



Lone Working Policy

Autism Mentors Ltd – Neurodiversity Mentoring/Support Services

Location: Oxfordshire, UK

Effective Date: 1st September 2025

Next Review Date: September 2026

1. Purpose

This policy sets out the procedures and safeguards in place to protect staff and clients when lone working. Lone working may occur when a team member works without direct supervision or is the sole representative of the organisation during a home visit, community activity, or school placement.

Our commitment is to reduce risks and ensure the safety and wellbeing of both staff and the people we support, in line with UK legislation and guidance, including:

- Health and Safety at Work etc. Act 1974
- Management of Health and Safety at Work Regulations 1999
- Working Together to Safeguard Children (2023)
- Keeping Children Safe in Education (KCSIE) 2025
- Safeguarding Adults (Care Act 2014)
- Worker Protection (Amendment of Equality Act 2010) Act 2023

2. Scope

This policy applies to all self-employed and employed staff, contractors, and volunteers who may work alone while providing mentoring or support to neurodivergent individuals in homes, schools, or community settings.

3. Definition of Lone Working

Lone working includes (but is not limited to):

- Home visits where the staff member is alone with a child, adult, or family.
- Community outings (e.g. swimming, soft play, parks) without another staff member present.
- School or college support without on-site supervision by Autism Mentors Ltd.
- Remote or digital sessions without a second worker present.

4. Risk Management

4.1 Risk Assessment

- A risk assessment must be completed for all lone working roles and individual clients, considering location, environment, medical or behavioural needs, and history of incidents.
- New or unknown clients may require an initial joint visit to assess risk.
- Dynamic risk assessments must be carried out by staff on arrival if unexpected risks are identified.

4.2 Communication

- Lone workers must check in with a designated contact before and after each session.
- Staff must carry a charged mobile phone at all times and keep it accessible.
- If a session extends or changes unexpectedly, the designated contact must be updated.
- Where possible, the “buddy system” will be used to ensure staff safety.

4.3 Emergency Procedures

- In an emergency, staff must contact 999 and then inform their line manager or designated contact.
- Any incident or near miss must be reported and recorded within 24 hours using our Incident Report Form.

- Michelle Wray (DSL)
- Tel: 07707 764876
- Email: dsl@autismmentors.co.uk

5. Safety Measures

- Workers must not enter a home if they feel unsafe and should remove themselves immediately if a situation escalates.
- When transporting clients, safety procedures must be followed (seatbelts, risk-assessed travel, parental/guardian permissions).
- Staff should avoid sharing personal contact details with clients/families unless authorised.
- Safeguarding concerns must be reported in line with our Safeguarding Policy and local authority procedures:
 - Oxfordshire MASH: 0345 050 7666 (Mon–Thurs 8:30am–5pm, Fri 8:30am–4pm)
 - Out of Hours Emergency Duty Team: 0800 833 408

6. Responsibilities

Staff Responsibilities

- Follow this policy and use professional judgment at all times.
- Maintain regular contact and report concerns or incidents.
- Carry ID, mobile phone, and emergency contact information.
- Complete relevant training (e.g. safeguarding, de-escalation, lone working safety).

Organisation Responsibilities

- Provide training, guidance, and emergency procedures.
- Conduct risk assessments for lone working situations.

- Provide access to supervision and reflective practice.
- Review lone working incidents and update policy as required.

7. Confidentiality & Data Protection


All personal client information must be handled in line with the UK GDPR and Data Protection Act 2018.

- Paper records must be stored securely.
- Mobile devices must be password-protected and, where possible, use two-factor authentication.
- Personal data must never be stored on personal devices without authorisation.

8. Training & Review

- All staff must complete induction and refresher training on lone working and safeguarding.
- This policy will be reviewed annually, or sooner if an incident occurs, guidance changes, or new risks are identified.

Policy Approval

Signed: 

Name: Michelle Wray [Director / Safeguarding Lead]

Date: 1/9/24