



Workplace safety training for public-facing teams

Eight Practical safety training for housing, health, council, utility, education, and charity teams.
Delivered in person or live online to match your exact roles and procedures.

Training Programmes

Conflict Management Public-facing staff · Half or full day

Lone Worker Safety Visiting and community teams · Half or full day

(Conflict Management and Lone Worker Safety can run as a combined full day)

Dealing with Challenging Phone Calls Contact teams · Half day

Safeguarding Adults and Children Duty of care roles · Half or full day

Professional Boundaries Frontline and support roles · Half day

Dangerous Dogs Awareness Home visits and field staff · Half or full day

Scenario Based Frontline Training All frontline staff · Bespoke

Violence Against Women and Girls Community-facing roles · Half day

GROUP SIZE

Designed for up to 15 delegates. (Up to 20 by agreement).

FORMAT

In-house or live online.

COST

Pricing is tailored to the programme, delivery format, location and rollout.



Conflict Management

Public-facing staff · Half or full day

Confrontational situations involving aggression and verbal hostility are a daily reality for many frontline workers. This programme builds practical de-escalation: recognising early warning signs, controlling tone and body language, and setting limits.

Delegates practise with realistic workplace scenarios to build immediate confidence, practical communication techniques, and clear decision-making skills. Content can be shaped around your policies, reporting routes, and the situations your staff actually meet.

Delegates will be able to

Recognise early warning signs before behaviour escalates

Use calm communication and positioning without inflaming risk

Set professional limits and know when to withdraw

Report incidents clearly in line with organisational policy



Lone Worker Safety

Visiting and community teams · Half or full day

Staff who work without immediate support face a distinct risk profile. This programme covers visit preparation, dynamic risk assessment, situational awareness, and check-in routines to build calm competence rather than alarm.

Delegates practise evaluating visits, assessing environments on arrival, and deciding when it is unsafe to proceed. Exercises integrate your specific safety devices, visit logs, and escalation protocols directly into the training.

Delegates will be able to

Plan visits using dynamic risk assessment

Improve situational awareness without becoming fearful

Use positioning, exit awareness and communication tactics

Escalate concerns through agreed workplace routes



Dealing with Challenging Phone Calls

Contact teams · Half day

Built for contact centres and public desks. Contact staff frequently manage callers who are distraught, highly vulnerable, angry, or threatening with no visual cues and little time. Delegates practise maintaining structure, setting boundaries, and ending calls safely when necessary.

Delegates build practical skills using calming language that maintains clear limits, while identifying vulnerability indicators and documenting concerns accurately so managers can act. Safeguarding signals are integrated directly around your service workflows.

Delegates will be able to

Control pace and structure in difficult calls

Use language that calms without surrendering boundaries

Recognise repeat-risk and vulnerability signals

End calls safely and document concerns clearly



Safeguarding Adults and Children

Duty of care roles · Half or full day

Practical first-response safeguarding for staff who identify concerns involving adults, children, or families. Delegates learn to recognise indicators of harm, handle disclosures calmly, and follow correct internal escalation routes.

This is not an investigator course. Threshold decisions remain with your safeguarding lead or local authority. Delegates practise noticing what is in front of them and completing clear, objective records so concerns reach the right person promptly.

Delegates will be able to

Recognise signs of abuse, neglect, exploitation and vulnerability

Respond to disclosures with confidence and care

Understand thresholds, recording and referral routes

Safeguarding responsibilities in real workplace situations



Professional Boundaries

Frontline and support roles · Half day

Clear guidance for maintaining safe boundaries in demanding frontline roles, covering gifts, personal contact, social media, and pressure to bend rules. The emphasis is on protecting both the worker and the person they support.

The session is supportive and professional, never accusatory. Delegates explore practical scenarios reflecting your specific code of conduct, helping staff recognise early boundary drift and follow correct reporting routes with confidence.

Delegates will be able to

Understand why boundaries protect staff and service users

Recognise boundary drift, dependency and inappropriate familiarity

Respond to pressure, gifts, disclosures and personal requests

Record and escalate concerns through workplace routes



Dangerous Dogs Awareness

Home visits and field staff · Half or full day

Dog encounters are a foreseeable risk for staff entering homes, gardens, and communal areas. This provides practical safety awareness for visiting workers, not a dog-handling qualification.

Delegates learn to gather information before a visit, read warning signs, use safer positioning, and decide when not to enter. Where required, specialist associate trainers with police dog-handling backgrounds deliver the session.

Delegates will be able to

Read environmental and behavioural warning signs

Plan visits where dogs may be present

Use safer positioning and communication with owners

Know what to do before, during and after an incident



Controlled training scenario

Scenario Based Frontline Training

All frontline staff · Bespoke

Controlled live-learning scenarios for staff who work with the public. Role-play exercises are thoroughly briefed, controlled, and debriefed to test communication, practical judgement, and team response under pressure.

Incidents are shaped directly around your sites, risk profiles, and operating procedures. This is an active, immersive session rather than a passive lecture, with structured debriefs turning every scenario into practical learning teams take straight back to work.

Delegates will be able to

Practise realistic communication under pressure

Build confidence before incidents happen

Test policies, escalation routes and team response

Receive structured feedback from associate trainers



Violence Against Women and Girls

Community-facing roles · Half day

Crime prevention and personal safety awareness for staff who may encounter abuse, exploitation, harassment, or vulnerability. The session covers safer engagement strategies and current support routes, including participating venue schemes such as Ask for Angela.

This is workplace awareness, not counselling. Delegates gain practical personal safety advice they can apply professionally and personally, alongside a clear understanding of reporting pathways and local support networks.

Delegates will be able to

Recognise abuse, exploitation, harassment, stalking and coercive control

Engage safely while maintaining professional boundaries

Identify vulnerability indicators and higher-risk environments

Apply practical crime prevention and personal safety measures

What you can expect

- A conversation first, ensuring scenarios match your workplace
- Tutor-led practice rather than a slide presentation
- Delivered by expert associate trainers with extensive frontline experience
- A signed attendance record and SST-branded certificate

In person as standard, or live via Microsoft Teams or Zoom

Legal and guidance context

The Worker Protection (Amendment of Equality Act 2010) Act 2023 is the current reasonable steps duty. From 30 October 2026 the Employment Rights Act 2025 strengthens this to all reasonable steps and introduces third-party harassment protection. Working Together to Safeguard Children 2026 applies in England. Other UK nations have their own safeguarding frameworks. Health and safety law and dog-control legislation still apply where staff visit.

Training supports an employer's wider safety arrangements. It does not replace a risk assessment, safe systems of work, local procedures, or legal advice.

TrustPilot reviews



Extracts from published reviews. Some have been shortened.

"In 20 years of working in social housing this is the most informative and thought-provoking course I have ever been on." John Lewis, Melin Homes	"The training is a must for anyone who deals with the public. The course content was very informative and up to date." Helen Williams, Wolverhampton Housing Association	"I learnt a lot about how to keep myself safe at work and in my own personal life." Maram Al-Khalaileh, The Huggard Homeless Centre
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Discuss a training programme

Tell us about your staff teams and whether you require a single session or a full roll-out programme. We will provide a tailored quote based on your specific requirements.

Web: <https://safetysolutionstraining.co.uk>

Email: info@safetysolutionstraining.co.uk

Tel: 02920 657753

Location: Cardiff, Wales