



SB Mentoring

Offering a foundation for future success

Lone Working Policy 2025-26



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Last Reviewed on:	04/09/2025	Next Review by:	September 2026

1. Purpose

The purpose of this policy is to protect the health, safety, and well-being of staff, volunteers, and contractors who work alone, whether on-site, off-site, or in the community.

2. Scope

This policy applies to:

- All staff and volunteers at SB Mentoring.
- Situations where staff may be working alone with students, in Single rooms, at outreach locations, or outside normal hours.
- Contractors and visitors working without direct supervision on SB Mentoring premises.

3. Definition of Lone Working

Lone working is defined as:

Any work carried out without direct supervision, or in a situation where an individual cannot be seen or heard by another colleague.

Examples include:

- 1:1 mentoring sessions with students.
- Home visits or community-based sessions.
- Working late or outside standard hours on-site.
- Travelling alone for work.

4. Risks of Lone Working

Potential risks include:

- Aggression, violence, or challenging behaviour.
- Accidents, illness, or sudden medical emergencies.
- Fire, security breaches, or environmental hazards.
- Stress and wellbeing concerns.

5. Responsibilities

Manager (Louiza Bruce)

- Ensure risk assessments are carried out for lone working activities.
- Implement safe systems of work, including emergency contact procedures.
- Provide training and resources for staff.

Staff and Volunteers

- Take reasonable care of their own safety and that of others.
- Follow the lone working procedures set out in this policy.
- Report incidents, concerns, or near misses promptly.

6. Procedures for Lone Working

General

- Staff must sign in and out when working on-site outside normal hours.
- Staff must ensure doors are locked if alone in the building.
- Lone working with students should take place in visible, safe environments wherever possible.

1:1 Mentoring / Working with Students

- Avoid isolated or concealed areas.
- Keep doors open, or ensure visibility panels are unobstructed.
- Inform a colleague/Manager of the session location and expected finish time.
- If risk of violence or aggression is identified, staff should not work alone.

Off-Site and Home Visits

- A risk assessment must be completed before home visits.
- Staff must carry a charged mobile phone at all times.
- Details of visit (address, time, expected return) must be logged with the office/Manager.
- A check-in/check-out system must be used.

- Doors to be left open if working in a young person's home
- A parent/guardian must be in the home at all times

Out-of-Hours Lone Working

- Only permitted with prior Manager approval.
- Staff should ensure someone knows where they are and when they expect to leave.
- Staff should not undertake high-risk activities (e.g., moving heavy equipment) when working alone.

7. Emergency Procedures

- In case of an emergency, staff should contact **999** immediately.
- If staff fail to check in after a lone working session, the Manager will attempt to contact them and escalate appropriately.
- All incidents must be reported and recorded.

8. Training

- Staff will receive training on personal safety, conflict de-escalation, and lone working procedures.
- Refresher training will be provided annually.