.
- Access arrangements.
- Remote locations.
- Lighting.

- Mobile phone signal.
- Emergency exits.

The Student or Client

Particular consideration should be given where:

- Students have known behavioural challenges.
 - Students have a history of aggression.
 - Alternative Provision students are being taught individually.
 - Staff are working with vulnerable adults.
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8. Communication Procedures

All lone workers should:

- Carry a charged mobile phone where possible.
- Ensure emergency contact details are up to date.
- Inform relevant colleagues of their location and expected schedule.
- Report concerns immediately.

Where appropriate, managers may implement:

- Check-in systems.
- Shared calendars.
- Team communication groups.
- End-of-day confirmation messages.

Failure to hear from a staff member where expected should be followed up promptly.

9. Home Working

Employees working from home remain covered by health and safety requirements.

Staff should:

- Maintain a safe working environment.
- Ensure workstations are suitable.
- Take regular breaks.

- Report any work-related accidents occurring during working hours.
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10. School-Based Lone Working

Many XYZ Music Academy staff work independently within schools.

Staff should:

- Sign in and out according to school procedures.
- Familiarise themselves with safeguarding arrangements.
- Know emergency evacuation routes.
- Carry identification where applicable.
- Follow both XYZ Music Academy and school policies.

Where concerns arise regarding personal safety, staff should immediately contact the school office and their line manager.

11. Alternative Provision and High-Risk Settings

Additional precautions should be considered when working within Alternative Provision, SEND settings, or with students displaying challenging behaviour.

These may include:

- Risk assessments.
- Additional staffing.
- Open-door teaching arrangements where appropriate.
- Visibility panels in rooms.
- Clear reporting procedures.
- Behaviour management strategies.

Staff should never place themselves at risk when managing behaviour.

12. Safeguarding Considerations

Lone working must never compromise safeguarding standards.

Staff must:

- Follow the XYZ Music Academy Safeguarding and Child Protection Policy.
 - Maintain professional boundaries.
 - Avoid situations where allegations could arise.
 - Ensure visibility where possible when working one-to-one.
 - Report safeguarding concerns immediately to the Designated Safeguarding Lead (DSL).
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13. Personal Safety Guidance

Employees should:

- Trust their professional judgement.
- Leave any situation where they feel unsafe.
- Position themselves near exits where appropriate.
- Avoid confrontation.
- Report threatening or aggressive behaviour.
- Avoid sharing unnecessary personal information.
- Ensure vehicles are maintained and roadworthy when travelling for work.

Staff are not expected to place themselves in danger to continue delivering services.

14. Emergency Procedures

In the event of an emergency:

1. Contact emergency services (999) if immediate assistance is required.
2. Move to a place of safety where possible.
3. Contact a manager as soon as practical.
4. Complete an incident report following the event.

All serious incidents will be investigated by XYZ Music Academy.

15. Incident Reporting

The following must be reported:

- Accidents.
- Near misses.
- Aggressive behaviour.
- Threats or intimidation.
- Safeguarding concerns.
- Security breaches.
- Medical emergencies.

Reports should be made to a line manager as soon as possible.

16. Training

Relevant staff will receive training in:

- Health and safety awareness.
- Safeguarding.
- Behaviour management.
- Emergency procedures.
- Lone working expectations.

Additional training may be provided where specific risks are identified.

17. Monitoring and Review

This policy will be reviewed:

- Annually.
 - Following any serious incident.
 - Following legislative changes.
 - When operational requirements change.
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18. Policy Acceptance

All employees, contractors, volunteers, and associates working on behalf of XYZ Music Academy Ltd are expected to read, understand, and comply with this Lone Working Policy.

Failure to comply with this policy may result in disciplinary action in accordance with company procedures.

Name: Duncan Lee

Position: Managing Director

Date: 1st September 2025