



ND SEND Specialists Ltd.

Complaints & Escalation Policy

Designation	Name	Date	Signature
Director	Joanna Roberts	10/01/2025	J. Roberts

Monitoring & Evaluation	
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Document Version Control

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1.0	Initial Set-up of Policy	10/01/2025

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ND SEND Specialists Ltd. Lone Working Policy

1. Introduction

This policy ensures the safety of any individuals working alone while providing services. Lone workers may include the Director, employees, or contractors working remotely or offsite.

2. Risk Assessment

- Lone working must be risk assessed for each scenario. (see Appendix)
- Consideration must be given to location, nature of work, and emergency procedures.

3. Safe Working Practices

- Maintain regular contact with a designated person when working alone.
- Avoid meeting clients in isolated or unsafe locations.
- Ensure mobile phones are fully charged and emergency contacts are accessible.

4. Incident Reporting

- Any incidents must be recorded and reported.
- If immediate danger arises, contact emergency services.

5. Appendix

5.1 ND SEND Specialists Ltd. Lone Working Risk Assessment

Hazard	Who Might Be Harmed?	Risk Level (Low/Medium/High)	Control Measures	Further Actions Required?
Working alone in clients' homes or educational settings	Employee (Director or future staff)	Medium	<ul style="list-style-type: none"> • Notify a designated contact before and after visits. • Conduct prior risk assessments of locations if possible. • Ensure mobile phone is charged and emergency contacts are accessible. 	Regularly review lone working practices.
Travelling alone to unfamiliar locations	Employee	Medium	<ul style="list-style-type: none"> • Use GPS tracking or location-sharing apps. • Park in well-lit areas and avoid isolated locations. • Plan routes and allow time for unexpected delays. 	Periodic training on personal safety.
Dealing with challenging behaviour (e.g., distressed clients, parents, or educators)	Employee	High	<ul style="list-style-type: none"> • Follow de-escalation strategies. • Avoid confrontation; exit situations where necessary. • Arrange meetings in public locations or with another colleague / professional present if concerns arise. 	Review challenging behaviour procedures annually.
Medical emergency or sudden illness while working alone	Employee	Medium	<ul style="list-style-type: none"> • Carry a personal first aid kit. • Have an emergency contact list accessible. • Ensure personal medical conditions are disclosed and managed appropriately. 	Arrange for first aid training if necessary.
Data security risks when working remotely	Employee, Clients	Medium	<ul style="list-style-type: none"> • Use secure, password-protected devices. • Store confidential information in encrypted files. • Avoid discussing sensitive information in public spaces. 	Review cybersecurity policies regularly.
Company:	ND SEND Specialists Ltd.	Overall Risk Level:	Medium	
Assessor:	Jo Roberts (Director)	Conclusion:	This assessment identifies key risks associated with lone working. By implementing the control measures, the risks can be reduced to an acceptable level. Regular reviews should be conducted to ensure ongoing safety and compliance.	
Date:	10/01/2025			
Review Date:	10/01/2026			



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5.2 ND SEND Specialists Ltd. Specific Lone Working Risk Assessment Template

Hazard	Who Might Be Harmed?	Risk Level (Low/Medium/High)	Control Measures	Further Actions Required?
		[Low/Medium/High]	•	
		[Low/Medium/High]	•	
		[Low/Medium/High]	•	
Company:	ND SEND Specialists Ltd.	Overall Risk Level:	Low/Medium/High	
Assessor:		Conclusion:		
Date:	Click or tap to enter a date.			
Review Date:	Click or tap to enter a date.			
Location:				
Activity:				