



Lone Working Policy

Reviewed Sept 2025



LONE WORKING POLICY FOR STAFF (First Class Tailored Solutions)

Under section 2 (1) of the Health and Safety at Work Act of 1974, First Class Tailored Solutions has a legal duty, so far as practical, to ensure the health, safety and welfare at work of all staff. This is to protect employees from all acts of violence and abuse.

First- Class Education considers all acts of violence and abuse as unacceptable and has a commitment to providing safety at work for all staff.

Description of work-related violence

Any incident where an employee is abused, threatened, assaulted or has any damage to their property whilst in the course of their employment.

Aim

This document is to protect staff from violence whilst in lone situations and to fulfil duty of care towards employees.

This document covers all employees within First Class Tailored Solutions employed on a temporary or permanent basis who are lone working ie. in homes, in community or schools.

Responsibilities of Management

- Responsibility that every reasonable preventative measure is in place to protect staff
- Provision of training and guidelines for staff as part of their induction.
- Ensure that policies and procedures are regularly reviewed and updated as deemed necessary.
- To ensure staff have mobile phones (personal or owned by First Class Tailored Solutions).
- Ensure that any incidents are reported to the Health and Safety Executive and if a staff member is absent from work for more than 3 days this will also be reported to Health and Safety Executive.

Responsibilities of Staff

Under Section 7 of the Health and Safety at Work Act 1974 is the duty of every employee whilst working to take reasonable care for the Health and Safety of himself/herself and any other person who may be affected by his/her actions or omissions at work.

- Employees should ensure they are familiar with policy and procedures that are written in this document and comply with them.
- Failure to do so could result in disciplinary action.
- Staff must converse with Beverley Kirk/ Case Managers on matters of Health and Safety. At no time should they put themselves or others at risk by their actions. All potential hazards, accidents or near misses which have been witnessed should be reported to case manager immediately
- Car users are responsible at all time with regard to maintenance of their vehicles for work.
- If at any time a staff member is involved in a road traffic accident whilst at work he/she should notify case manager with details a.s.a.p.
- Any medical conditions which may affect any aspect of safety staff should notify case manager and report on Risk Assessment forms.
- Staff should make contact with either Case Manager or Admin at least once a day on their working day.

Home Visits – Health and Safety

- Use 'Stay Safe' if you have chosen to opt in or case manager system as an alternative.
- Ensure those timetables are accurate with the latest telephone numbers wherever possible.
- If at any time you have cause for concern for making any visit, discussion should take place with case manager prior to visit taking place. This may mean visit taking place at alternative venue.
- At time of initial visit, staff to note environment and any potential risks for lone working at future date.
- Completion of generic risk assessment on leaving and return with initial visit information.
- When visits are taking place in public or any community building (libraries, community centers) risk assessment should be carried out before work commences.
- When working in school and public areas staff should avoid isolated situations eg. room with door closed and no view outside. Any premises for use on a one to one basis should be equipped with telephone, if you do not have your mobile phone.
- On any home visit ensure you are never left alone with a child. Carer/parent should be present at all times and preferably in the same room. This also promotes good practice to ensure working supportively and cooperatively with parents.

- Never agree to be left alone with a child in the house.
- If at any time you are left alone in a room with a child, ensure the door is ajar.
- If the child become ill or has an accident during your session, inform the parent/carer immediately. In case of accidental injury, report to case manager immediately and complete an accident form.
- If you become ill, inform the parent/carer immediately. Inform case manager if you are unable to return to work. In case of injury notify case manager a.s.a.p. You may then seek medical attention.
- If your session with learner involves working closely or any physical contact e.g. lap play make sure the parent/carer understands the reasoning behind this.
- If any time any person within the household interrupts your session in a way which is unacceptable to you, end the session and rearrange for a later date.
- If during your session any verbal or physical threats or abuse threaten your personal safety leave at once and notify case manager. It is then your responsibility to log every detail immediately.
- Never give out your personal information such as land line or mobile telephone numbers or home addresses.
- Never agree to keep any confidences which may be told to you. If you think anything may be disclosed to you warn that you are duty bound to pass any information regarding any aspect of children's safety for well being.
- All schools and settings should have policies and practices in place in response to violence. Staff should make sure they are fully informed of any existing policies or practices in relation to the school in which they are working.
- Be aware of who to contact in the setting should the need arise.
- Always park your vehicle in a well lit area and avoid any isolated parking place. All valuables should be out of sight and locked away securely.
- Always have written carer/parental consent permission for transporting any learner (completed approval for educational visit form) and your vehicle is appropriately insured and taxed.
- If your vehicle should break down, contact case manager and make arrangements for yourself and learners, who may be travelling with you, are safely transported by alternative means.

Visiting protocol

- All visits to be made by prior arrangements by either telephone or personal contact.
- Ensure purpose of the visit is made clear.
- Carry your First Class ID card with you.
- Remember you are a visitor.
- Aim to arrive on time, not earlier than arranged. In the event of arriving late call ahead with explanation.
- If on arrival someone other than you are expecting meets you feel free to rearrange your appointment.

- If during any time of your visit you feel uncomfortable about your personal safety, leave immediately and notify case manager.
- Always have contact number for case manager in case of emergency.
- Never leave any confidential or sensitive information on view.
- If you are visiting in pairs agree on an exit strategy in case of an uncomfortable situation and you need to leave.

Avoidance and Diffusion Strategies

- Never expose yourself to unnecessary risks
- Always visit in daylight and be on time
- Having knocked on door, stand back by 2 or 3 metres
- If at any time you have any doubt, make excuse to stay on doorstep
- Make note of body language
- Use humour
- Be calm
- Keep serious
- Seek advice
- Listen
- Communicate
- Acknowledge their feelings
- Always be non-judgemental
- Be apologetic/empathise
- Stay out of their space
- Never undermine
- Offer a way out without losing face
- Give respect
- Be insistent in a quiet way
- Be assertive with care but not in an aggressive manner
- Give yourself time to think
- Be aware you have back-up/support
- Set boundaries
- Be aware to do this may be difficult
- Leave yourself a way out

- Always make a note to yourself to make sure you have a clear and unobstructed clear exit

Crisis – Appropriate Responses

- Call for assistance (back-up)
- Walk away
- “Can I help you?”
- Pause or call an end to the meeting
- “What can we do?”
- “How can we move forward”
- Set boundaries – give clear concise signals
- Have roles defined
- Explanation of consequences
- Don’t try hero response – personal safety is paramount at all times
- Record and witness
- Chance for debriefing

Transportation of Learners

- Staff must ensure that they are covered for ‘business use’ on their car insurance policy.
- A risk assessment, relating specifically to transportation, MUST be completed by the Case Manager.
- Parent/Carer written permission MUST be obtained prior to the transportation of learners.
- The transportation of learners is ultimately the decision of the member of staff.
- See Transportation Policy

Managing Actual and Potential Aggression

- Staff will receive bespoke CRB training to equip them to develop strategies to manage the avoidance of the need for physical intervention.

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