

## **Xpact Lone Working Policy**

### **1. Policy Statement**

Xpact is committed to the safety and wellbeing of all staff, mentors, volunteers, and the people we support. We recognise that lone working, particularly in remote, digital environments, presents unique risks that must be understood and managed.

This policy outlines how we assess, monitor, and reduce those risks to protect both workers and service users — including children and adults at risk.

### **2. Who This Policy Applies To**

This policy applies to:

- Mentors conducting one-to-one sessions online
- Staff working remotely from home
- Any person working without direct supervision or immediate support from colleagues

### **3. What is Lone Working?**

Lone working is defined as working without direct supervision or without others physically present, where assistance may not be readily available in an emergency.

At Xpact, this typically includes:

- Online mentoring via games or video platforms
- Remote planning or administration work
- Occasional in-person outreach (if applicable)

### **4. Key Risks of Lone Working in Digital Settings**

We recognise the following risks in remote/online lone working:

- Safeguarding concerns going unnoticed
- Boundary breaches in mentor–mentee communication
- Mental health or emotional distress in staff or mentees
- Lack of immediate support if a concern arises during a session
- Data breaches or technical failures

- Inappropriate or unmoderated content exposure

## 5. Our Commitments to Lone Worker Safety

Xpact will:

- Carry out risk assessments for all lone working roles
- Provide safeguarding and lone working training to all staff and mentors
- Ensure lone workers know how to report concerns and access support
- Use appropriate digital tools and communication channels with safeguarding in mind
- Require record keeping of sessions (e.g. session logs, mentoring notes)
- Provide regular supervision and check-ins

## 6. Responsibilities of Lone Workers (Mentors/Staff)

All lone workers must:

- Follow Xpact's safeguarding policies and Code of Conduct
- Use only approved platforms for communication
- Keep their calendar/schedule updated and visible to their supervisor
- Inform a line manager or designated person when mentoring sessions are scheduled - - Immediately report any incidents, concerns, or near misses
- Maintain professional boundaries at all times
- Ensure they work in a private, safe environment (e.g. quiet home office)

## 7. Supervision & Support

- Mentors will receive regular 1:1 supervision or check-ins with a designated lead
- Xpact maintains an open-door culture: lone workers can contact a senior staff member at any time during working hours
- Additional wellbeing support or adaptations will be made where needed (e.g. mental health, neurodiversity, disability)

## 8. Emergencies & Escalation

Lone workers must know how to escalate concerns. This includes:

- Contacting the Designated Safeguarding Lead (DSL) in safeguarding matters
- Using the agreed incident reporting procedure
- Calling emergency services (999) if someone is at immediate risk
- Contacting their line manager if they feel unsafe or overwhelmed

## 9. Confidentiality & Information Security

All lone workers must:

- Comply with Xpact's Data Protection Policy
- Keep devices secure and work in line with cybersecurity guidance
- Not store or share mentee information outside authorised systems
- Report any suspected data breach immediately

## 10. Review and Monitoring

This policy will be reviewed:

- Annually
- After any lone working-related incident
- If significant changes are made to service delivery or staff roles

Last Reviewed: October 2025

Next Review Due: October 2026

Policy Owner: E Collins

## 11. Related Policies

- Safeguarding & Child Protection Policy
- Online Safety Policy
- Staff Code of Conduct
- Incident Reporting & Escalation Procedure
- Data Protection & Privacy Policy