

Lone Working Policy

Company	URBAN TRANSIT SOLUTIONS LTD
Policy owner	Operations Manager
Version	1.0
Effective date	06.06.2026
Review date	06.06.2027
Approved by	Director

Purpose

This policy manages risks where staff, drivers, escorts and contractors work alone, including drivers on passenger routes, office staff outside normal hours and dispatch staff handling urgent transport issues.

Scope

Applies to all company work where a person works without close or immediate supervision. Lone working is not automatically unsafe, but it must be controlled where passengers are vulnerable, routes are remote, handovers are uncertain, or aggression/breakdown risk exists.

Named safeguarding and operational responsibility

Designated Safeguarding Lead: Mohamoud Mohamed

Deputy Safeguarding Lead: To be appointed before contract commencement

Operations Manager: Mohamoud Mohamed, until further appointment

These responsibilities may be updated as the company grows or as a contract requires named contacts. Until further appointment, Mohamoud Mohamed is responsible for receiving safeguarding concerns, deciding escalation and keeping safeguarding records. Drivers, escorts and office staff report concerns; they do not investigate safeguarding matters.

Emergency contacts

- The operator / out-of-hours contact.
- The Designated Safeguarding Lead.
- Any relevant council transport team or contract contact.
- School or setting contact where applicable.
- Parent, carer or authorised handover contact where applicable.
- Emergency services: 999.

Where a passenger is in immediate danger, seriously injured, missing in unsafe circumstances, or there is a threat to life or safety, emergency services must be contacted without delay.

Drivers working alone

- Drivers must have a charged phone or dispatch device and operator contact details.
- Drivers must follow the authorised booking, route and handover controls.
- Drivers must not personally resolve safeguarding disputes at the roadside; they must contact the operator.
- Driver-only transport for children or high-need passengers must be supported by a route/passenger risk assessment.
- Drivers must report any situation where they feel unsafe, followed, threatened, pressured to deviate or unable to complete handover.

Office staff working alone

Office/admin/dispatch staff working alone must have access to emergency contacts, lock premises where appropriate, avoid admitting unknown visitors out of hours, keep a charged phone available and escalate threatening calls or visits to the manager/police where necessary.

Emergency contact arrangements

The operator maintains an out-of-hours escalation contact for active contract journeys. Drivers and escorts must know who to call if the office line is unavailable. Emergency services must be contacted directly where immediate danger exists.

Check-in procedure

For higher-risk routes, late-night journeys, vulnerable passenger routes, long rural journeys or routes with previous incidents, the operator may require check-ins at pickup, drop-off, failed handover, delay over 15 minutes, breakdown, route deviation or end of shift. Missed check-ins are followed up by phone and escalated if unanswered.

Risk triggers

- Passenger history of absconding, aggression, self-harm, distress or medical instability.
- Repeated failed handovers or unclear authorised adults.
- Late-night, isolated or unfamiliar pickup/drop-off locations.
- Driver reports feeling unsafe or pressured.
- Weather, road closures, breakdown, accident, intoxicated passenger or aggressive third party.

Violence/aggression risks

Staff, drivers, escorts and contractors must avoid confrontation. If aggression occurs, withdraw if safe, keep the vehicle secure, contact the operator and call police if there is threat or assault. No one is expected to continue a journey where it would be unsafe.

Breakdown procedure

1. Stop safely and protect passengers from traffic or environmental risk.
2. Contact the operator and emergency services if required.
3. Do not leave children or adults at risk unattended unless immediate safety requires evacuation.
4. The operator arranges recovery, replacement vehicle, client notification and safeguarding controls.
5. Record the incident and any passenger impact.

Route and passenger risk controls

Controls may include approved driver only, escort required, check-ins, agreed seating, emergency contact list, alternative driver plan, vehicle type, wheelchair equipment, handover password/contact, no doorstep departure until received, and operator approval before route changes.

Out-of-hours escalation

If a serious issue occurs outside normal office hours, the driver/escort contacts the on-call manager. If no response within 5 minutes and passenger safety is affected, call emergency services or the commissioning emergency contact as appropriate, then keep attempting operator contact.

Responsibilities

The Operations Manager assesses lone working risk. Drivers, escorts and staff follow check-in and escalation rules. The Director ensures suitable out-of-hours cover for active contracted services.

Procedure

Lone working controls are recorded in the route risk assessment or shift instruction. Incidents are reviewed to decide whether controls need to change.

Records kept

Route risk assessments, check-in logs, incident forms, escalation records, training records and review actions.

Review

Reviewed annually and after a lone working incident, missed check-in, aggression report, breakdown or route risk change.

Approval

Signature	
Name	MOHAMOUD MOHAMED
Position	DIRECTOR
Date	06.06.2026