



# **Lone Working and Home Visits**

**Last Updated: April 2026**

## **Lone Working and Home Visits**

### **Purpose of this policy**

This policy outlines how staff and mentors should manage lone working and home or community based visits safely. It is designed to reduce risk, protect staff and young people, and ensure appropriate safeguarding procedures are followed at all times.

Lone working includes any situation where a staff member is working alone without immediate support or supervision.

### **What is lone working**

Lone working may include:

- one to one mentoring sessions
- meeting a young person in the community
- travelling alone for work
- delivering sessions without another staff member present
- home visits
- working in external venues without direct support

Lone working is a normal part of mentoring, but it must always be managed carefully.

### **Core principles**

When lone working, staff must:

- prioritise safety at all times
- follow safeguarding procedures
- maintain professional boundaries
- communicate clearly with MENT4
- avoid unnecessary risk
- act within their role and training

If something does not feel safe, staff should not proceed.

### **Planning ahead**

Before any lone working activity or visit, staff should:

- ensure the session or visit has been agreed and authorised
- confirm the location, time and purpose
- carry out or review a risk assessment where required
- inform a line manager or relevant team member
- ensure contact details are up to date
- have access to a phone and emergency contacts

Staff should not attend unplanned visits or meetings without prior agreement.

### **Home visits**

Home visits should only take place where:

- there is a clear purpose
- they have been agreed by a line manager or programme lead
- they are part of an approved plan
- safeguarding considerations have been reviewed

When carrying out a home visit, staff must:

- inform MENT4 of the visit details in advance
- check in before and after the visit where required
- remain in appropriate areas of the home
- maintain professional boundaries at all times
- avoid being in isolated or inappropriate situations
- leave immediately if they feel unsafe

Staff should not conduct home visits late at night or in situations that increase risk.

### **Meeting in the community**

When meeting young people outside formal venues, staff should:

- use public, appropriate and agreed locations
- avoid isolated or unsafe areas
- inform MENT4 of the meeting details
- keep sessions within agreed timeframes
- maintain visibility and safety

- follow safeguarding and boundaries policies

### **Travel and transport**

When travelling for work or with a young person, staff must follow MENT4's travel and transport policy.

Staff should:

- plan journeys in advance
- use safe and appropriate transport
- avoid unnecessary risk
- inform MENT4 if plans change
- ensure any transport involving young people is approved

### **Communication and check ins**

Clear communication is essential during lone working.

Staff should:

- inform their line manager or team of their schedule
- check in at agreed times where required
- confirm when sessions or visits have finished
- report any concerns or incidents immediately

If a staff member fails to check in as expected, MENT4 may take steps to ensure their safety.

### **Personal safety**

Staff must take reasonable steps to protect their own safety.

This includes:

- trusting their instincts
- avoiding confrontational situations
- not entering unsafe environments
- keeping personal belongings secure
- avoiding sharing personal information
- maintaining awareness of surroundings

If a situation feels unsafe, staff should leave and seek support.

### **Managing risk**

If a young person presents behaviour that increases risk, staff should:

- remain calm
- avoid escalation
- create distance where needed
- end the session if necessary
- report the concern to their line manager
- follow safeguarding and incident procedures

Staff should not put themselves at risk.

### **Emergency situations**

If there is an immediate risk to safety, staff should:

- contact emergency services where appropriate
- remove themselves from danger
- inform MENT4 as soon as possible
- follow safeguarding procedures

### **Recording and reporting**

Any concerns, incidents or unusual situations during lone working must be recorded and reported.

This may include:

- safeguarding concerns
- safety incidents
- behaviour issues
- changes to planned activity
- any situation that felt unsafe

Accurate recording helps MENT4 manage risk and improve safety.

### **Support and supervision**

Staff should discuss lone working in supervision, especially if:

- they feel unsafe or uncomfortable
- a situation was challenging
- boundaries were difficult to maintain
- additional support is needed

MENT4 aims to support staff and ensure lone working is managed safely.

### **Breaches of this policy**

Failure to follow lone working procedures may place staff and young people at risk.

This may lead to:

- supervision or additional guidance
- review of practice
- formal action where necessary

### **Final note**

Lone working is a key part of mentoring, but it must always be approached with care, planning and awareness. Staff safety and young person safety are equally important. Clear communication, preparation and professional judgement help ensure both are protected.

*This document has been approved by:*

**Luke Peters**  
**Executive Director**

A handwritten signature in grey ink, appearing to be "L. Peters".

*Helping young people discover what they are MENT4*

**Tel: 07808 595151**

**E-mail: [luke.peters@ment4.org](mailto:luke.peters@ment4.org)**



