



Educ8

Education Delivered with Utmost Care

Educ8 (Luton) Ltd

(Hereinafter referred to as "Educ8")

A bespoke 1:1 tuition service, where the education delivered is tailored to meet the exact requirements of the student involved.

LONE WORKER POLICY

Rationale

Educ8 is committed to protecting the health, safety and welfare of its staff and recognises that lone working is a Health and Safety issue. We acknowledge the importance of identifying and managing lone workers. Since the Company's conditions of service delivery and its associated tasks require staff to work alone both, the individual staff member and the Company have a duty to assess and reduce the risks which lone working presents as such we have a duty to assess the nature and scale of risks to safety in any workplace environment and base any control measures upon this assessment.

This policy is designed to alert staff to the risks presented by lone working, to identify the responsibilities each person has in this situation, and to describe procedures which will minimise such risks. The purpose of this policy is to provide assistance to managers and tutors and to ensure lone workers are identified, risk assessed, and appropriate control measures are implemented and monitored. The principal aim of the guidance is to ensure that any lone working carried out for the purpose of Educ8 is performed in a controlled and co-ordinated manner therefore minimising any health and safety risks to members of staff and students. The guidance outlines some of the potential hazards associated with lone working, defines roles and responsibilities, and describes the practical steps that can be taken to minimise any risks and to comply with legislation.

Definition

Within this policy, 'lone working' refers to situations where tutor in the course of their duties work alone or are physically isolated from colleagues and without access to immediate assistance.

Aims

- To demonstrate a commitment to supporting staff both in establishing and maintaining safe working practices.
- To recognise and reducing risk.
- To ensure appropriate support for staff.
- To demonstrate a clear understanding of responsibilities.
- To make explicit the priority placed on the safety of the individual.
- A commitment to providing appropriate training for staff.

Practice

Staff should not assume that having a mobile phone and a back-up plan is a sufficient safeguard in itself. The first priority is to plan for a reduction of risk. Student's houses and external venues will be risk assessed in advance of the tuition starting. There are clear guidelines for the parent/carer to ensure that the environment is suitable and conducive for tuition. This is given to parents prior to the tuition commencing. There is a risk assessment available for all external venues that we use including school, libraries, and other provisions. This will be issued to all tutors in advance. Tutors should, however, acquaint themselves with their surroundings and follow all guidance available at the venue. Tutors should take all reasonable precautions to ensure their own safety, as they would in any other circumstances. Timetables are in place to ensure that the timings and location is known, tutors must



Educ8

Education Delivered with Utmost Care

Educ8 (Luton) Ltd

(Hereinafter referred to as "Educ8")

A bespoke 1:1 tuition service, where the education delivered is tailored to meet the exact requirements of the student involved. Staff should inform a manager if they deviate in any way from the prescribed time and location of tuition. Staff should ensure that they have a mobile phone accessible at all times, this should obviously be turned off or put on silent during the actual tuition sessions. Tutors have a central point of contact throughout the day in case of any questions or emergency. If the daily report for any student is not completed the tutor will be contacted at the end of the day.

Assessment of Risk

In preparing and recording an assessment of risk the following issues should be considered, as appropriate to the circumstances:

- The environment – location, security, access.
- The context – nature of the task, any special circumstances, these will be made explicit on the student referral form and will be discussed with tutors in advance.
- The individual's concerns – indicators of potential or actual risk.
- History – any previous incidents in similar situations.
- Any other special circumstances.
- All available information should be taken into account and checked or updated, as necessary. Where there is any reasonable doubt about the safety of a lone worker in a given situation, consideration will be given to sending a second worker or making other arrangements to comply with the commissioned services.

Planning

During planning the following points are to be considered:

- Staff as well as student safety is to be considered when evaluating locations for the education provision.
- Staff must be fully briefed in relation to any potential risks, and these will be communicated in the referral form and a discussion in advance of the tuition starting.
- Communication, checking-in and contact arrangements must be in place. Staff should ensure, for example, a manager is always aware of their movements if there are any deviations from the prescribed timetable.
- Tutors should take all reasonable precautions which might include checking directions for the destination in advance, ensuring your car, if used, is road-worthy and has break-down cover, ensuring that a manager knows where you are and when are expected to leave. Where possible park in a well-lit and safe area. Tutors should take care when entering or leaving buildings and ensure that items such as laptops or mobile phones are carried discreetly.

Success Criteria

- Tutors will feel safe and not be exposed to unnecessary risks
- The environment for tuition will be conducive and safe for learning
- Tutor will be equipped with the necessary knowledge to keep themselves safe



Educ8

Education Delivered with Utmost Care

Educ8 (Luton) Ltd

(Hereinafter referred to as "Educ8")

A bespoke 1:1 tuition service, where the education delivered is tailored to meet the exact requirements of the student involved.

References:

Health and Safety at Work Act (1974)
NSPCC Lone Worker Guidance (Sept 2019)
Keeping Children Safe in Education (2022)

Appendix 1:

Personal Safety – Summary (Page 4)

Appendix 2:

Guidance for the Education Provision at the Student's Home (Page 5)

Appendix 3:

Lone Worker Risk Assessment (Page 7)

N K Jones
Review Date

September 2023
September 2024



Educ8

Education Delivered with Utmost Care

Educ8 (Luton) Ltd

(Hereinafter referred to as "Educ8")

A bespoke 1:1 tuition service, where the education delivered is tailored to meet the exact requirements of the student involved.

Appendix 1:

Personal Safety – Summary

1. Personal Safety There are a number of things that tutors can do to avoid trouble in the first place. The organisation has a responsibility to ensure the health, safety, and welfare of staff but, staff also have a duty to take reasonable care themselves. These warnings are not about raising anxiety levels but, about recognising potential dangers and taking positive steps to reduce risks for tutors, and for students' users in our care.

2. Be aware of the environment Know what measures are in place where we work: check out alarm systems and procedures, exits and entrances, and the location of the first aiders if applicable. Make sure that cars and mobile phones are in good working order. If a potentially violent situation occurs, tutors should be aware of where help and assistance is at hand and of possible escape routes. If a tutor feels uncomfortable or unsafe in any situation for whatever reason they should leave and contact a manager.

3. Be aware of oneself Tutors should think about body language. What messages are being given. Tutors should consider the tone of voice and choice of words that are being used. Tutors should avoid anything which could be interpreted as sarcastic or patronising. Tutors should think about presentation and dress. Does it look professional? Is it suitable for the task? Does it hamper your movement? What signals does it send out? In a potentially risky situation, does a scarf or tie offer an opportunity to an assailant? Tutors should be aware of their own triggers – the things that make you angry or upset. Tutors should think about what they say about themselves and the impression that belongings give, for example, phones, tablets etc.

4. Be aware of other people Tutors should take note of non-verbal signals and be aware of triggers. Tutors should not crowd students and allow them a comfortable personal space. Tutors should take note and be aware of the context of your session – are students already angry or upset before the session, and for what reason? Tutors should listen to students and show them that they are being listened to. Tutors should treat students with respect and show empathy. Any concerns about particular individuals should be reported immediately.



Educ8

Education Delivered with Utmost Care

Educ8 (Luton) Ltd

(Hereinafter referred to as "Educ8")

A bespoke 1:1 tuition service, where the education delivered is tailored to meet the exact requirements of the student involved.

Appendix 2:

Guidance for the Education Provision at the Student's Home

1. Working in Partnership with Parents/carers Tutors must ensure there is another responsible adult at home while the education provision is taking place, this has been made explicit to the parent/carer at the initial meeting prior to the tuition beginning. The adult should be seen at the beginning and end of every session. Tutors should show respect for parents/cares/families as equal partners in the relationship, be careful of assumptions, such as all learners or parents/carers are literate or understand English. Tutors should be aware of social, cultural, and religious differences, the removal of shoes could be necessary, handshaking is not always suitable. A tutor should never be left in the home alone with the student. If for any reason the responsible adult should need to leave the home, the student must go with them. They must then leave the house and if necessary, await their return.

2. Safeguarding If when tutoring in the home the student leaves the house abruptly, the tutor should ascertain the situation and then immediately alert the parent/carer and the manager at Educ8. Communication with the student should strictly take place within professional boundaries – this excludes texts, emails, social media sites and blogs. Virtual communication should only occur if the parent/carer has given their permission for it to do so. Tutors should not share personal information with a student and should not respond to personal information the student gives unless appropriate to a professional role as a tutor. Tutors must be aware that inappropriate friendship, actions, or relationships could be misconstrued as part of a grooming process either by the student or others.

3. Health and Safety The tutor should where possible keep the door to the room that you are working in with the student open. This ensures that the student feels safe and that the risk of any false allegations being made are minimised. Tutors should ensure that mobile phones are operational and fully charged but should be turned off or put on silent during the tuition. Tutors should be punctual and demonstrate normal courtesy including waiting to be invited into the home, removing shoes if requested. Tutors must not use or visit bedrooms for any reason and should stay in communal areas of the house at all times. Tutors should dress modestly and appropriately for working with students. Tutors are expected to maintain an appropriate standard of dress, appearance, and hygiene to ensure the Company's professional image and reputation are maintained. Tutors should dress in a way that is appropriate and suited to the situation. If tutors wear clothing that could be deemed as unsuitable or inappropriate for the situation, it can make others perceive us as less than credible or professional; for example, when going into a school environment tutors should not wear (ladies) short shorts, short skirts or revealing tops and (men) shorts or scruffy/overly casual clothes. On the other hand, if tutors are over-dressed, they may feel uncomfortable or find it hard to relate to the students

Tutors should use common sense, trust their instincts and if a situation feels threatening the tutor should leave offering an excuse that feels appropriate.

Personal hygiene is important for tutors who are working 1:1 and in close quarters with students, tutors should be aware of their body and breath odour. Some students are sensitive to the smell of tobacco or a strong perfume/cologne. Tutors should maintain appropriate professional boundaries and avoid behaviour that could be misinterpreted.



Educ8

Education Delivered with Utmost Care

Educ8 (Luton) Ltd

(Hereinafter referred to as "Educ8")

A bespoke 1:1 tuition service, where the education delivered is tailored to meet the exact requirements of the student involved.

4. Personal Boundaries If the student seeks comfort or a hug, tutors should not do anything that can be misinterpreted or could be considered inappropriate. Tutors should be sympathetic and caring about their situation, but physical contact should be avoided. Tutors should be aware of the risk of a student of either gender becoming infatuated with you – tutors should respond sensitively and appropriately to maintain dignity and safety of all; tutors must be aware of misinterpretation of words/actions and – discuss any concerns with a manager in the first instance. Tutors should consider their own body language and ensure that you don't use any sudden or what could be misinterpreted as threatening gestures, or gestures or expressions that could seem sexually provocative.



Educ8

Education Delivered with Utmost Care

Educ8 (Luton) Ltd

(Hereinafter referred to as "Educ8")

A bespoke 1:1 tuition service, where the education delivered is tailored to meet the exact requirements of the student involved.

Appendix 3:

LONE WORKER RISK ASSESSMENT

Date:

Prepared By:

What are the hazards?	Who might be harmed and how?	What are you already doing?	Do you need to do anything else to control this risk?	Action by who?	Action by when?	Completion Date
Are there any issues or triggers mentioned on the referral form? Are there any safeguarding issues?						
Is an initial meeting with the parent/carer necessary?						
Is the venue suitable or conducive for the tuition to take place? Are there any risks that need to be mitigated?						



Educ8

Education Delivered with Utmost Care

Educ8 (Luton) Ltd

(Hereinafter referred to as "Educ8")

A bespoke 1:1 tuition service, where the education delivered is tailored to meet the exact requirements of the student involved.

Does the tuition require supervision by another tutor?						
Has the parent/carer received our expectations letter? Have any issues arisen in response to this?						
If the tuition cannot take place at home, has a risk assessment been completed for the alternative venue?						