

Guidance for Lone Working

Aims

The aim of this document is to identify and manage the potential risks associated with lone working. Please note that whilst Total Maths Tutoring endeavours to ensure the safety of Tutors through issuing this guidance, Tutors remain individually responsible for their own safety.

Principles

Tutors must ensure that they are clear of the procedures in place to protect themselves and the students they are working with. The guidelines set out in this risk assessment are to support both Tutors and Students and should be read alongside **Total Maths Tutoring's Child Protection Policy** and **Guidance on Conduct and Behaviour**.

- Tutors should always be seen to be working in an open and transparent way.
- Tutors should always act in the student's best interests

Propriety and Behaviour

Tutors must follow any codes of conduct as set out by Total Maths Tutoring's **Guidance on Conduct and Behaviour**. All tutors should wear suitable attire which would convey their professionalism.

Pertinent points to consider include:

- Tutors should wear clothing that is appropriate to their role, which is not seen as offensive, revealing or sexually provocative.
- Tutors should be vigilant in maintaining their privacy and mindful of the need to avoid placing themselves in a vulnerable situation.
- Tutors should not administer medication – the parent/ carer should do this if necessary.
- Tutors should only deliver tuition if another adult is also in the home.

Communication

Tutors are expected to communicate in a way that is seen as appropriate and professional at all times.

- Tutors should not give out their personal phone number or email address to students; communication outside of sessions should be with the parents only.
- Tutors should not use the internet or web-based communications to send personal messages to a student.
- Tutors should have no secret social contact with students or their parents.
- Tutors should be aware of Health and Safety Regulations.

Home Tuition

It is usual for tutors to work in a student's home.

- Tutors should record the occurrence of sessions on the booking system accurately and in advance
- Tutors should ensure that any cause for concern is reported via the procedure set out in the **Child Protection Policy**
- Tutors should never enter a house to tutor a student without the presence of parent/carers.
- Tutors 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 the tutor feels uncomfortable about any behaviour from the student or parent/carer they should end the session and leave the setting. The circumstances should be reported to the Designated Safeguarding Lead (or Deputy Designated Safeguarding Lead) as soon as possible.
- Tutors should have a clear plan of the work to be undertaken by the student
- Tutors should always communicate with parents any times where a student becomes distressed or upset.

Other Venues

Sometimes it is necessary for tuition to take place in a nearby library or public building rather than the student's home. In such cases, all of the above guidelines still 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 student or the tutor. Arrangements for meeting and dismissing the child should be agreed with the parent/ carer before the tuition takes place.

Health and Safety

The very nature of one to one tuition lends itself to potential risks. Tutors should take every reasonable step to eliminate potential risks to increase safety and confidence. All tutors should have with them a mobile phone which should be switched on at all times.

Appendix 1

Lone Worker Risk Assessment

Hazard Identified	Potential Risk (L/M/H)	Control Measures
Contact	L	A mobile phone should always be taken by tutors with emergency contact numbers. Tutors should ensure the mobile phone is switched on and has a sufficient amount of charge in the battery.
Programme of work	L	Where a programme of work is to be undertaken in the home an appropriate workspace should be provided and a written work plan/contract should be agreed with the student and parent. This should include: clear objectives; content; timing; and duration of sessions; ground rules
Student supervision	M	There should also be an agreement that the parent or other suitable adult will remain in the home throughout the session. The tutor must be clearly visible to the parent/carer. If the parent or suitable adult is not at the home or has to leave the home during the tutoring session, or is not adequately monitoring the session, the tutor should end the session and leave.
Changes to arrangement	M	Any changes in the working arrangement including the session day, time and location should be done with the parents/carers and logged immediately on the booking system.
Record keeping	M	All sessions should be accurately logged on the booking system by tutors in advance and any necessary changes made in a timely manner. Brief note should be made about the session, recorded via the booking system and shared with parents.
Violence/Behaviours:		
Verbally aggressive behaviour by student, parent or carer	H	Do not enter the home and leave immediately. Report the incident promptly via the correct reporting procedure to the Designated Safeguarding Lead. If this occurs during the session, end the session immediately and leave the premises. Report the incident promptly via the correct reporting procedure to the Designated Safeguarding Lead. If you feel the situation is high risk, dial 999 for the Police.

Physically aggressive behaviour by student, parent or carer	H	Do not enter the home and leave immediately. If this occurs during the session, end the session immediately and leave the premises. Ensure that you contact the police to inform them of the incident. Then report the incident via the correct reporting procedure to the Designated Safeguarding Lead. If you feel the situation is high risk, dial 999 for the Police.
Safe routes home after work	M	Plan out how you will get to your car/public transport/home after leaving your workplace, taking account of potential personal safety issues e.g. well-lit routes etc.
Pupils/parents/carers/other appropriate adults and Alcohol	H	Do not enter the home (if you do not feel safe to do so) and leave premises immediately. If it happens during the tuition, end the one to one tuition and leave the premises. Report the incident promptly via the correct reporting procedure to the Designated Safeguarding Lead. If you feel the situation is high risk, dial 999 for the Police.
Individual:		
Personal medical conditions	L	Ensure that any medical conditions which might be relevant to your working alone are disclosed and do not work alone if any such condition is assessed as putting you at increased risk.
Workplace/Process		
Slips and trips	L	Ensure, during home visits, that you are aware of any such hazards, e.g. torn carpets, trailing cables etc.
Fire or other emergency	M	Ensure you have a clear fire exit strategy. Contact appropriate emergency services if necessary.
Electrical accident	L	During home visits, do not interfere with plugs, cables etc, when any item is connected to the power supply
Working at height	L	There should be no reason during a home visit that you need to work at a height or use steps/ladders. Ensure, during home visits, that you are aware of any such hazards, that constitute working at height – eg reaching up to shelves, placing things on walls (if applicable).