

Lone Working Policy

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Amendment Register

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Amendments	

Policy Introduction

SENSational Tutors Ltd. has a legal duty to ensure the health, safety, and welfare of its tutors and other professionals while they are at work. At any given time, there are numbers of tutors and other professionals who are working alone, whether as a substantial part of their working life or on an occasional basis. Both SENSational Tutors Ltd. and the self-employed tutors and other professionals have a responsibility to assess the risks to lone workers and take steps to avoid or control the risks where necessary. The tutors and other professionals have responsibilities to take reasonable care of themselves and others in lone working situations. Lone working is not inherently unsafe and proper precautions can reduce the risks associated with working alone.

Purpose

The aim of this policy is to outline the Company's responsibilities towards tutors and other professionals working alone by:

- Defining what 'lone working' is
- Ensuring that all tutors and other professionals are aware of the potential hazards of lone working and their responsibility to use necessary guidance to assist lone workers.
- Identifying and taking actions to reduce risk to lone workers

Scope

This policy applies to all staff, tutors and other professionals including those who are selfemployed or employed. It should be read in conjunction with the Health and Safety Policy.

Definition

The Health and Safety Executive (HSE) defines lone workers as those ‘who work by themselves without close or direct supervision’. They may include:

- People working separately from others in a community building
- People who work outside the home or building, i.e. work in the community providing support in parks, museums etc
- People who work outside ‘normal’ hours
- People who work away from their fixed base without colleagues, e.g. visiting students in their homes
- People who work at home

The definition can cover tutors and other professionals in situations with varying degrees and types of risk. It is important to identify the hazards of the work and assess the risks involved before applying appropriate measures.

Potential Hazards of Lone Working

People who work alone will of course face the same risks in their work as others doing similar tasks. However, additionally they may encounter the following:

- Accidents or sudden illnesses may happen when there is no-one to summon help or first aid
- Violence or the threat of violence
- Fire
- Attempting tasks which cannot safely be done by one person alone, e.g. heavy lifting, or use of certain equipment
- Lack of a safe way in or out of a building (e.g. danger of being accidentally locked in)

The perception of these hazards or the actual risks may be different for different people. For example, the inexperience of a tutor may lead to them underestimating the risks of an activity; some workers may feel particularly vulnerable to violence away from the workplace or after dark; or a medical condition may make it unsafe for an individual to work alone.

Tutors and other professionals are self-employed and have responsibility for their own safety. They must consider these factors when doing risk assessments. Furthermore, they must take appropriate steps to reduce the risk. They should consider:

- Does this particular workplace assignment present any special risk to a lone worker?
- Can all the equipment, substances and goods to be used on the premises where the tuition takes place be safely handled by one person? Is any manual handling involved safe for a single person?
- Is there a risk of violence or the threat of violence? Is the nature of a visit or the person being visited likely to increase the risk? Will the tutors and other professional be alone in a dark or remote location?

Risk Assessments

A risk assessment template is available for all tutors and should be completed as required.

Serious Incident Procedure

On becoming aware of a disruption or being involved in a 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 have to 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 has to lose if they continue being disruptive. Usually, this kind of intervention will bring the difficulty to an end. Don't take risks.
- Sometimes the presence of another person can inflame the situation, so always consider whether you could calm a difficult situation by leaving the area.
- If this approach doesn't work, you may ask a student/client to leave the area for a short time until things cool down.

- If the situation escalates, you may have to seek assistance from another adult, if available.
- If you can't get co-operation from the client/student and they won't 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 to SENSational Tutors in writing within 24 hours.

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.
- SENSational Tutors Ltd. must hold an emergency contact number for the tutor.

Safety Guidance for Tutors and Other Professionals

- 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 at all times, in line with Privacy Policy.
- Call a new Client ahead of tuition and speak to them personally by phone.
- Advise SENSational Tutors Ltd. of any changes to times and days of visits if they have previously been notified about a visit (especially relates to initial sessions).
- 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 and pre dial number to raise alarm if necessary.
- Carry a personal attack alarm if preferred.

- When using your own vehicle ensure all valuables are locked away in the boot.
- 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.
- Ensure you are aware of the route.
- Always park in a well-lit area – should you breakdown remain in your car with the doors locked until assistance arrives.
- If you feel you are being followed, knock on nearest door for assistance.
- Avoid using lifts or dark passageways and take note of exits available.
- Dogs should be locked in another room or outside.
- 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.
- Try to keep yourself between the client and the door.
- Never enter a house if the student isn't present – tell the client you will wait outside.
- Never work alone in a house with a student. An Accompanying Adult must be present in the house at all times.
- 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.
- Inform SENSational Tutors Ltd. of any changes to their initial assessment/session.
- If you feel at all uncomfortable or unsure, make an excuse and leave. Trust your instincts. SENSational Tutors Ltd. will always support your choice to leave a situation in which you don't feel comfortable for any reason.
- Each tutor and other professional 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 to SENSational Tutors Ltd and the clients.

The **Suzy Lamplugh Trust** provides advice for lone workers. It is recommended that tutors review this information.

Conclusion

All tutors, including lone workers, are responsible for following safe systems of work and all tutors and other professionals should take simple steps to reduce the risks associated with their normal working life.