

THE HAVEN

Operated by the Autistic Girls Network charity — 1196655 (England and Wales), SC054837 (Scotland)

Lone Working Policy

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1. Purpose

This policy exists to protect staff, learners, contractors, and volunteers when working without direct supervision—whether online, in hybrid contexts, or during rare in-person support activities. It ensures that lone working at The Haven is conducted safely, transparently, and in alignment with statutory safeguarding frameworks and our neurodivergent-affirming, trauma-informed ethos.

2. Scope

This policy applies to all The Haven employees, contractors, mentors, and volunteers who may:

- Work online 1:1 with learners.
- Provide asynchronous support without immediate oversight.
- Undertake out-of-hours or unsupervised administrative work.

3. Guiding Principles

- **Safety-first:** safeguarding learners and protecting staff wellbeing equally.
- **Transparency:** clear reporting and record-keeping for all lone working arrangements.
- **Neurodivergent-affirming:** recognising communication and relational differences.
- **Alignment:** consistent with The Haven's Safeguarding, Staff Conduct, Behaviour, and Prevent Duty policies.

4. Definitions

- **Lone Working:** Any situation in which staff operate without direct, immediate support from another adult.
- **High-risk lone working:** 1:1 interactions (online or in-person) with a learner that require prior approval and specific risk assessment.

5. Risk Assessment

- All lone working activities must be risk assessed in advance.
- DSL to oversee risk assessments for 1:1 learner work.
- Risks considered include: visibility (e.g., camera off), emotional impact, location safety, safeguarding escalation, and digital recording protocols.
- Staff may not initiate lone in-person meetings with learners without written approval from Haven leadership and a completed risk assessment. Parental enrollment at The Haven gives implicit approval for online 1:1 sessions using Haven-approved platforms.

6. Safe Practice Expectations

- Use only The Haven-approved digital platforms.
- Maintain visibility—no disabling of chat logs or recordings where policy requires.
- Inform supervisor/DSL of planned lone working sessions.
- Check-in/check-out system with a colleague for out-of-hours or high-risk lone working.
- Immediate escalation to DSL if concerns arise during a lone session
- Staff will not transport learners (eg. to exams) at any time whether 1:1 or in a group.

7. Emergency and Escalation

- Staff must have access to:
 - DSL and Deputy DSL contact details.
 - Emergency services where physical safety is at risk.
- If unsafe or inappropriate behaviour occurs during lone working, the staff member must end the session safely and report immediately.

8. Wellbeing and Support

- Staff may decline lone working if they feel unsafe.
- Supervision and reflective practice offered following incidents, disclosures, or distressing lone sessions.
- Weekly or as required staff wellbeing checks for those engaged in significant lone working.

9. Monitoring and Review

- Lone working logs to be reviewed by DSL termly as part of safeguarding audits.
- Governing Board to receive anonymised reports of lone working practices and incidents.

- Policy to be reviewed annually or sooner if statutory guidance changes.

10. Practical Lone Working Checklist

Before a Lone Working Session

- ☐ Confirm session is logged and risk assessed.
- ☐ Notify Supervisor/DSL of start and expected end time.
- ☐ Ensure you are using a Haven-approved platform.
- ☐ Check your working environment is safe, private, and free from interruptions.
- ☐ Have emergency contacts (DSL, Deputy DSL, emergency services) accessible.

During a Lone Working Session

- ☐ Keep chat logs/recordings enabled if required.
- ☐ Remain alert to safeguarding indicators (withdrawal, coded language, distress).
- ☐ Maintain professional boundaries at all times.
- ☐ Escalate immediately if a concern arises.

After a Lone Working Session

- ☐ Check out with line manager/DSL.
- ☐ Log any safeguarding concerns on the appropriate system.
- ☐ Record the session in lone working log.
- ☐ Access reflective supervision if the session was challenging.

This PDF was generated from the published policy at policies.thehavenonline.school on 26 August 2026. The website is the authoritative, most current version of this policy.