



GUIDING SEND FAMILIES

Special educational needs & disabilities

Supporting children, young people and families through advocacy, mentoring, SEND guidance and preparation for adulthood.

Lone Working Policy

Organisation: Guiding SEND Families

Policy Owner: Nicola Palfreyman (Sole Trader)

Version: 2.0

Effective Date: 16 July 2026

Review Date: 16 July 2027

Review Frequency: Annually

1. Purpose

This policy sets out Guiding SEND Families' commitment to promoting safe lone-working practices while delivering services to children, young people, adults and families.

It aims to minimise risks, protect personal safety and wellbeing, and ensure that lone-working activities are carried out safely, professionally and in accordance with safeguarding responsibilities.

2. Lone Working Arrangements

Lone working may take place during:

- Face-to-face mentoring sessions
- Community-based activities
- Visits to public venues
- Work experience placements
- Meetings with families
- Travel between appointments
- Preparation for adulthood activities

3. Responsibilities





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As the sole trader of Guiding SEND Families, Nicola Palfreyman is responsible for implementing this policy and maintaining safe lone-working practices.

This includes:

- Assessing potential risks before appointments where appropriate
- Planning appointments safely
- Maintaining appropriate insurance
- Following safeguarding procedures at all times
- Maintaining professional boundaries
- Reviewing lone-working arrangements regularly

4. Risk Assessment

Potential risks associated with lone working will be considered before appointments or activities take place.

Where appropriate, risk assessments will be completed and reviewed if circumstances change or new risks are identified.

Consideration will be given to:

- The location of appointments
- The time of day
- Individual needs and known risks
- Safeguarding considerations
- Any environmental or personal safety concerns

5. Safety Measures

Reasonable steps will be taken to promote personal safety while working alone.

These may include:

- Maintaining an up-to-date work diary and appointment schedule
- Carrying a fully charged mobile phone





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- Informing a nominated contact of appointments where appropriate
- Meeting in appropriate, safe and agreed locations
- Remaining aware of the surrounding environment
- Following safeguarding procedures at all times

6. Communication

Guiding SEND Families recognises that effective communication is an important part of lone-working safety.

Appointment details will be recorded appropriately and, where necessary, a nominated contact will be aware of appointment locations and expected completion times.

Any concerns regarding personal safety will be acted upon immediately.

7. Professional Boundaries

Professional boundaries will be maintained at all times to ensure safe, respectful and appropriate working relationships.

Any concerns relating to safety, professional conduct or safeguarding will be managed in accordance with the Safeguarding Policy and other relevant organisational policies.

8. Ending or Rearranging Appointments

If a situation becomes unsafe, inappropriate or raises concerns for personal safety or safeguarding, Guiding SEND Families reserves the right to end the appointment immediately.

Where appropriate, alternative arrangements will be discussed with the child, young person, family or referring professional.





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9. Emergencies

In the event of an emergency, appropriate emergency services will be contacted immediately.

Parents, carers or relevant professionals will be informed where appropriate, and safeguarding procedures will be followed where necessary.

Any incident will be recorded and reviewed to identify any learning or improvements to future lone-working arrangements.

10. Policy Review

This policy will be reviewed annually, or sooner if there are changes to legislation, guidance or working practices that may affect its content.

