



Welcome to the SENNIES Handbook!

At SENNIES, we are dedicated to providing exceptional care and support for children with special educational needs (SEN). Our mission is to create a nurturing environment where every child can thrive, and we believe that our nannies are at the heart of this mission. As a member of the SENNIES family, you play a vital role in shaping the lives of the children and families we serve.

This handbook is designed to be your comprehensive guide as you embark on your journey with us. Inside, you will find essential information about our values, policies, and expectations, as well as practical resources to help you succeed in your role. Whether you are an experienced nanny or new to the field of SEN childcare, we aim to equip you with the knowledge and tools necessary to provide outstanding care.

At SENNIES, we pride ourselves on fostering a supportive community that values professional development and collaboration. We encourage you to take advantage of the training opportunities available to you and to reach out for support whenever needed. Together, we can make a meaningful difference in the lives of the children we care for.

Thank you for being part of our mission. We are excited to work alongside you as we create a brighter future for children with special needs!

Training

Please complete the following courses on [Flick Learning](#) at your earliest convenience. All courses are accredited, and you will receive a certificate upon successful completion. Courses marked with an asterisk (*) are mandatory and must be finished within your first three months of employment. If you encounter any issues accessing Flick Learning, please reach out to us at headoffice@sennies.co.uk for assistance with re-registration.

- **Lone working ***
- **Allergens ***
- **SEND ***
- **Paediatric first aid ***
- **Child Safeguarding L1 ***
- **Spill kits***
- **Understanding allergies and anaphylaxis***
- Child Safeguarding L2
- Child Safeguarding L3
- Manual handling: safe lifting of children
- Food hygiene

[020 805 03068](tel:02080503068)

[Email: info@sennies.co.uk](mailto:info@sennies.co.uk)

- Autism awareness

Other courses available to you which you may wish to take are below.

- Child on Child abuse
- Diversity, inclusion and belonging
- equality and diversity
- EYFS made simple
- Fire safety
- Handling medication in care
- health and safety
- inclusive language
- Keeping children safe in education
- Managing meetings
- mental health and young people
- Mindfulness
- positive behaviour in early years
- Stress awareness
- Time management
- Unconscious bias
- Understanding epilepsy
- understanding diabetes

For certain roles, additional courses or coaching may be required based on the specific needs of the child. If this applies to you, we will provide details about the necessary courses and the completion deadline.

Code of Conduct

SENNIES is committed to providing the highest level of care for children and families. Our Sennies are expected to uphold the following standards of conduct:

Availability and Commitment

- Be transparent and communicative regarding your availability and ability to commit to a job.
- Provide accurate information and necessary documents, and respond to all communications in a timely manner.

Professionalism

- Model appropriate behaviour and language.
- Avoid discussing inappropriate topics in front of children.
- Use appropriate language when with children.
- Maintain a clean, tidy, and comfortable appearance.

- Do not smoke or drink alcohol during working hours, prior to work or around children.
- Arrive early and on time for work.
- Maintain a professional relationship with families.
- Avoid personal discussions during working hours.
- Focus on fulfilling the role as a Sennie.

Communication

- Communicate with the parents or carers including their extended family and household members, in a respectful and courteous manner.
- Strive to develop an open, respectful, and communicative relationship with families.
- Keep the family informed of the child's progress.

Cultural Sensitivity

- Respect and work within the cultural values and beliefs of families.

Support for Families

- Support the relationships of the children and their families, and support families in their roles raising their children.
- Work collaboratively with families to provide quality care for their children.

Relationship with the Child

- Establish a positive, supportive relationship with the child.
- Be familiar with the specific needs of the child.
- Provide individualised support that is tailored to the child's needs.
- Be attentive to the child's physical, emotional, and developmental needs.
- Provide a safe and secure environment for the child.

Care of Property

- Take care with the family's possessions and property, and report any accidental damage to the family as soon as practicably possible.

Diplomatic Concerns

- Respond to or raise concerns with families respectfully and diplomatically, with the aim to come to a resolution that all parties are comfortable with.

Confidentiality

- Maintain confidentiality and respect the families' right to privacy at all times.

Social Media

- Do not take or share photographs or personal details of the children without obtaining prior consent from the family. Additionally, do not post images or information on social media without written permission from both the family and SENNIES.

Childcare Focus

- Your primary role is childcare.
- Be proactive in terms of how you can use your role to better support the whole family. Offer to take charge of the schedule and be supportive in structure and organisation, as well as childcare.

Flexibility

- Be flexible in your approach and adaptable to suit the needs of the entire family. Offer to be helpful and supportive in any way you can.

Cancellation Policy

- Honour your commitment to the family once you have agreed to undertake work.
- All Sennies should commit to working in a role for one year (unless a temporary or contracted role). Failure to commit for one year or being dismissed before a year's service may result in termination of any future employment through a SENNIES introduction

Continuous Professional Development

- Stay current with best practices and research.
- Engage in ongoing learning and development opportunities.
- Seek new learning experiences and opportunities.

Expectations for Sennies

- Demonstrate a commitment to the role of a Sennie.
- Be reliable and consistent.
- Attend required training and meetings.
- Be open to feedback and willing to learn and grow.
- Follow policies and procedures.
- Keep accurate records and documentation.

Reporting Accidents and Injuries

- Report any accident or injury to the family and SENNIES as soon as practicably possible.

Working with Teams

- Communicate effectively with other staff members and team members.
- Collaborate with other staff members and team members.

Fitness and Mental Health

- SENNIES understand the physical and emotional demands of providing one-on-one care for a child with special needs. As such, it is important to be physically fit and mentally stable to provide the best possible care and to keep the children safe. We may request proof of physical fitness and may ask about your mental health to assess your suitability for the role if we have any concerns for the safety of the chil(ren). If at any time during employment, you are struggling with physical or mental health issues that may affect your ability to provide the necessary care, you must inform the family and SENNIES immediately.

Policies and procedures

Safeguarding Policy

1 INTRODUCTION AND PURPOSE

SENNIES is committed to safeguarding and promoting the welfare of children, young people, and vulnerable adults. This policy outlines the responsibilities and procedures in place to ensure the safety and protection of those under our care. SENNIIES recognises its duty under various legislative frameworks, including the Children's Act 2004, the Education Act 2002, and the Counter-Terrorism and Security Act 2015, among others.

The purpose of this policy is to ensure that all actions taken by SENNIIES staff are transparent and aim to safeguard and promote the welfare of children and vulnerable individuals. Safeguarding involves preventative measures, including the recruitment of safe staff and the continuous monitoring of practices to protect those at risk.

2 DEFINITIONS

Safeguarding: Protecting children from abuse or neglect, preventing impairment of their health and development, and ensuring they grow up with safe and effective care.

Vulnerable Adult: An individual aged 18 or over who may need community care services by reason of mental or other disability, age, or illness, and who is unable to take care of themselves or protect themselves from harm or exploitation.

3 ROLES AND RESPONSIBILITIES

Designated Safeguarding Lead (DSL): Anita Ladd - Director and Head of Safeguarding

Deputy Designated Safeguarding Leads (DDSLs): Georgia Sargeant (CEO and Co-Founder)

Independent Safeguarding Advisor: Aimee Moore

The DSL and DDSLs are responsible for:

- Leading on safeguarding concerns and ensuring procedures are followed.
- Providing support and training to staff.

- Liaising with external agencies as required.
- Ensuring all safeguarding concerns are appropriately recorded and reported.

4. Training and Compliance

- All Sennies must undergo Child Safeguarding training Levels 1 & 2 provided by our accredited training partner.
- Regular refresher training will be provided to ensure all staff are up-to-date with current safeguarding practices and policies.
- Compliance checks, including Enhanced DBS checks and professional references, are mandatory for all staff during the registration process.

4 PROCEDURES FOR REPORTING CONCERNS

- Any safeguarding concern must be reported to the DSL or DDSLs immediately.
- Staff are required to complete a safeguarding concern form, which will be reviewed by the DSL.
- In cases of immediate risk, staff must contact the DSL directly.
- The DSL will assess the concern and determine the appropriate course of action, which may include contacting external agencies.

5 CODE OF CONDUCT

- Staff must adhere to the SENNIES Code of Conduct, which outlines expected behaviour and interactions with children and families.
- Any breach of the Code of Conduct will be investigated and may result in disciplinary action.

6 MONITORING AND REVIEW

- This policy will be reviewed annually, or as required, to ensure it remains effective and compliant with current legislation and best practices.
- Feedback from staff and families will be considered in the review process to ensure continuous improvement in safeguarding practices.

7 REFERENCES

- Children's Act 2004

- Education Act 2002
- Working Together to Safeguard Children 2018
- Keeping Children Safe in Education 2022 (DfE)
- Counter-Terrorism and Security Act 2015

Health, Safety and Risk Management Policy

1 INTRODUCTION AND PURPOSE

This policy outlines the Health, Safety, and Risk Management procedures for SENNIES, to be adhered to by all members of the organisation, including SEN Nannies and Specialists. The aim is to ensure a safe and secure environment for both the children and families we support.

2 POLICY PRINCIPLES & VALUES

Commitment to Safety: SENNIES is committed to ensuring the safety and well-being of all children and families under our care.

Risk Management: While it is impossible to eliminate all risks, SENNIES is dedicated to identifying, assessing, and managing foreseeable risks.

Training and Support: All staff should possess the necessary skills for their assigned roles, as outlined in the job description. SENNIES will then ensure that their training is kept up to date and that they continue to develop their skills in the role.

3 PROCEDURES

- **Risk Assessments:** Conduct a risk assessment for each child, identifying potential hazards and strategies for managing these risks. These assessments will be reviewed and updated termly.
- **Lone Working:** Staff must adhere to the Lone Working Policy, ensuring they follow all safety protocols when working alone.

- **Training:** Ensure all staff have completed mandatory training
- **Emergency Procedures:** Develop and maintain emergency evacuation plans and critical incident plans, reviewing them termly.
- **Incident Reporting:** All accidents and incidents must be reported promptly, with detailed records maintained and communicated to relevant parties.

4 RESPONSIBILITIES REVIEW AND MONITORING

- **Management:** Responsible for ensuring all policies are implemented and adhered to.
- **Staff:** Follow all safety protocols and procedures.

5 RESPONSIBILITIES REVIEW AND MONITORING

This policy will be reviewed annually to ensure it remains relevant and effective. Feedback from staff and families will be incorporated to continually improve safety measures.

Complaints Procedure

1 INTRODUCTION AND PURPOSE

This policy outlines the complaints procedure for SENNIES, which will be followed by all members of the organisation and promoted by those in leadership positions. This policy applies to all families, clients, and Sennies associated with SENNIES.

2 POLICY PRINCIPLES & VALUES PROCEDURES

SENNIES recognises that the children and families we serve often have varied and complex needs. Effective communication is essential to understand and meet these needs. We are committed to providing high-quality services and maintaining positive relationships with all our stakeholders. We view complaints as an opportunity to Procedures

3 PROCEDURES

- SENNIES ensures that all families and Sennies know they can contact us at any time with concerns by emailing info@sennies.co.uk or calling the office on 02080503068.

- We endeavour to respond to emails and calls within 24 hours (or 72 hours over weekends) and offer a meeting to discuss concerns if preferred.
- SENNIES treats all families, clients, and Sennies with respect and courtesy, and we expect the same in return.
- We ask families and Sennies to raise any concerns or complaints promptly, either by email or telephone, so we can respond as soon as possible.
- Families should complete an induction process prior to their child starting with a Sennie, outlining preferences and expectations in various circumstances.
- Sennies can attend annual reviews of children's EHCPs when applicable and invited.
- If a family or Sennie is unsatisfied with our response or feels the need to raise their concern with an independent agency, they may contact the relevant local authority or professional body.
- For safeguarding concerns, the complainant should contact the Local Authority Designated Officer (LADO) in their relevant authority.

4 COMPLAINT RESOLUTION PROCESS

Step 1: Informal Resolution

- The complainant should first attempt to resolve the issue directly with the relevant party or their immediate supervisor.
- If the complaint is about a Sennie, families should contact SENNIES management.

Step 2: Formal Complaint

- If the complaint cannot be resolved informally, the complainant should submit a written complaint to Anita Ladd (Director) on anita@sennies.co.uk
- SENNIES will acknowledge receipt of the complaint within 1 week and investigate the matter thoroughly.
- A written response will be provided within 14 working days, outlining the findings and any actions taken.

Step 3: Appeal

- If the complainant is unsatisfied with the outcome, they can appeal to Georgia Sargeant - CEO and Co-Founder georgia@sennies.co.uk
- The appeal will be reviewed by a different member of the senior management team.
- A final decision will be communicated in writing within 30 working days.

5 RECORD KEEPING AND CONFIDENTIALITY

All complaints will be recorded and kept confidential, with access restricted to relevant staff members.

- SENNIES will use complaint data to identify trends and improve our services.

6 TRAINING AND SUPPORT

- All SENNIES staff and registered Sennies will receive training on handling complaints and maintaining professional conduct.
- Support will be provided to staff and Sennies involved in complaints to ensure fair treatment and learning opportunities.

7 POLICY REVIEW

This policy will be reviewed annually by Anita Ladd - Director to ensure it remains effective and in line with current best practices.

Equality and Diversity policy

1 INTRODUCTION AND PURPOSE

This policy outlines SENNIES' commitment to equality and diversity in all aspects of its operations. It applies to all individuals associated with SENNIES, including employees, contractors, clients, and candidates. This policy adheres to the requirements of the Equality Act 2010, which replaced previous equality legislation such as the Race Relations Act, the Disability Discrimination Act, and the Sex Discrimination Act.

2 POLICY PRINCIPLES & VALUES

SENNIES is committed to promoting equality and diversity throughout its organisation and services. We will:

- Not discriminate against any individual on the grounds of sex, race, disability, religion, belief, sexual orientation, age, or any other protected characteristic as defined by the Equality Act 2010.

- Ensure that our services are accessible to all and actively work to benefit people from disadvantaged groups.
- Not discriminate against pregnant individuals, new parents, or those undergoing gender reassignment.
- Refrain from asking health-related questions during recruitment until after a job offer has been made, and only if necessary for the role.
- Support specialist aids and facilities to enable individuals with disabilities to access our services and employment opportunities.
- Monitor any issues that arise within the organisation and take appropriate action, fully supporting any person who faces prejudice or discrimination.
- Undertake regular evaluations to ensure this policy remains clear, current, and adhered to.
- Treat any breaches of this policy seriously and consider them as misconduct which may lead to disciplinary proceedings.

3 PROCEDURES

- Stage 1:
 - Any person who experiences, witnesses, or reasonably believes that this Equality and Diversity Policy has not been respected should immediately bring the situation to the attention of Anita Ladd - Director . The person responsible for the breach will be reminded of the policy's existence and purpose and asked to adhere to it.
- Stage 2:
 - If the person continues to behave in an unacceptable manner, the matter will be referred to Anita Ladd - Director who will decide on the best course of action. This may result in either a warning being issued or disciplinary action.
- Stage 3:
 - The offending person has the right to appeal. They can write to Anita Ladd - Director The decision of Georgia Sargeant - CEO and Co-founder will be final.

4 IMPLEMENTATION

To ensure the effective implementation of this policy, SENNIES will:

- Provide training on Equality and Diversity to all registered Sennies and staff members.
- Include Equality and Diversity considerations in all aspects of our recruitment process for both internal staff and Sennies.

- Regularly review our services, training materials, and recruitment practices to ensure they promote equality and diversity.
- Ensure that our Code of Conduct clearly outlines expectations for behaviour that aligns with this policy.
- Offer support and resources to families and Sennies to promote inclusive practices in childcare and education.

5 MONITORING AND REVIEW

This policy will be reviewed annually by Georgia Sargeant - CEO and Co-founder to ensure it remains effective and in line with current legislation. Any changes will be communicated to all staff, Sennies, and clients.

6 RESPONSIBILITY

All members of SENNIIES, including employees, contractors, and registered Sennies, are expected to uphold and promote this policy. Anita Ladd - Director is responsible for overseeing the implementation and enforcement of this policy.

First Aid Policy

1 INTRODUCTION AND PURPOSE

This policy is the First Aid Policy for SENNIIES, which will be followed by all members of the organisation and promoted by those in leadership positions. This policy applies to all families, clients, and Sennies associated with SENNIIES.

2 POLICY PRINCIPLES AND VALUES

- SENNIIES aims to ensure the health and safety of all Sennies, children, and families.
- SENNIIES aims to ensure that all Sennies are aware of their responsibilities with regards to health and safety.
- SENNIIES aims to provide a framework for responding to an incident, recording, and reporting the outcomes.

3 LEGISLATION

This policy is based on advice from relevant UK authorities on first aid in educational and care settings, and the following legislation:

- The Health and Safety (First Aid) Regulations 1981, which require employers to provide adequate and appropriate equipment and facilities for first aid.
- The Management of Health and Safety at Work Regulations 1992 and 1999, which require employers to assess risks and implement necessary measures.
- The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) 2013, which state that certain accidents must be reported to the Health and Safety Executive (HSE).
- Social Security (Claims and Payments) Regulations 1979, which set out rules on the retention of accident records.

4 ROLES AND RESPONSIBILITIES

Designated First Aid Officers:

- Taking charge when someone is injured or becomes ill.
- Ensuring there is an adequate supply of medical materials in first aid kits and replenishing the contents.
- Summoning professional medical help when necessary.
- Acting as first responders to incidents, providing immediate and appropriate treatment.
- Completing accident reports on the same day or as soon as reasonably possible after an incident.
- Keeping their contact details up to date.

All Sennies:

- Ensuring they follow first aid procedures.
- Attending required First Aid training.
- Completing accident reports for all accidents they attend to.
- Informing SENNIES management of any specific health conditions or first aid needs.

5 FIRST AID PROCEDURES

In-home Procedures:

- The first aid trained Sennie will assess the seriousness of the injury and inform the parents/guardians of their conclusions.

- Provide first aid treatment where the parent/guardian asks them to, or if the parent/guardian is unable to.
- The first aid trained Sennie will assess the injury and decide if further assistance is needed from a colleague or emergency services. They will remain on scene until help arrives.
- The first aid trained Sennie will decide whether the injured person should be moved or placed in a recovery position.
- The first aid trained Sennie will complete an accident report form on the same day or as soon as is reasonably practicable after an incident.

First Aid Kit Contents:

A typical first aid kit which the family and Sennie should ensure are present in the family home and on the SENNIES person

- A leaflet with general first aid advice
- Regular and large bandages
- Eye pad bandages
- Triangular bandages
- Adhesive tape
- Safety pins
- Disposable gloves
- Antiseptic wipes
- Plasters of assorted sizes
- Scissors
- Cold compresses
- Burns dressings

6 RECORD KEEPING AND REPORTING

- An accident form will be completed by the Sennie on the same day or as soon as possible after an accident/incident resulting in an injury.
- Detailed information should be supplied when reporting an accident, ensuring all sections of the SENNIES accident form are fully completed.
- A copy of the accident report form will be kept within SENNIES' records.
- Records held in the first aid and accident book will be retained for a minimum of 3 years and then securely disposed of.
- The Health and Safety Officer will keep a record of any accident resulting in a reportable injury, disease, or dangerous occurrence as defined in RIDDOR 2013.
- The Health and Safety Officer will report these to the Managing Director within 10 days of the incident.

Reportable injuries, diseases, or dangerous occurrences include:

- Death
- Specified injuries such as fractures (other than fingers, thumbs, and toes), amputations, loss of sight, crush injuries, serious burns, loss of consciousness, and injuries requiring hospital treatment.
- Near-miss events that could have resulted in injury.

7 TRAINING

- All Sennies are expected to undertake first aid training.
- All first aiders must complete a training course and hold a valid certificate of competence. SENNIES will maintain a register of all trained first aiders, their training, and certificate validity.
- Sennies are expected to renew their first aid training every three years.

7 POLICY REVIEW

This policy will be reviewed annually by Georgia Sergeant - CEO and Co-Founder to ensure it remains effective and in line with current best practices.

Bodily Fluid Spillage Policy

1 INTRODUCTION AND PURPOSE

This policy outlines the procedures for managing bodily fluid spillages whilst working as a Sennie. It is designed to ensure the safety and well-being of all Sennies, families, and clients by minimising the risk of infection and promoting good hygiene practices.

2 POLICY PRINCIPLES AND VALUES

- The Sennie understands that blood and other bodily fluids may contain viruses or bacteria capable of causing disease.
- SENNIES is committed to protecting individuals from the risk of cross-infection.
- The Sennie will work to minimise the risk of transmission of infection.
- The Sennie will practice and promote good personal hygiene.

3 PROCEDURES

Immediate Response:

- The initial clean-up should be carried out by the person(s) at the scene of the incident.
- Wear disposable gloves before cleaning any spillage.
- Place absorbent towels over the affected area and allow the spill to absorb. Wipe up the spill using these towels and place them in a bin (which has a bin liner).
- The bin containing the soiled paper towels needs to be tied up, double-bagged, and put in an outside bin.
- Use a disposable cleaning kit to clean the area and continue to wear disposable gloves.
- Any article of clothing that has been contaminated with the spill should be wiped clean and then put in a plastic bag and tied up to be taken home.
- If the area needs a more thorough clean, it must be cordoned off and a cleaner must be called to deep clean the area.

Exposure to Blood or Body Fluids:

- For exposure to blood or body fluids in another individual's mouth: do not swallow, rinse mouth out several times, and report the incident to the family immediately.
- If necessary, take further advice from NHS Direct.
- An accident form will need to be completed, and it may need to be reported to RIDDOR.

Personal Protective Equipment (PPE):

- Sennies are instructed to cover open wounds with waterproof dressings.
- Any Sennie who has a skin condition on their hands, arms, or face, e.g., eczema, psoriasis, or dermatitis, is advised to avoid contact with bodily fluids.
- Wear appropriate PPE such as gloves, aprons, and eye protection if there is a risk of splashing.

4 RECORD KEEPING AND REPORTING

- An accident form will be completed by the Sennie on the same day or as soon as possible after an accident/incident resulting in an injury.
- Detailed information should be supplied when reporting an accident, ensuring all sections of the SENNIES accident form are fully completed.
- A copy of the accident report form will be kept within SENNIES' records.

- Records held in the accident book will be retained for a minimum of three years and then securely disposed of.
- The Health and Safety Officer will keep a record of any accident resulting in a reportable injury, disease, or dangerous occurrence as defined in RIDDOR 2013.
- The Health and Safety Officer will report these to the Managing Director within ten days of the incident.

5 GUIDANCE AND SUPPORT

- All Staff should follow the guidance from the gov and NHS websites regarding bodily fluids which can be found here -
<https://www.gov.uk/government/publications/health-protection-in-schools-and-other-childcare-facilities/preventing-and-controlling-infections#safe-management-of-blood-and-bodily-fluids>
- Support will be provided to staff and Sennies involved in incidents to ensure fair treatment and learning opportunities.

6 POLICY REVIEW

This policy will be reviewed annually by Georgia Sargeant - CEO and Co-Founder to ensure it remains effective and in line with current best practices.

Lone Working Policy

1 INTRODUCTION AND PURPOSE

This policy outlines the procedures for managing lone working at SENNIES. It is designed to ensure the safety and well-being of all Sennies, families, and clients by minimising the risks associated with working alone.

2 POLICY PRINCIPLES AND VALUES

- SENNIES is committed to ensuring the health and safety of all Sennies, families, and clients.
- SENNIES recognises that lone working can present unique risks and challenges.

- SENNIES aims to provide a framework for identifying, assessing, and managing the risks associated with lone working.

3 DEFINITIONS

- Lone Worker: An individual who works by themselves without close or direct supervision.

4 RISK ASSESSMENT

- SENNIES will conduct risk assessments for all lone working activities to identify potential hazards and implement control measures.
- Risk assessments will be reviewed annually or following any significant changes in working conditions.

5 PROCEDURES

Communication:

- Sennies must maintain regular contact with SENNIES management during lone working assignments.
- Sennies should use the WhatsApp support group for immediate assistance and updates.
- In case of an emergency, Sennies should contact the emergency services immediately.

Personal Safety:

- Sennies should inform a designated contact person of their location and expected return time.
- Sennies must carry a fully charged mobile phone at all times.
- Sennies should avoid risky situations and report any concerns to SENNIES management.

Training and Support:

- **All Sennies will receive training on lone working procedures and personal safety.**
- SENNIES will provide ongoing support and supervision to ensure the safety and well-being of lone workers.

6 INCIDENT REPORTING

- Sennies must report any incidents or near-misses to SENNIES management as soon as possible.
- An incident report form should be completed on the same day or as soon as reasonably practicable after an incident.
- SENNIES will investigate all incidents and take appropriate action to prevent recurrence.

7 ROLES AND RESPONSIBILITIES

SENNIES Management:

- Conducting risk assessments and implementing control measures.
- Providing training and support to lone workers.
- Ensuring effective communication and supervision of lone workers.
- Investigating incidents and taking corrective action.

Sennies:

- Following lone working procedures and personal safety guidelines.
- Maintaining regular contact with SENNIES management.
- Reporting incidents and near-misses promptly.
- Attending required training sessions.

8 POLICY REVIEW AND MONITORING AND VALUES

- This policy will be reviewed annually by Georgia Sargeant - CEO and Co-Founder to ensure it remains effective and in line with current best practices.
- Feedback from Sennies and clients will be considered in the review process.
- SENNIES will monitor compliance with this policy and take corrective action as needed.

9 CONCLUSION

SENNIES is committed to ensuring the safety and well-being of all Sennies, families, and clients. By following this Lone Working Policy, we aim to minimise the risks associated with lone working and provide a safe and supportive working environment.