

Reach Support Services

Lone Working Policy

1. Purpose

This policy outlines how REACH Support Services Ltd ensures the safety and wellbeing of its staff who may be working alone without direct supervision, particularly when delivering support in schools, office space, or off-site locations.

2. Definition of Lone Working

Lone working refers to any situation where a staff member works by themselves without close or direct supervision, including: one-to-one sessions with a child or young person; working off-site or in community venues: travelling alone to and from appointments; working outside normal hours or in isolated environments.

3. Responsibilities

Employer (REACH Support Services Ltd): conduct risk assessments for lone working roles; provide appropriate training and guidance; Implement communication procedures; ensure lone workers have access to support and reporting systems; employees (Lone Workers): follow all company procedures and safety guidance; keep communication channels open; report any concerns, incidents, or near misses promptly; Maintain personal and professional boundaries.

4. Procedures and Safety Measures

A. Risk Assessment

A lone working risk assessment must be completed before starting a new placement or location. Risk factors include location, time of day, known risks related to the client, and potential hazards (e.g., home environment).

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B. Communication Protocols

Staff must check in and out with a manager or designated colleague before and after each session. Location and expected duration of sessions must be recorded. Emergency contact procedures must be in place.

C. Use of Technology

Lone workers must carry a charged mobile phone. GPS or location-sharing apps may be used where appropriate. All client contact must be logged confidentially and securely.

5. Safeguarding and Boundaries

All 1:1 sessions should take place in safe, visible, and approved environments such as designated school rooms or public spaces. Doors must remain open or visibility maintained unless safeguarding risks require otherwise. Lone working with children in private homes is strongly discouraged unless formally risk-assessed and in very rare circumstances.

6. Emergencies

In an emergency:
call emergency services (999) if immediate danger is present.
Notify a manager as soon as it is safe to do so.
Complete an incident form after any serious event.

7. Training and Review

All staff must receive training on lone working during induction.

This policy will be reviewed annually or after any incident.

Last reviewed: May 2025

Next review due: May 2026

Approved by: Jamie Tugby

Signature: