

**Remedicare Education Services**

**Lone Working and Safer Working Practice Policy**

**Updated: September 2026**

**Review: September 2027**

**1. Purpose**

Remedicare Education Services is committed to ensuring the safety, wellbeing and protection of all learners, staff and visitors.

As an Alternative Provision provider, Remedicare recognises that some aspects of our work require staff to operate independently, including:

- Individual education sessions.
- Outreach and community-based learning.
- Home visits.
- Off-site activities.
- Transporting and supporting learners.
- Outdoor learning activities.
- Working at different Remedicare locations.
- Completing duties outside normal provision hours.

Lone working is an important part of Remedicare's personalised approach; however, it must always be planned, risk assessed and managed appropriately.

This policy sets out the expectations and procedures for safe lone working and ensures that staff understand their responsibilities when working without immediate support from another colleague.

This policy should be read alongside:

- Child Protection and Safeguarding Policy.
- Staff Code of Conduct.
- Staff Concerns and Conduct Protocol.
- Transport and Driving Policy.
- Off-Site Activities Policy.
- Health and Safety Policy.
- Whistleblowing Policy.

## 2. Definition of Lone Working

For the purpose of this policy, lone working is defined as:

Any situation where a member of staff is working without direct support, supervision or immediate assistance from another adult who could reasonably provide help in the event of an emergency.

Examples of lone working within Remedicare include:

- A staff member delivering a 1:1 education session with a learner.
- A staff member supporting a learner off-site.
- A member of staff completing outreach work.
- A staff member visiting a family home.
- A staff member working alone at a Remedicare site.
- A staff member opening or closing a provision.
- A staff member supporting outdoor learning activities.
- A driver transporting a learner.

## 3. Principles of Lone Working at Remedicare

Remedicare recognises that effective Alternative Provision often requires personalised support and individualised learning.

Lone working is permitted where:

- The activity has been risk assessed.
- Staff understand the expectations and procedures.
- Appropriate safeguarding measures are in place.
- The learner's individual needs and risks have been considered.
- Communication arrangements are established.

Lone working should never mean working without support.

All staff must have access to:

- Management support.
- Safeguarding support.
- Emergency contacts.
- Agreed escalation routes.

#### **4. Risk Assessment and Planning**

All lone working activities must be appropriately risk assessed.

The responsible manager must ensure risks are identified, reviewed and controlled.

Risk assessments should consider:

##### **Learner Factors**

Including:

- Behaviour history.
- Emotional regulation needs.
- Communication needs.
- Additional needs.
- Medical information.
- Known triggers.
- Previous incidents.
- Risks of absconding.
- Risks of aggression or unsafe behaviour.

##### **Environment Factors**

Including:

- Location.
- Accessibility.
- Visibility.
- Emergency arrangements.
- Public access.
- Mobile phone signal.
- Weather conditions where relevant.

##### **Staff Factors**

Including:

- Experience.
- Training.
- Confidence.

- Ability to manage the activity safely.
- Any health considerations.

Where risks cannot be appropriately controlled, lone working should not take place.

## **5. Dynamic Risk Assessment**

Staff must complete ongoing dynamic risk assessments throughout all lone working activities.

Staff must consider:

- Has anything changed since the original assessment?
- Is the learner presenting differently today?
- Is the environment safe?
- Are there any new risks?
- Do additional controls need to be introduced?

Staff have the authority to stop or adapt an activity where they believe there is a safety concern.

Any significant changes, incidents or concerns must be reported to a manager and recorded.

## **6. Lone Working with Learners**

Remedicare recognises that 1:1 working is a key part of personalised Alternative Provision.

However, all 1:1 working must remain professional, transparent and safeguarding-focused.

Staff must:

- Maintain professional boundaries at all times.
- Follow the Staff Code of Conduct.
- Ensure sessions are planned and recorded.
- Work in suitable environments.
- Keep colleagues informed of their location and activity.
- Follow learner-specific risk assessments.
- Report concerns immediately.

Where possible:

- Sessions should take place in observable spaces.
- Doors should remain open where appropriate.
- Another staff member should know where the session is taking place.

However, Remedicare recognises that some learners may require confidential or individual support. In these situations, staff must ensure the arrangement is planned, justified and professionally managed.

## **7. Home Visits and Community-Based Learning**

Home visits and community learning activities must be carefully planned.

Before a visit takes place:

- The purpose of the visit must be clear.
- A risk assessment must be completed where required.
- Staff must have access to emergency contacts.
- A manager must be aware of the visit.

Staff must:

- Confirm arrival and departure times.
- Maintain professional boundaries.
- Avoid accepting money or gifts.
- Avoid becoming involved in family disputes.
- Leave immediately if they feel unsafe.

Staff must not undertake visits where there are known risks including:

- Violence.
- Threats.
- Substance misuse concerns.
- Unsafe environments.

Where concerns exist, management must review whether additional controls or alternative arrangements are required.

## **8. Communication and Check-In Procedures**

All staff completing lone working activities must have an agreed communication plan.

Depending on the activity, this may include:

- Checking in before starting.
- Confirming arrival.

- Confirming completion.
- Reporting delays.
- Activating live location where required.

Staff working off-site or completing lone activities must ensure they have:

- A charged mobile phone.
- Access to emergency contact numbers.
- Access to safeguarding support.

Failure to follow agreed communication procedures may be treated as a conduct concern due to the potential safety implications.

## **9. Off-Site and Outdoor Learning Lone Working**

Staff delivering off-site activities must follow the Remedicare Off-Site Activities Policy.

This includes:

- Completing appropriate risk assessments.
- Ensuring activities are approved.
- Considering weather and environmental risks.
- Maintaining appropriate supervision.
- Carrying emergency information.

Outdoor learning activities, including Nature's Remedi programmes, must consider:

- Terrain.
- Equipment use.
- Weather conditions.
- Learner confidence.
- Medical needs.
- Emergency access.

Staff must not undertake activities alone where the risk cannot be safely managed.

## **10. Working Alone at Remedicare Sites**

Staff working alone on Remedicare premises must:

- Inform management where required.

- Follow security procedures.
- Ensure doors and access points are secure.
- Know emergency procedures.
- Have access to communication.

Staff must not enter a building if:

- There are signs of forced entry.
- There is a known security concern.
- They feel unsafe.

In these situations, staff must contact emergency services and management.

## **11. Staff Responsibilities**

All staff have a responsibility to:

- Follow this policy.
- Take reasonable care of themselves and others.
- Report risks or concerns.
- Follow safeguarding procedures.
- Use professional judgement.
- Attend required training.

Staff must not:

- Put themselves or learners at unnecessary risk.
- Ignore risk assessments.
- Continue activities where safety cannot be maintained.
- Undertake tasks outside their competence.

## **12. Management Responsibilities**

Managers must:

- Ensure appropriate risk assessments are completed.
- Ensure staff receive suitable training.
- Review incidents and concerns.
- Provide support and guidance.
- Monitor lone working arrangements.

The Director of Education has overall responsibility for ensuring effective implementation of this policy.

### **13. Safeguarding Concerns During Lone Working**

Any safeguarding concern arising during lone working must be reported immediately to the Designated Safeguarding Lead.

This includes concerns relating to:

- Learner behaviour.
- Staff conduct.
- Professional boundaries.
- Allegations against staff.
- Low-level concerns.

Where a staff member feels a safeguarding concern has not been appropriately addressed, they must escalate through the safeguarding procedures, including contacting alternative senior leadership or external safeguarding partners where appropriate.

### **14. Health, Safety and Emergencies**

Staff must follow Remedicare emergency procedures.

In an emergency:

- Ensure immediate safety.
- Contact emergency services if required.
- Inform management.
- Complete relevant incident reporting.

All incidents, accidents, near misses or safeguarding concerns must be recorded.

### **15. Staff Health and Wellbeing**

Remedicare recognises that lone working can present additional pressures.

Staff should speak with their manager if they have concerns about:

- Feeling unsafe.
- Workload.
- Confidence managing lone working.
- Health conditions affecting their ability to work safely.

Remedicare will consider reasonable adjustments where appropriate.

#### **16. Failure to Follow Lone Working Procedures**

Failure to follow this policy may place staff and learners at risk.

Where staff deliberately fail to follow agreed procedures, this may be managed under the Staff Concerns and Conduct Protocol.