SAFETY • PROFESSIONALISM • CONSISTENCY

LIMITLESS LONE WORKING POLICY

POLICY VERSION	REVIEW DATE	PROPRIETOR	H&S LEAD	DSL
1.0 (Feb 2026)	Annually – Feb 2027	Dwayne Paul	Dwayne Paul	Harriet Ann Fry

1. PURPOSE

To ensure all staff working alone — on or off site — are safe, supported, and protected. Lone working includes:

- Being alone in the building
- 1:1 session with students
- Home visits & offsite meetings
- Travel between sites

Limitless Principle: No member of staff should ever feel unsafe or isolated.

2. CORE PRINCIPLES

- Safety comes first — always.
- Lone working must be planned, communicated, and risk-assessed.
- Staff must have a clear way to call for help.
- Students must never be left alone with a single adult in an unsafe or unmonitored environment.
- Professional boundaries protect both staff and students.

3. TYPES OF LONE WORKING

Low-Risk

- Working alone in an office
- Early arrival / late departure & admin tasks

Higher-Risk

- 1:1 work with students & home visits
- Offsite meetings
- Working with students with known risks
- Isolated areas of the building

4. STAFF RESPONSIBILITIES & 5. MANAGER RESPONSIBILITIES

Staff must: sign in/out; inform a colleague or manager; keep a charged phone accessible; follow risk assessments; report concerns immediately; avoid unsafe situations.

Staff must not: conduct 1:1 sessions in rooms without visibility; allow themselves to be cornered; transport students alone unless authorised; enter a student's home without approval.

Managers must: ensure staff are trained; complete risk assessments; provide safe working environments; ensure communication systems are in place; respond to concerns promptly.

6. 1:1 WORK WITH STUDENTS & 7. HOME VISITS

1:1 Safety: Use rooms with windows or open doors; inform another staff member; sit closest to the exit; avoid secluded areas; log concerns immediately. *If a student becomes dysregulated:* end the session, move to a safe space, seek support, record and report.

Home visits must: be pre-approved, risk-assessed, completed in pairs where possible, have a check-in system, and end immediately if unsafe. **Never:** enter homes where adults are intoxicated, stay if threatened, or attend without a working phone.

8. BUILDING SAFETY

When working alone:

- Keep external gate locked
- Do not admit unknown individuals
- Stay in well-lit areas
- Avoid high-risk equipment
- Know exits and alarms

9. COMMUNICATION & CHECK-IN

Staff must: notify a colleague when starting lone work, agree check-in times, and confirm when finished.

If no check-in: attempt contact, escalate to MD/DM, and follow emergency procedures.

10. EMERGENCY PROCEDURES

If you feel unsafe: leave immediately, move to a safe area, call for support, report the incident.

If a student poses a risk: prioritise your safety, use de-escalation, call for support, record and report.

11. REPORTING • 12. TRAINING • 13. REVIEW