Simply Sensory

Training and Support

Creating The Building Blocks For Learning

"Live, Laugh, Learn"

Simply Sensory
Lone Working Guidance and Policy
September 2026 - 2027

September 2026

Review date September 2027

Under Section 2(1) of the Health and Safety at Work Act of 1974, Simply Sensory has a legal duty, so far as is reasonably practicable, to ensure the health, safety and welfare at work of all staff. This duty can extend to protecting employees from violence and abuse.

Simply Sensory views violence and abuse as unacceptable and has a commitment to providing personal safety at work for all staff.

Definition of work-related violence

Any incident, in which an employee is abused, threatened, assaulted or suffers damage to their property, in circumstances arising out of course of his or her employment.

Aim

This guidance is designed to protect staff from violence whilst working in lone situations, and to fulfill our duty of care towards employees of this respect.

The guidance covers all staff within the Simply Sensory team or staff or volunteers, who are working in lone situations i.e. in homes, in the community, care homes and in schools and early years settings.

Management Responsibilities

- **T**o ensure that all reasonable preventative measures are in place to protect staff
- To provide appropriate training and guidelines for all staff as part of induction and ongoing professional development
- To ensure the policies and procedures are reviewed regularly and updated as necessary
- To ensure that staff, permanent and supply have access to a mobile telephone
- To ensure that all incidents listed on the notifiable major injuries and conditions produced by N.C.C. are reported to the Health and Safety Executive. Where a member of staff is absent from work for more than 3 days as a result of work related violence this will also be reported to the Health and Safety Executive on form F2508

Staff Responsibilities

- Under section 7 of the Health and Safety at Work Act 1974 it is the duty of every employee whilst at work to take reasonable care for the health and safety of himself/herself and of any other persons who may be affected by his/her actions or omissions at work
- All staff should ensure that they are familiar with the policy and procedures as set out in this document and that they comply with them
- Failure to comply could result in disciplinary procedures
- Staff must cooperate with Simply Sensory in matters of Health and Safety. They should not put themselves or others at risk by their activities. They should report to Simply Sensory all potential hazards, accidents or near misses which they have experienced or witnessed

- Authorised car users must have business cover on their motor insurance and are responsible for the safety and maintenance of vehicles used for work
- If a member of staff is involved in a road traffic accident whilst at work, he/she should inform their designated contact Helen/Julie if possible, with details of the incident
- Members of staff who have medical conditions which may compromise their safety are recommended to inform Helen/Julie and to note this on Risk Assessment forms
- Simply Sensory staff should make contact with each at least once per day, probably in the afternoon
- Staff have the responsibility to ensure that their mobile phone is charged during working hours

Safety on Home and Site Visits

- If staff identify any risks during home tutoring/sensory sessions they are asked to report it immediately to Helen/Julie who will update the RA accordingly.
- New additional password in place for when staff are in urgent and immediate danger. Staff are to alert us to the fact that they need emergency help and if they feel their safety is compromised.
- Ensure that weekly timetables are up to date and accurate. Timetables should be posted on the electronic calendar weekly. Any changes in the planned timetable should be notified as soon as the change is known
- Initial visits should be conducted by Simply Sensory who will liaise with the referring school and/or supporting agencies regarding any identified concern prior to the visit. As part of the initial visit the environment and any potential risks for lone working will be noted. If a risk is identified during the initial visit or a potential risk is identified at any time a risk assessment will be completed or updated which will be shared electronically with all necessary staff. This will be filed in the student file in a locked cupboard . These are found in the Simply Sensory risk assessment folder
- Where visits take place in public or community buildings such as libraries or community centres, a venue risk assessment should be carried out prior to the work taking place. These are found in the Simply Sensory risk assessment folder
- Staff working in schools, early years settings, care homes and public venues should avoid isolated situations, e.g. a room with a closed door and no outside view. Premises intended for one to one work should be equipped with a telephone, if you do not have your work phone
- On a home visit ensure you are not left alone with a child. The carer/parent should be in the home in a close vicinity to where you are working. In addition to personal safety this is good practice in terms of working supportively and cooperatively with parents and carers
- Never agree to be alone in the house with a child
- If you are alone in a room with a child, keep the door ajar

- If a child is accidentally hurt or becomes ill during a session, ensure you inform the parent/carer immediately. In the case of accidental injury, the incident must be reported immediately and an accident form completed
- If you are hurt or become ill, inform the parent/carer immediately and if appropriate, leave. Seek medical attention if needed
- If you are going to work closely or in physical contact with a child, e.g. lap play, make sure that the parent/carer understands why you are doing this
- If your work session is interrupted by a member of the household in a manner unacceptable to you, feel free to close the session and rearrange it for another time
- If at any time you feel that verbal or physical threats or abuse may compromise your personal security, leave immediately and notify Helen/Julie. It is your responsibility to log all details immediately
- Do not divulge personal information such as your address and phone number. Only use your work mobile number
- Do not agree to keep confidence in anything that might be told to you. If you think people may want to make disclosures, warn them that you will be duty bound to pass on any information regarding the compromise of children's safety and wellbeing
- Individual schools and settings should have policies and practices regarding responding to violence. Staff should ensure that they are fully informed regarding any existing policies and practices relating to schools in which they are employed by
- Note who to contact should the need arise within the setting
- When parking your vehicle, take care to avoid isolated and poorly lit locations. Equipment and valuables should be concealed
- In the event of a breakdown, contact Helen/Julie immediately

Visiting Protocol

- For initial assessment visit make prior arrangements either by telephone call or letter or personal contact
- Ensure the purpose of the visit is clear
- Ensure that you carry Simply Sensory ID/DBS with you
- Remember you are a visitor
- Arrive on time. Do not call earlier than arranged. If you know you are going to be detained, call ahead
- If on arrival, someone meets you other than the person with whom you have made the appointment, feel free to rearrange the appointment
- If at any time you feel concerned about your personal safety, leave immediately and telephone Helen/Julie (see strategy list below)
- Ensure that you are equipped with contact numbers in case of an emergency
- Do not leave sensitive/confidential information on view
- Always agree on a plan of exit strategy when you are visiting in pairs and you feel uncomfortable and need to leave

Avoidance and Diffusion Strategies

- Do not expose yourself to unnecessary risk
- Visit in daylight and be punctual
- If in doubt, make an excuse to stay on the doorstep
- Take note of body language
- Use humour
- Keep calm
- Be serious
- Take advice
- Listen
- Communicate
- Acknowledge their feelings
- Be non-judgmental
- Apologise/Empathise
- Stay out of their space
- Don't undermine
- Give a way out without losing face
- Respect
- Be quietly insistent
- Be assertive, not aggressive
- Be aware of back-up/support
- Take time to think
- Set boundaries
- Realise that to do all this may be difficult
- Leave yourself a way out
- Always make sure you have a clear exit

Appropriate Response in a crisis

- Call for back-up
- Walk away
- "Can I help you?"
- Call a halt or a pause to a meeting
- "What can we do?"
- "How can we move forward?"
- Set boundaries - give clear signals
- Define roles
- Explain consequences
- Do not try to be a hero - personal safety must be paramount
- Record and Witness
- Opportunity for debriefing