

Home Tuition, Outreach and Lone Working Policy

Ratification Date: ____13/12/23____

Signed: ____AJHawkins____

Review Date: ____26/01/24____

Date of next review: July 2024

Version Control

Version	Date	Changes
1	13/12/23	New policy incorporating outreach and lone working
1.1	26/01/24	Revisions to risk assessment and contacts – COO and line managers as points of contact reflecting internal staff changes

Review

This policy is reviewed annually to ensure compliance with current regulations. Approved and reviewed by The Board of Directors



Aims of Policy

The aim of this policy is to safeguard all students and all other persons involved in Liminal Education outreach, home tuition and tutoring services.

- This policy document contains the responsibilities of all persons using the home tutoring programme including all staff, students, parents (responsible adults).
- It is important that all persons working on behalf of Liminal Education are aware of this policy and have familiarised themselves with our safeguarding procedures.
- This policy should be read and understood before engaging in any activity arranged through Liminal Education and the responsibilities and procedures therein adhered to.
- Contravention of the policy document could lead to suspension and/or disciplinary procedures being put in place.

Principles

Any member of staff who works remotely with students must ensure that they are clear of the procedures in place to protect themselves and the students they are working with.

- All staff should be seen to be working in an open and transparent way.
- Staff should always act, in the learner's best interests.

Confidentiality

- Staff should be clear around what information about a student can be shared and in what circumstances it is appropriate to do so.
- Staff should always seek advice from a senior member of staff if they are in doubt.
- There will be no email communication directly between staff and students only. All email correspondence sent should include the parent/responsible adult and your Line Manager.
- All email correspondence with parent/responsible adult should include your Line Manager as well.

Propriety and Behaviour

Staff must follow Liminal Education's Code of Conduct.

- Staff should wear clothing that is appropriate to their role, which is not seen as offensive, revealing or sexually provocative.
- Staff should be vigilant in maintaining their privacy and mindful of the need to avoid placing themselves in a vulnerable situation.
- Staff should not administer medication – the parent/ carer should do this if necessary.
- Staff should only deliver tuition if another adult is also in the home.
- Personal mobile phones should not be used whilst teaching or in the presence of a pupil or their family members.
- Staff should not give out their personal phone number, home address or email address to students.
- Staff should not use the internet or web-based communications to send personal messages to a student.
- Staff should have no secret social contact with students or their parents.
- Staff should be aware of Health and Safety Regulations.



Home tuition

- Staff should record times of all home visits with the office.
- Staff should ensure that any cause for concern is discussed with senior management and that safeguarding procedures are followed.
- Staff should never enter a house alone to tutor a child without the presence of parent/carer.
- Staff should ensure that when lone working they have their work mobile switched on.
- Staff should work in open areas of the home where the doors are left open.
- Parents/carers must remain as a visible presence at home and be available for the duration of the tuition.
- Always keep discussions on a professional level.
- If at any point during tuition a staff member feels uncomfortable about any behaviour from the pupil or parent/carer they should end the session and leave the setting. The circumstances should be reported to a senior member of staff as soon as possible.

Staff should:

- Remain in the designated room of the home for the tuition session
- Ensure there is plenty of light
- Keep a clear focus on the work undertaken
- Staff should have clear planning for the work to be undertaken by the pupil.
- Always communicate any times where the student becomes upset or distressed including with their own parent/carer
- Always report to a senior leader any situation where a student becomes upset or distressed.

Other venue

Where agreed as part of support package, tuition can take place in a nearby library or public building rather than the pupil's home. All of the above guidelines apply but in addition ensure the venue is suitable for tuition, there is a table and chairs available and the type of building does not in itself pose a risk to the child or the tutor.

Arrangements for meeting and dismissing the student should be agreed in writing with parent/ carer before tuition takes place. Transportation of an individual student should be avoided. However, the individual needs of the student should be taken into consideration. If deemed necessary it should take into account any relevant risk assessment and prevailing circumstances.

Health and Safety

The very nature of one-to-one tuition lends itself to potential risks. Staff should take every reasonable step to eliminate potential risks to increase safety and confidence.

Make sure you are aware and have a copy of the individual students' risk assessment and initial referral information. This is particularly important where there are known risk around Domestic Violence, Drug and Alcohol use and offending behaviour.



Liminal Staff

Staff shall:

- Ensure that their working environment does not display any inappropriate images or documentation capable of being viewed by the student or parent/responsible adult when conducting a session.
- Treat students fairly and without prejudice or discrimination; students who have a disability or come from a minority ethnic or cultural group can easily become victims of discrimination and prejudice which may be harmful to the student's wellbeing.
- Always ensure language is appropriate and not offensive or discriminatory.
- Ensure any contact with the student is appropriate to their role as a tutor / mentor and confined to the relevant tutorial sessions.
- Not make any improper suggestions to a student.
- Not send unsolicited communications to the student or parent/responsible adult.
- Value and take students' contributions seriously.
- Report any dispute with a student or parent/responsible adult to the Designated Safeguarding Lead (DSL) /Deputy Designated Safeguarding Lead (DDSL) in accordance with Liminal Education Safeguarding procedures.
- Report any inappropriate behaviour or illegal activity identified within a tutorial session by the student or third party, in accordance with Liminal Education Safeguarding procedures
- .
- If no additional staff member, parent/responsible adult can be present for the duration of a tutorial session then the session will terminate/be cancelled.

Personal Safety Guidelines for Lone Workers/Home Tutors

- Always have a mobile phone charged and available
- Do not give your address or home phone numbers to pupils and/or parents and do not contact them on your home phone as they can then access your personal number.
- Do not give your personal mobile phone to the young person to use for any reason
- Keep your personal items, purse/wallet, car keys, etc safe and secure
- Ensure the venue is suitable for tuition and that there are a table and chairs available
- Ensure an appropriate adult is always present if tuition is in the home, or use a public building, e.g. library
- Ensure regular contact with your line manager/COO.
- Keep a running record of each session – including brief notes of work covered, people present and any other appropriate information, e.g. issues with pupil and/or parent.
- Compile your own risk assessment of each venue you use.
- Report any concerns to COO/line manager as soon as possible.



Appendix 1

Personal Safety Guidance :

All members of staff must make themselves familiar with the Lone Working Policy

Violence and other risks to personal safety

- a) No volunteer, student or staff member should deal with any service users known or suspected to be violent or aggressive without having available a staff member to call upon. Should any user appear to become violent, or potentially violent the COO, or in their absence DSL, should be kept in touch with the situation and if necessary should deal with the user.
- b) Individual risk assessment to be completed for any service users where there is a potential/ identified risk to the personal safety of the workers. To be completed jointly by the allocated worker and the CoO. Any action agreed recorded on risk assessment and copy kept on file.
- c) If potential risk is identified at point of referral, no sessions/meetings to be completed in family home until individual risk assessment completed. Alternative site or venue in the community (e.g. school) to be used and/or visits in done in pairs
- d) All potential / identified risks in relation to direct contact with families (e.g. domestic violence) to be highlighted on their file.

The following notes may help staff to minimise the risks of violence:

- i) try not to antagonise already disturbed service users by keeping them waiting a long time or giving them a poor reception.
- ii) emphasis should always be on predicting and preventing violent behaviour. Workers should be sensitive to the early warning signs of potential violence.
- iii) as a precautionary measure seating arrangements should allow for the worker to be near the door to make a retreat if needed.
- iv) if there is any risk of a violent situation developing staff should ensure that other members of staff are alerted and are able to monitor the situation and intervene or summon help if necessary.

In the event of a violent outburst which you feel unable to cope with:

- i) call for assistance and call the police.
- ii) until assistance is available make every attempt to avoid physical contact.

Lone working in the building/office area

While it is not encouraged that staff members work on their own in the building, it is recognised that sometimes this will be unavoidable. If staff members feel unsafe in such an environment then alternatives should be sought, e.g. working from another office.



It is desirable that 2 members of staff are in the building, however staff can work alone on site provided that service users are not present with the agreement of the CEO.

Staff should not be alone in the provision with a service user, unless this has been previously agreed with the COO. Cover arrangements will be discussed regularly, usually in the weekly team meeting.

Service users, visitors, volunteers and contractors will gain access after being identified via the intercom system at the front of the building

Work Off Site

- a) Staff undertaking work off-site must leave details of family name and location, and expected return time to the office using their outlook diary.
- b) Staff are responsible for ensuring that they have a working mobile phone with them when they are delivering sessions /attending meetings off site.
- c) Staff must ensure their mobile phones are left on and within reach during sessions/meetings off site.
- d) If staff are going to be delayed in returning to the office by more than 30 minutes after a session/meeting (later than the time they have recorded on Outlook), staff **must** contact the office to ensure that their amended return time is known
- e) The COO will monitor details of staff whereabouts during office hours from Outlook and phone the worker's mobile if the worker fails to return at the predicted time. In the administrator's absence the staff member going out to a session will ensure that a named colleague is responsible for making contact with them should the worker not return at the estimated time
- f) If staff are not returning to site following sessions at the end of the day or, where sessions take place outside of office hours in the evenings and at weekends, **they must confirm thus with the COO and indicate the finish time in the work diary and complete the slip in Appendix 1.** It is the responsibility of the worker to ensure they give the slip to the COO or line manager and discuss action to be taken if contact is not made at the specified time. The worker is responsible for texting the COO/line manager to say that they have completed the session safely. If the COO/line manager has not received a text within an agreed time they will phone the worker and/or the service user to identify whether the worker is safe. If there is no response the CEO will be informed, and they will alert the local police and give details of address of session.

The worker will ensure that the COO/line manager have access to:

- i) agreed times for checking in
 - ii) correct telephone numbers
 - iii) address/contact info for session
- g) If a member of staff finds themselves in an **emergency situation** and are unable to discuss this when they are on the phone with staff, they should use the code **PURPLE FOLDER** to indicate the situation. Appropriate action will be taken by staff in the service who will call for police assistance.



Guidance for line managers

When contacting a worker who has not made contact with the office at the agreed time it is important to ascertain that they are safe.

Asking closed questions that require a 'YES' or 'NO' response in this scenario is helpful.

Example questions are as follows:

- i. are you safe
- ii. can you get out safely
- iii. do you need more time to finish your session
- iv. shall I phone you back in 20/30 minutes

*If the worker says that they are **not safe or can not get out safely** then try to keep them on the line and ensure that the police are contacted on 999 immediately and CEO/COO to be informed.*



Appendix 2

LIMINAL EDUCATION END OF VISIT

Workers Name:

Workers Mobile No:

Session Start Time:

Session End Time:

Name, Address and Telephone Number of Parent / Carer:

Agreed Contact Person:

Agreed Contact Time:

LIMINAL EDUCATION END OF VISIT

Workers Name:

Workers Mobile No:

Session Start Time:

Session End Time:

Name, Address and Telephone Number of Parent / Carer:



Agreed Contact Person:

Agreed Contact Time:

LIMINAL EDUCATION END OF VISIT

Workers Name:

Workers Mobile No:

Session Start Time:

Session End Time:

Name, Address and Telephone Number of Parent / Carer:

Agreed Contact Person:

Agreed Contact Time:

Appendix 3

Behaviour Management and Home Visit Risk Assessment Form (Initial)

Name of Service User:	
Name of Parent/Carer:	
Completed by:	
Date:	

Behaviour		Y/N/Q	Who is at Risk?	Risk Level Insig. Low Medium High	Action needed to manage risk, by whom, by when State approaches/controls required for:
Abuse By Others	Exploitation				
	Grooming				
	Bullying				
Harm to Others	Bullying				
	Aggression				
	Harmful Sexual Behaviour				
Self-Harm					
Depression					
Pregnancy					
Disruptive behaviour					
Suicide					
Self-neglect					
Eating disorder					
Substance abuse					
Binge drinking / drunkenness					
Non-cooperation					

Behaviour	Y/N/Q	Who is at Risk?	Risk Level Insig. Low Medium High	Action needed to manage risk, by whom, by when State approaches/controls required for:
Failure to attend appointments(health)				
Activity against property e.g. vandalism/theft/arson/other				
Absconding				
Living environment - Risks in accommodation or neighbourhood?				
Survival - Does individual lack basic amenities/ resources or living skills?				
Specific fears / needs				
Mobility				

PLANNING A HOME VISIT

Behaviour	Y/N/Q	Who is at Risk?	Risk Level Insig. Low Medium High	Action needed to manage risk, by whom, by when State approaches/controls required for:
Are you known to the subject?				
Are you planning to visit alone?				
Are there any cultural issues re visit?				
Any evidence that the subject/family may pose a threat				
Will the visit be undertaken in daylight?				

Behaviour	Y/N/Q	Who is at Risk?	Risk Level Insig. Low Medium High	Action needed to manage risk, by whom, by when State approaches/controls required for:
Are there any known potential risks?				
Are there any known potential risks?				
Mode of transport				

Please provide relevant details where there is an identified risk

CONCERNS

Behaviour	Y/N/Q	Who is at Risk?	Risk Level Insig. Low Medium High	Action needed to manage risk, by whom, by when State approaches/controls required for:
Is there a known or perceived risk of personal harm from the young person or from other members of the household?				
Is there a known or perceived risk of personal harm from neighbours or friends?				
Is relevant information available from other agencies?				
Is the purpose of the visit likely to provoke hostility? i.e. Enforcement				



Please provide relevant details where there is an identified risk

Line Manager's assessment of the risk

Having discussed this home visit risk assessment with the staff member do you consider it:

Behaviour	Y/N/Q	Who is at Risk?	Risk Level	Action needed to manage risk, by whom, by when State approaches/controls required for:
			Insig. Low Medium High	
Safe for the home visit to be made alone				
Safe for a home visit to be made jointly				
Not safe for a home visit to be made at this time				

Signatures:

Staff signature: _____ Date: _____

Manager's Signature: _____ Date: _____

If more comprehensive risk assessment is required, please speak to the CEO/COO.