



## **Kernow Tuition Lone Working Policy 2025**

Responsible for review of the Policy	Date of Approval	Date of Review (annual)
Fay Morris DSL	01.09.2023	30.08.2024
Fay Morris	01.09.2024	30.08.2025
Fay Morris	01.09.2025	30.08.2026

1. Introduction
  - 1.1. The following policy outlines procedures and guidance to be followed when any staff member is working alone.
  - 1.2. Its aim is to ensure clarity so that:
    - 1.2.1. Procedures are applied consistently
    - 1.2.2. All staff receive relevant information, instruction, training and supervision in respect of lone working
    - 1.2.3. Risks to staff are minimised/controlled where practically possible
    - 1.2.4. Appropriate resources are in place to ensure the health and safety of staff and students
2. This policy should be read in conjunction with Kernow Tuition's Safeguarding and Child Protection Policy
3. For the purposes of this policy 'lone working' is defined as any working practice that involves a member of staff undertaking their duties alone, with specific emphasis on direct contact with students and families. Examples of lone working might include:
  - 3.1. Making home visits
  - 3.2. Delivering outcomes specified within a student's personalised learning plan (Bespoke Learning Provision) off site - home, school and local authority community centres/family hubs.
  - 3.3. Being the last person in a building at the end of the day
  - 3.4. Working in the tuition centre weekend, evenings, holidays
  - 3.5. Working one to one with a student
4. It is recognised that, from time to time, it may be necessary for tutors:
  - 4.1. to work in situations or locations which are remote from other members of staff – e.g. delivering Bespoke Learning Provision/ outreach off site
  - 4.2. to work in the evenings, weekends or during the holiday in the tuition centre on their own.
5. In any such circumstance, we will assess the risk to individuals using:
  - 5.1. the Risk Assessment

- 5.2. suitable controls to ensure that all risks are minimised (Appendix A lone working off site Risk assessment and Appendix B lone working Timesheet). A copy of these Risk Assessments designed to control risks will be kept in Kernow Tuition Office, and on the companies secure data base.
- 5.3. the risk assessment will also inform staff induction as they join Kernow Tuition.
- 6. Kernow Tuition Director is responsible for these risk assessments and any subsequent updates to them, bringing the risk assessment and any amendments made to them to the attention of the staff;
  - 6.1. these risk assessments must be included in the pack of policies provided for any staff new to Kernow Tuition.
  - 6.2. It will be the responsibility of staff members to adhere to the risk assessments outcomes if they are working with students off site or working alone in the centre.
  - 6.3. Due consideration will always be made within any risk assessment that there may be an identified need for a co-worker to join the member of staff undertaking a home visit; if this has been identified this must form part of the risk assessment.
  - 6.4. All risk assessment outcomes must be adhered to.
  - 6.5. All risk assessments must be signed by the Kernow Tuition Director and member of staff(s) concerned.
- 7. It is recognised that on occasion staff might be alone in the Kernow Tuition centre. These staff should take note of the following:
  - 7.1. Ensure someone knows where you will be working and what time you will finish
  - 7.2. Make sure all doors and windows are locked
  - 7.3. Always prior to opening up the main door, request to see the appropriate identification before opening the door to anyone you are unfamiliar with
  - 7.4. If lone working is in the centre, staff must always send a WhatsApp voice recording to let the director know when you are leaving
  - 7.5. Be aware of Health and Safety, do not take unnecessary risks. For example, avoid potential hazards such as working at height. If step ladders are used the staff member must have sight of the appropriate risk assessment held by the

tuition centre; the member of staff is not given permission to use any other type of ladder

7.6. When opening and closing sites try to arrange the times so that you are on site just before others arrive and close sites just after the last person has gone, to keep the time that you are on your own to a minimum

7.7. Keep a mobile phone with you as you move round in the centre on your own

7.8. Staff must only undertake activities for which they have received training – e.g. – use of step ladders to guide their working practice

8. Any staff wishing to work outside normal working hours must have prior agreement/ permission from Kernow Tuition director.

8.1. Staff must not take students in cars.

9. Whereabouts of staff

9.1. Staff must always ensure that the Kernow Tuition director knows when a member of staff will be working alone to enable them to respond appropriately in the event of an emergency.

9.2. For any staff who are working alone off site – e.g. – delivering Bespoke Learning Provision in relation to a student's educational offer, the member of staff must provide information which includes

9.2.1. information on who they are seeing and estimated start and finish time or return to tuition centre if planned.

9.2.2. All lone working in a student's home must be informed via a risk assessment undertaken via a pre-visit;

9.2.3. the outcomes of this risk assessment must be shared with the Kernow Tuition director and tutor involved. This is particularly important where a possible ongoing risk has been identified.

9.2.4. If the plan changes or estimated time of return changes in relation to lone working off site, you must ensure you contact Kernow Tuition director so they are aware of such changes.

9.2.5. It is the responsibility of staff to check the details of their car insurance to determine suitability of cover if they use their own vehicle; we will request to see the insurance documents recording the visual checks made (Appendix B).

9.2.6. All staff must provide Kernow Tuition with appropriate personal information. This information must only be used in an emergency and the Kernow Tuition must ensure it is held securely to avoid inappropriate disclosure. Information should include:

- Details of car make, model, colour and registration number if appropriate
- Home address and telephone number
- Mobile telephone number
- Details of next-of-kin

9.2.7. The tutor must always send a WhatsApp voice message to a pre-arranged contact person both immediately before the visit commences and immediately after the visit has ended to ensure the Kernow Tuition director is aware the welfare of the person undertaking the visit has not been compromised.

9.2.8. This information must be recorded on the record sheet provided (Appendix B) which will detail the following:

**9.2.8.1. Staff arrived at destination: Time:**

**9.2.8.2. Staff have left destination: Time:**

9.2.9. The member of staff must provide a pre-arranged emergency code word/ phrase noting this on the lone working signing in/ out sheet (Appendix B).

**9.2.9.1. Pre-arranged emergency code word/phrase:**

9.2.10. If any member of staff is concerned about any arrangements informing lone practice working/ following lone working practice they MUST bring this to the attention of the Kernow Tuition director with immediate effect by saying their pre-arranged emergency code word/phrase, in a WhatsApp voice message or phone call.

## 10. Working out of hours

10.1. There may be occasions when contact with children and parents will require staff to work outside of normal working hours; this must always be discussed with the Kernow Tuition director before any such arrangements take place.

- 10.2. Discussions will consider if working outside of normal working hours is necessary and will be further informed by the employee's job specification/ contract of employment. For example, if a parent is not available during the day due to work commitments; planned visits must be discussed with Kernow Tuition director taking into account any risk factors that may be pertinent.
- 10.3. Appropriate control measures, such as a buddy system described below, must then be agreed and implemented. If no risks are identified normal protocols will apply. Wherever possible these visits should not take place alone.

## 11. Monitoring/buddy system

- 11.1. In cases where a monitoring/buddy system has been agreed as part of a risk assessment process the following will apply:
- If during normal or out of normal working hours' if staff member has not returned to or contacted the Kernow Tuition Owner within 30 minutes of expected return time/ finish time
  - We will contact the staff member by mobile, if unable to do so will inform the Police
- 11.2. Mobile telephones must be kept switched on until contact has been made with the Kernow Tuition Owner
- 11.3. In both instances, if an individual staff member for any reason is aware that they will not be contactable on their mobile they must ensure that an alternative contact number is given
- 11.4. A code word must always be agreed so that emergency help can be requested during a phone call

## 12. Reporting of incidents

- 12.1. Any incident in relation to lone working must be recorded and reported to Kernow Tuition Owner. This must be done as soon as possible so that others are not put at risk.
- 12.2. If the incident suggests a child may be at risk the safeguarding and child protection policy must be followed.
- 12.3. If the incident involves aggression towards the member of staff, then guidance must be sought.

### 13. One to one teaching and support

- 13.1. The nature of our work means there will be occasions where staff work in a one to one with students. This must always be considered as part of a risk assessment.
- 13.2. Rooms / locations for this must be carefully considered. For example, doors should have viewing panels, staff should leave the door open in the recognition that public spaces are better than out of the way parts of the school, home or centre.
- 13.3. Staff should always consider the following situations and what they would do in these example situations, always remembering staff are in a position of trust:
- When a pupil needs first aid
  - If a student is distressed
  - How additional support can be summoned
  - If you think a student has become infatuated with a staff member
  - Students/parents ask for your mobile number
  - A student gives you a gift
- 13.4. Students must not be seen without written parent / carer permission
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### 14. Further information:

- 14.1. There are several laws which hold the employer responsible for protecting the safety of everyone in their employment:
- The Health and Safety at Work Act 1974
  - The Management of Health and Safety at Work Regulations 1999
  - The Corporate Manslaughter and Corporate Homicide Act 2007
  - Related policies and documents:
    - Staff Code of Conduct
    - Health and Safety policy
    - Whistleblowing Policy
    - Safeguarding and Child Protection Policy
    - Visitor Policy
    - Keeping Children Safe in Education
    - Working Together to Safeguard Children

14.2. Lone working EEC Live risk assessment\* - It is the responsibility of the Kernow Tuition Owner to review the lone working risk assessment and cascade this to the staff who work within the school

Appendix A risk assessment

Appendix B lone working Timesheet



Appendix A risk assessment



AB - Risk Assessment Form

Location/Department:	Kernow Tuition, 12 Stret Dor Watha, Nansledan, TR8 4RT	Ref. No:	016
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Date:	21 <sup>st</sup> February 2024
Task/Activity/Process/Workplace/Equipment: (Being Assessed)	
Lone Working – Remote Working - Off-site. For the purposes of this risk assessment 'lone working' is defined as any working practice that involves a member of staff undertaking their duties alone, with specific emphasis on direct contact with students and families. Examples of lone working might include making home visits, delivering outcomes specified within a student's personalised learning plan off site, or working one to one with a student.	

Risk Rating Key		
Score	Description	Action
1-6	Low Risk	Acceptable
7-10	Medium Risk	Tolerable (Subject to controls)
11-25	High Risk	Unacceptable (Activity May Not Proceed)

People/Persons and Numbers at Risk							
General				Specific - Vulnerability			
1. Tutors/Staff	3	5. Customers		9. New & Expectant Mothers		13. Shift/Night Workers	
2. Contractors		6. Clients		10. Young Persons/Children		14. Temporary/Volunteer Workers	
3. Public		7. Patients		11. Mobile Workers		15. Homeworkers	
4. Pupils/Students	10	8. Service Users/Residents		12. Disabled People		16. Visitors	
Others:							

Task/Activity		Hazard		Existing Control Measures		RISK		
No.	List significant steps in Job/Task	Describe all hazards identified and their effects for each task	People at Risk	Describe fully all existing controls applicable for each hazard.	Likelihood	Severity	Rating	
							No.	A/T/U
1.								

Appendix B



Name \_\_\_\_\_

Monthly Staff Timesheet

Month \_\_\_\_\_

Date	Childs initial	Mileage	Start Time	End Time	Total Hours	Cxld