

Lone Worker Safety Policy

Context

Tuition provided by Reflective School Support is likely to take place outside a normal school environment, usually, within a pupil's home or in a venue such as a local library. Tutors are likely to be delivering timetabled lessons on their own or in exceptional circumstances there may be two tutors present with one child. Staffing will be agreed following a risk assessment process. Tutors will be self-employed but Reflective School Support may be acting as an Agent and this policy will apply to all tutors Reflective School Support employ.

Aims

- To ensure all representatives of Reflective School Support remain safe when carrying out work on behalf of the service and working alone.
- To ensure all staff are aware of any likely hazards and risks and how these might be mitigated.
- To ensure all staff have had relevant training.

Risk Reduction

Reflective School Support Limited staff or representatives should take the following steps to ensure safe lone working:

- Details of tuition sessions and expected return times must be shared between tutors and the Business Manager and any changes made by the tutor should be made known to the Business Manager – this will be via the Care Planner App. Tutors should check in and out of lessons at times appointed via the Care Planner app.
- If it is felt that there is a risk of harm on arrival, then the visit may be cancelled, and an alternative appointment arranged. The Tutor can phone the Business Manager or Directors for advice but will be trusted to make a professional decision.
- Staff must be alert to situations where tutees are becoming confrontational or aggressive and should remove themselves from any closed, locked room or building.
- Tutors need not hesitate to withdraw from a situation which is causing them discomfort or harm and call for help.
- Tutors should ensure they have read risk assessments and any background information for any tutees which will have been carried out prior to a contract starting. This will be stored in the Reflective School Support Limited Dropbox area.

- Tutors should wear an ID badge and be prepared to identify themselves.
- Tutors should try to ensure that when they enter a premises/home for the first time that they make themselves familiar with the door lock on the exit door.
- Wherever practical avoid the tutee/relative being between them and the exit.
- Tutors should be in possession of full address details, telephone numbers and alternative contacts to minimise the likelihood of getting lost.
- Where staff must report a security point/ reception prior to starting work (e.g., for security checks) they must always do so even when visits are to regular and familiar place.
- If tutors are confronted by an aggressive animal on their first visit to an address, they should not put themselves at risk.
- Tutors should carry a fully charged mobile phone with them and ideally keep this in a pocket rather than on a desk or table shared with the pupil.
- Any concerns or incidents should be shared with Directors – tutors are not expected to put themselves in a situation where they feel uncomfortable or unsafe.



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