SCPTI
Scarborough Counselling & Psychotherapy Training Institute

Lone Working Policy

Introduction

This policy sets out SCPTI's approach to the risks of lone working. It aims to raise awareness of those risks, set out each person's responsibilities and describe the procedures that keep the risks as low as possible. It is not intended to raise anxiety, but to give a framework for managing potentially risky situations where a person on the premises could be harmed, whether accidentally or deliberately.

This policy should be read with the SCPTI Health and Safety Policy and the SCPTI Safeguarding Policy and Procedure.

Building security and access

Front door keys and the internal door code are given to each member of staff and to any therapist who uses the building regularly for their self-employed practice. Everyone using the building is responsible for making sure the internal coded door is closed and latched after every use.

Only staff have key access to the office. Therapists are responsible for overseeing their clients' arrival at and departure from the building as safely as possible.

Wheelchair ramps are kept in the cupboard in the main training room, and downstairs rooms are available for sessions.

Risk assessment and DBS checks

Clients who are looking for a therapist and refer themselves directly to SCPTI are risk assessed by a senior, qualified and accredited SCPTI therapist, who then refers them to a suitable therapist from the list held on SCPTI's database.

Therapists who rent rooms privately and bring their own clients are responsible for risk assessing each client. Therapists are expected to use their clinical supervision for support and guidance with assessment. Modules on contracting and assessment are taught on all SCPTI courses.

All staff and therapists must have an up-to-date DBS check. Please speak to the Administration team if you need one.

Insurance

All therapists and staff must have current and valid public liability insurance, and therapists must also hold professional indemnity insurance, as the SCPTI Code of Ethics requires. The Administration team checks insurance annually.

First aid and reporting accidents and incidents

Staff and therapists are responsible for completing basic first aid and safeguarding training. A first aid box is kept on the table in reception. All accidents and incidents, however minor, must be reported to the Administration team at mail@scpti.co.uk, who will record them in the incident book for recording and insurance purposes.

Safeguarding incidents must be recorded as set out in the SCPTI Safeguarding Policy and Procedure.

If anyone needs urgent support, call the relevant service: 999, or the SCPTI Designated Safeguarding Lead (contact details are in the Safeguarding Policy and Procedure).

Any other incident that you feel SCPTI needs to know about must also be reported to mail@scpti.co.uk.

Fire safety

Everyone attending SCPTI must make themselves aware of the fire procedure. Notices are displayed in every room on each floor. When the alarm sounds, everyone must leave the building by the exits: the front door, the front and back of the large training room (Training Room 1), or through the admin office if the office is open.

Safeguarding

All adult and child safeguarding issues must be dealt with in line with the SCPTI Safeguarding Policy and Procedure.

Personal safety

All staff and therapists are responsible for their own personal safety at all times. Because of the confidential nature of the work at SCPTI, CCTV is not in operation. There will be times when a therapist is alone in the building with a client. The client must therefore be risk assessed (see Risk assessment and DBS checks above), and steps taken to make sure both people can leave the building safely when they want or need to.

SCPTI does not have panic buttons or a landline. Therapists must arrange their own "logging in and logging out" system with a family member or supervisor. Personal alarms or mobile phones can be used to seek safety and support.

Therapists should be mindful of patterns in their work schedule that others may notice, such as regular evening and weekend hours, and of clients who arrive with a companion. Clients should be encouraged to attend alone, unless they need someone with them, for example in couples work, when the client is a minor, or when the client needs help with access for physical or mental health reasons.

Everyone should be mindful of their personal safety when leaving the building alone.

Security lighting

Security lighting lights the stairways and emergency exits.

Last reviewed October 2026