



Tuition
extra

Lone Working Policy

CEO: Miss Ruth Minhall

Group Head of Education: Mrs Angela Hughes

Date of Approval: 01 October 2024

Last reviewed: November 2023

Next review: September 2025

LONE WORKER POLICY

DEFINITIONS

In this policy the following definitions apply:

- Tutor and Employee means a person employed by Tuition Extra (Kent) Limited.
- Student means the person who receives the tutoring service through sessions of tutoring.
- Accompanying Adult means a parent or guardian or in the event of neither being available, any responsible person, with full mental capacity, over the age of 18.

INTRODUCTION

It is the policy of Tuition Extra (Kent) Limited to comply with the terms of the Health and Safety at Work Act 1974 and subsequent legislation as well as guidance from the Health & Safety Executive and to provide and maintain a healthy and safe working environment.

Tuition Extra (Kent) Limited will provide the resources and actively seek the co-operation of all employees and Tutors, to meet this commitment and thereby maintain safe working practices within the working environment. This policy applies to all the employees of Tuition Extra (Kent) Limited, all Tutors, and temporary staff who have a legal duty to observe the correct standards of reasonable care for the health and safety of themselves and their fellow colleagues.

Our statement of general policy is:

- To provide adequate control of the health and safety risks arising from our work activities
- To consult with our employees on matters affecting their health, safety and welfare
- To provide and maintain safe equipment
- To provide information, instruction, and supervision for employees
- To ensure all employees are competent to do their tasks, and to give them adequate training
- To prevent accidents and cases of work-related ill health
- To maintain safe and healthy working conditions
- To review and revise this policy as necessary at regular intervals

RESPONSIBILITIES

The overall and final responsibility for health and safety is that of Ruth Minhall (CEO). All employees and Tutors must co-operate with managers on health and safety matters; not interfere with anything provided to safeguard their health and

safety; and report all health and safety concerns to an appropriate person.

This policy is only relevant to employees and Tutors working out of the office e.g., at a student's home, at a school, college or University, public facility or privately hired space. Employees and Tutors will also need to have regard for any relevant Health and Safety policy for the organisation where tuition is taking place. Disciplinary action may be taken against any employee who violates safety rules or who fails to carry out his or her duties under this policy. Tuition Extra (Kent) Limited reserves the right to terminate the contract of any Tutor who violates safety rules or who fails to carry out his or her duties under this policy.

SAFETY TRAINING, INFORMATION, INSTRUCTION AND SUPERVISION

It is essential that every employee and Tutor is trained to perform his or her job effectively and safely. We will provide Health and Safety training and keep staff updated on new developments in CPD sessions. The Health & Safety Executive has guidance for Lone Working:

<https://www.hse.gov.uk/loneworking/employer/manage-the-risks-of-working-alone.htm>

Health and safety risks arising from out of office work activities

Risk assessments of the workplace can be carried out by appropriately trained individuals. In addition, inspections can be conducted in the relevant areas whenever there are significant changes in the nature and/or scale of our operations. Findings from the risk assessments will be reported to Steff Dowle, DSL (Tuition Extra Group Designed Safeguarding Lead).

Serious Incidents

Tuition Extra (Kent) Limited recognises the difficulties some students face in controlling their behaviour, but do not condone violence or aggression at any time. Employees and Tutors must never put themselves at risk when managing disruptive or violent incidents. Service users, carers, and any other persons in charge of students should provide a peaceful, safe, and secure environment. Incidents must not escalate needlessly. Incident reports must be completed within 24 hours either through the portal using My Concern or direct to Steff Dowle: steff.dowle@tuition-extra.co.uk

Lone Working

Lone workers are those who work by themselves without close or direct supervision. Tuition Extra (Kent) Limited has the responsibility for the health, safety, and welfare of all their employees and Tutors. It is the duty of Tuition Extra (Kent) Limited to assess the risks to lone workers and take steps to avoid or control the identified risks where necessary. There is no general legal prohibition on working alone, therefore the broad duties of the Health and Safety at Work Act, and Management of Health and Safety at Work Regulations apply. These require the identification of the hazards related to the work, assessing the risks involved, and putting measures in place to avoid or control these risks.

Employees and Tutors are responsible for risk assessing activities relating to tutoring, mentoring and support work off the premises, to ensure their own safety, and the safety of the young person at all times. Control measures may include instruction, training, supervision, protective equipment etc. Protective equipment

may be in the form of security measures such as mobile phones, personal alarms, or protective clothing.

Work Equipment

Tuition Extra (Kent) Limited will endeavour to ensure that all equipment provided is safe and suitable for the purpose for which it is used and that it meets safety standards. All work equipment will be maintained in good working order and repair.

Emergencies Fire and Evacuation

All employees and Tutors need to ensure that they are aware of Fire Exits and evacuation procedures for the out of office location. It is their responsibility to ask the client, carer, or person(s) in charge of care for the student directly to ensure that this is covered in the first session briefing at a new location. If this is not provided, the Tutor must inform Steff Dowle for a risk assessment to be made so that information can be clarified and distributed to all Tutors at that location.

Accidents

All employees and Tutors must report any accidents and incidents to the Group Head of Education, Angela Hughes, immediately or within 24 hours by emailing Angela: angela@tuition-extra.co.uk

All reports must be given to Angela Hughes and Ruth Minhall who will follow up and investigate. Certain types of accidents and cases of work-related illnesses or diseases will be reported to the local environmental health office in line with RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations) 1995.

RELEVANT LEGISLATION

Further Health, Safety and Welfare information is available at www.hse.gov.uk

- Management of Health and Safety at Work Regulations 1999 - Requires employers to carry out risk assessments, make arrangements to implement necessary measures, appoint competent people and arrange for appropriate training.
- Workplace (Health, Safety and Welfare) Regulations 1992 - Covers a wide range of basic health, safety, and welfare issues such as ventilation, heating, lighting, workstations, seating, and welfare facilities.
- Health and Safety (Display Screen Equipment) Regulations 1992 - Sets out requirements for work with visual display units (VDU).
- Provision for the use of Work Equipment Regulations 1998 - Requires that equipment provided for use at work, including machinery, is safe.
- Manual Handling Operations Regulations 1992 - Covers the moving of objects by hand or bodily force.
- Health and Safety (First Aid) Regulations 1981 - Covers the requirements for first aid.
- The Health and Safety Information for Employees Regulations 1989 - Requires employers to display a poster telling employees what they need to know about health and safety.

- Employers' Liability (Compulsory Insurance) Act 1969 - Requires employers to take out insurance against accidents and ill health to their employees.
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 (RIDDOR) - Requires employers and the self-employed to notify them of certain occupational injuries, diseases, and dangerous events. If you sustain an injury while working for us, you must report this to Management.
- Noise at Work Regulations 1989 - Requires employers to take action to protect employees from hearing damage.
- Electricity at Work Regulations 1989 - Requires people in control of electrical systems to ensure they are safe to use and maintained in a safe condition.

SERIOUS INCIDENT PROCEDURE

All employees and Tutors have a responsibility for the Serious Incident Procedure. On becoming aware of a disruption or violent incident, estimate the seriousness of the problem and decide how to respond. Remember to ensure your own safety at all times.

Guidance

First find out exactly what has happened and estimate what is likely to happen if the disruption develops. Always ensure, through the way you conduct yourself that you do not signal that you are either an opponent or a potential victim. Keep calm and signal that you are in control, even if you feel nervous.

- If the aggressor turns on you, make it clear that you have received their aggressive message, but also remind them of what they must lose by escalating or continuing their aggression. Make it clear that you are not prepared to put up with their aggression and remind them of your learning agreement. Be authoritative without being authoritarian.
- You could try to distract the aggressor or to diffuse the situation with humour or by explaining what the client/student must lose if they continue being disruptive. Usually, this kind of intervention will bring the difficulty to an end. Do not take risks.
- Sometimes the presence of a member of staff can inflame the situation, so always consider whether you could calm a tricky situation by leaving the area or ending the phone call.
- If this approach does not work, you may ask a student/client to leave the area or even to end the phone call for a brief time until things cool down.
- If the situation escalates, you may have to seek assistance from your colleagues or another adult.
- If you cannot get co-operation from the client/student and they will not leave the area or the building, you may have to call for police assistance.
- If the incident becomes violent, you should follow procedures for calling the emergency services on 999.
- If you need support and you are within an organisation's building, follow their incident procedures.
- You will then need to report the incident within 24 hours by emailing the Head of Education: Angela Hughes angela@tuition-extra.co.uk

LONE WORKING SAFETY PROCEDURE

Reducing the risks:

- Employees and Tutors need to be sufficiently experienced to understand the risks and precautions fully.
- Employees and Tutors must set the limits to what can and cannot be done whilst working alone.
- Tuition Extra (Kent) Limited's management need to ensure that employees and Tutors are competent to deal with circumstances which are new, unusual or beyond the scope of training.
- Tuition Extra (Kent) Limited must hold an emergency contact number for the tutor.
- Tuition Extra (Kent) Limited will not give a tutor's details to anyone prior to a risk assessment and even then, only the most essential details (first name, phone number if permission from tutor has been sought, a photograph if permission from the tutor has been sought).

Safety Guidance

- Any identified risks must be communicated to those whom the risks apply, and actions put in place.
- Client /student details must be kept confidential, and in a safe place always, in line with Privacy Policy.
- Call a new Client ahead of tuition and speak to them personally by phone.
- Confirm appointments with clients on same day, ensure that the time is agreed by both parties.
- Advise of any changes to times and days of visits organised by Tuition Extra (Kent) Limited.
- Tell someone else where you are going – giving the full location details and tell them when to expect you to return/contact them.
- Assess the locations you are visiting and decide if safe to visit on your own.
- Where possible carry a mobile phone (but **do not** leave any mobile phone unattended at any time) and pre dial number to raise alarm if necessary.
- Keep your car keys in your pocket rather than in a bag.
- Have your keys ready in your hand prior to arriving at the car.
- If you feel you are being followed, knock on nearest door for assistance.
- Try to ensure you shut the front door, so that you know it is not locked.
- As you enter, make a note of how the door opens and closes so that you can leave quickly, if necessary.
- Never enter a house if the student is not present – tell the client you will wait outside.
- Never work alone in a house with a student, an Accompanying Adult must be always present in the house.
- If there is another person on the premises that makes you feel uncomfortable, ask if they can leave or make your excuses and reappoint.
- Do not enter into any family disputes.
- If you feel at all uncomfortable or unsure, make an excuse and leave. Trust your instincts. Tuition Extra (Kent) Limited will always support your choice to leave a situation in which you do not feel comfortable for any reason.

- Each employee has a duty of care to take reasonable steps to ensure their own safety, as well as their colleagues.
- All incidents, including near misses, must be reported immediately or within 24 hours by emailing the Head of Education: Angela Hughes angela@tuition-extra.co.uk