

# SPM Development Services Ltd

## Lone Worker and Home Visit Policy

**Reviewed and Updated:** April 2026

**Next Review:** April 2027, or sooner if statutory guidance changes.

### Policy Statement

SPM Development Services Ltd takes the health, safety and safeguarding of all staff, self-employed tutors, mentors, and others delivering services on its behalf seriously. We have a duty to take reasonable steps to ensure the health, safety and welfare of those working on behalf of the organisation. This includes when working alone in students' homes or in other settings outside of school. This policy forms part of SPM's wider safeguarding framework and aligns with the Safeguarding and Child Protection Policy (2026). It ensures compliance with commissioning authority expectations for EHCP and EOTAS students.

### Aim and Scope

This policy alerts staff, tutors, mentors, and volunteers to the risks presented by lone working, identifies responsibilities, and describes procedures to minimise risks. It gives tutors and mentors a clear framework for managing potentially risky situations.

### Legal Framework

Under the Health and Safety at Work etc. Act 1974, organisations have duties to manage health and safety risks arising from their activities. The Management of Health and Safety at Work Regulations 1999 require risks to be assessed and proportionate preventative measures to be put in place. The main risks associated with home visiting are violence, intimidation, or isolation.

### Lone Workers

Lone workers are those who work by themselves without close or direct supervision. SPM Development Services Ltd has responsibility for assessing risks to lone workers and putting in place measures to avoid or control those risks. There is no general prohibition on working alone, but risk assessments and safeguards must always be in place.

### Responsibilities

Tutors and mentors are responsible for:

- Risk assessing activities before tutoring, mentoring or support work off-site.
- Ensuring their own safety and the safety of the student at all times.
- Using control measures such as check-in/out systems, phones, alarms and safe working practices.

- Recording and sharing significant findings of risk assessments.
- Reporting concerns, incidents or near misses immediately to the DSL.

SPM is responsible for:

- Providing training on lone working as part of induction and ongoing safeguarding updates.
- Providing tutors with relevant information about students, including any medical needs or risks, and known risks associated with parents/carers.
- Supporting staff who feel unsafe or leave a visit for safety reasons.

### Lone Worker Guidance

The following guidance must be followed when working alone or visiting homes:

- All identified risks must be shared with staff and mitigated before visits take place.
- Tutors/mentors must be given all relevant information about students and families.
- Client/student details must be kept confidential and handled in line with UK GDPR.
- Confirm appointments by phone and agree times clearly with parents/carers.
- Inform SPM of any changes to visit times or arrangements.
- Always tell a colleague where you are going and when you are expected back.
- Assess the location on arrival and leave immediately if you feel unsafe.
- Do not give lifts to students or family members.
- Only teach in the location agreed in advance and recorded on the risk assessment.
- Always carry a mobile phone; personal alarms may also be used.
- Follow safe travel practices (well-lit parking, keys accessible, avoiding isolated areas).
- Pets such as dogs must be secured in another room or outside.
- Never work with a student if no responsible adult is present in the home unless alternative arrangements have been explicitly agreed by SPM and reflected within the individual risk assessment.
- Tutors must operate a no-touch approach and must not engage in physical contact with students other than where immediately necessary to prevent harm, respond to an emergency, or ensure immediate safety.
- Tutors must not provide physical prompting, sensory regulation strategies, massage, therapeutic touch, occupational therapy activities, physical intervention, or any other planned direct-contact support.
- Medication, personal care, therapeutic input, sensory regulation, and other physical support remain the responsibility of the responsible adult, parent/carer, or relevant external professional.
- If another person in the home makes you feel uncomfortable, ask them to leave or end the session.
- Do not become involved in family disputes.
- If at any point you feel uncomfortable or unsafe, make an excuse and leave immediately.

SPM will always support this decision.

- Report all incidents, including near misses, immediately to the DSL and record them appropriately.

### **Reporting and Escalation**

All safeguarding concerns, incidents, or near misses during lone working or home visits must be:

- Reported immediately to the DSL (Simon Piper-Masha).
- Recorded factually on the safeguarding reporting form.
- Escalated to the commissioning local authority where required.

### **Policy Review**

This policy will be reviewed annually, or sooner if statutory guidance or commissioning authority requirements change.