

Lone Worker

Health, Safety & Well-being

Policy

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1. Overview

Fleet Education Services is committed to promoting the health, safety and well-being of our tutors in their capacity as lone workers. We have set out a range of measures to ensure that tutors know how to protect themselves and the learners they are working with. There is a clear procedure for tutors to report any accidents, concerns or risks they encounter during the course of their tuition placements.

2. Definition of Lone Worker

Lone workers are those who work by themselves without close or direct supervision. This is particularly important, but not limited to, situations where there will be limited guidance and support within the tuition setting.

Fleet Education Services has the responsibility for the health, safety and welfare of all tutors and it is Fleet Education Services' duty to assess the risks to lone workers and take steps to avoid or control the identified risks where necessary.

3. Purpose of the Lone Worker Health, Safety & Well-being Policy

The purpose of the Lone Working Safety Policy is to provide guidance to tutors in order to ensure their protection, health, safety and well-being when representing Fleet Education Services. The Policy includes guidelines to minimise risks associated with lone working.

All tutors must adhere to Fleet Education Services' Safeguarding and Child Protection policy and procedures that set out how to keep children safe and how to respond to child protection concerns. Tutors must also follow guidelines to keep themselves safe and protect themselves from allegations when carrying out their tuition role at a learner's home, at a community setting or online.

4. Tutor Insurance

Fleet Education Services provides insurance cover to educators working with our clients and students under the terms of our Professional Indemnity, Employer's Liability and Public Liability Insurance policies. Any claims arising in connection with these policies are made against Fleet Education Services, meaning that you do not have to provide your own cover or administer any claims arising.

a. Professional Indemnity Insurance

Our Professional Indemnity Policy cover provides protection for educators in relation to the quality of their work. For example, should a Fleet client be dissatisfied with the exam results achieved by a student you have tutored, and consider this to be a direct result of the quality of tuition, tutors are protected under the terms of our Professional Indemnity Policy.

b. Employer's Liability Insurance

Under the terms of our Employer's Liability Insurance educators are covered in the event of personal accident or personal injury occurring at the tuition address. This cover applies at the care setting or private family home of students you are tutoring at on behalf of Fleet Education Services.

c. Public Liability Insurance

Should an educator cause accidental damage to a client's property whilst on the premises for the purpose of providing tuition, cover is provided through our Public Liability Insurance.

5. Guidelines for tutors

Tutors must adhere to the following guidelines in order to ensure their own personal safety and protection. Tutors must report any health and safety or safeguarding concerns, risks or incidents immediately to Fleet Education Services.

Your own safety is of paramount importance. Always remember:

- Do not take risks
- In an emergency, call 999
- Contact safeguarding@fleeteducationservices.com for support and guidance.

i. Personal Safety

- Assess the location you are visiting and decide if it is safe to visit on your own.
- If driving to a venue, ensure all valuables are locked away in the boot of the car.
- Ensure you are aware of the route.
- Always park in a well-lit area.
- Carry a personal attack alarm if preferred.
- Have your keys ready in your hand prior to arriving at the car.

- If you feel uncomfortable at a venue at any point, make your excuses and leave immediately and then inform Fleet Education Services.
 - If you identify any risks at a venue, leave if necessary and inform Fleet Education Services immediately.
 - Avoid using lifts or dark passageways and take note of exits available.
 - Dogs should be locked in another room or outside.
 - Try to ensure you shut the front door so that you know it is not locked.
 - Position yourself between the parent/carer/learner and the door.
 - Do not get involved in any family disputes or arguments.
 - Carry a mobile phone and pre dial Fleet Education Services' number to raise alarm if necessary.
 - Do not change the agreed venue for tuition without prior discussion and agreement with the Tuition Consultant and/or Programme Lead.
 - Advise Fleet Education Services of any changes to times and days of lessons.
 - All incidents, including near misses, concerns or risks must be reported immediately to Fleet Education Services.
- ii. Personal Protection
- Never take a learner in your car or offer them a lift home regardless of the situation. Neither tutor nor Fleet Education Services are insured to do this.
 - Do not accompany a learner anywhere outside the tuition venue unless accompanied by a parent/carer or other responsible adult. Please seek advice from the DSL or Programme Lead if requested to do this.
 - Do not engage in conversations relating to religion unless requested as part of the curriculum.
 - Do not restrain a learner or have any form of physical contact unless it is to prevent them from immediate danger.
 - Ensure you and the learner are dressed appropriately for learning whether working in-person or online.
 - Respect personal space and do not sit right next to a learner.
- iii. Providing in-person tuition at a learner's home
- Do not enter the learner's residence unless you have clear sight of the parent/carer or other responsible adult.
 - Leave the door to the tuition room open.
 - Ensure parent/carer is within earshot so that you are not completely alone with the learner or give parent/carer the option of sitting in on the lesson.

- Make sure you and the learner are comfortable with the environment. If working at a table, ensure it is big enough so that you do not need to sit too close together. Sit opposite each other wherever possible.
 - If using a computer during an in-person lesson (or sharing screens online), be mindful of what a learner might see on your computer and only open things that are needed for the session.
 - Do not access a device belonging to the learner. If the learner is required to download material to supplement learning, seek permission from the parent/carer.
 - Work in a room that is well-lit, has a window and ensure curtains are open so other people can see in.
 - Maintain a professional relationship, for example by working at a desk and dressing appropriately for work.
 - Do not allow parents to leave their child with you while they go out. If the parent/carer leaves the residence during the session, regardless of the reason or length of time, tuition must cease immediately. Tutor should leave the premises, wait outside until the parent/carer returns and inform the Tuition Consultant immediately.
 - The incident will be shared with the Programme Lead who will speak to the parent/carer and inform the client.
 - Do not deliver tuition in a bedroom or any place where there is a bed.
 - Avoid going into a learner's bedroom. Remain in a common area like a kitchen or living room.
 - Be mindful of your surroundings and ensure that tuition does not take place in an isolated or secluded area.
 - Always have your mobile phone to hand.
 - If the learner becomes unwell or has an accident, first aid must only be administered by the parent/carer/responsible adult at the home.
- iv. Providing in-person tuition at a community setting
- Have a video call with the parent/carer and learner to introduce yourself so the learner knows who you are and what you look like and vice versa.
 - Be vigilant in terms of the public and the possibility of strangers loitering around the tuition area or outside the building.
 - Do not escort the learner to the venue or walk them home. This is not your responsibility. These arrangements will be made between the learner and the parent/carer. Seek advice from the DSL or Programme Lead if requested to do this.

- Call the parent/carer immediately if the learner does not arrive for their scheduled lesson at a community setting. Also inform Fleet Education Services as it is a potential safeguarding concern.
- If the learner is unwell or has an accident, call the parent/carer immediately and ask them to come and collect the learner. Remain with the learner until the parent/carer arrives. DO NOT drive the learner home.
- Seek advice from a trained first aider at the setting if required. First aid must only be administered by a trained first aider.
- If there is an emergency, call 999 and remain with the learner.

v. Providing tuition online

All tutors must read and adhere to Fleet Education Services' Online Safety Policy & Procedures.

The breadth of issues classified within online safety is considerable but can be categorised into four areas, as outlined in KCSIE 2023. Tutors must be vigilant regarding the learner's online behaviour with regard to:

- Content - being exposed to illegal, inappropriate or harmful content.
- Contact - being subjected to harmful online interaction with other users.
- Conduct - personal online behaviour that increases the likelihood of, or causes, harm; for example, making, sending and receiving explicit images
- Commerce - risks such as online gambling, inappropriate advertising, phishing and or financial scams.

If you become aware, or you suspect, that a learner is at risk of one of the above, please contact: safeguarding@fleeteducationservices.com.

In order to protect themselves, tutors should:

- At home: Ensure that you speak to a parent/carer or responsible adult at the start of the online lesson if the learner is under 18 or a vulnerable adult. This will let them know that their child now has unsupervised online access.
- At school: Do not start a lesson until an adult is visible in the classroom. This will support any disruption or illness that cannot be managed remotely.
- Tutors must only use the online tuition software and platform as authorised by Fleet Education Services and clients, in order to protect learners and themselves.
- DO NOT use another platform without permission.
- Inform parent/carers of what sites the learner has been asked to access and what they will be asked to do online.

- If the learner is required to download material to supplement learning, seek permission from the parent/carer.
- Immediately report to Fleet Education Services' DSL any illegal, inappropriate or harmful material as soon as you are aware of it.
- Direct learners to use only age-appropriate online resources and tools.
- Recognise that learners with SEND face additional risks online and will require on-going support and guidance.
- Be aware of the role technology plays in terms of content relating to Child Sexual Exploitation and Child Criminal Exploitation and that child-on-child sexual violence and harassment can occur off and online.
- Do not take or publish images of the learner or family members. If images are required as part of the learning, permission must be sought from Fleet Education Services prior to asking the learner. Parent/carer or appropriate adult must be present when images are taken.
- Support and encourage learners to learn about and manage online risks.
- Customise the background of your own computer so that a learner does not see anything inappropriate during a lesson.
- Ensure that your background is neutral and remove any personal items such as photographs in order to maintain a professional relationship.
- Remove anything inappropriate, confidential or distracting.
- Do not have online lessons in your bedroom or where a bed can be seen in the background.
- Be mindful of what a learner might see on your computer and only open things that are needed for the session.
- Ensure that your camera and microphone are turned off if you step away from the computer during a lesson.

Youth-produced sexual imagery – or 'sexting'

This is defined as the sending or posting of nude or semi-nude images, videos or live streams online by young people under the age of 18. This could be via social media, gaming platforms, chat apps or forums. It could also involve sharing between devices via services like Apple's AirDrop which works offline. Alternative terms used by children and young people may include 'dick pics' or 'pics'.

What to do if an incident comes to your attention

Report it to your Designated Safeguarding Lead immediately

- Never view, copy, print, share, store or save the imagery yourself, or ask a child to share or download – this is illegal.
- If you have already viewed the imagery by accident (e.g. if a young person has shown it to you before you could ask them not to), report this to the DSL and seek support.
- Do not delete the imagery or ask the young person to delete it.
- Do not ask the child/children or young person(s) who are involved in the incident to disclose information regarding the imagery. This is the responsibility of the DSL.
- Do not share information about the incident with other members of staff, the young person(s) it involves or their, or other, parents/carers.
- Do not say or do anything to blame or shame any young people involved.
- Do explain to them that you need to report it and reassure them that they will receive support and help from the DSL. (UKCIS 2020)

vi. Communication

- To keep yourself safe, ALL communication regarding tuition sessions must be via the parent/carer and Fleet Education Services. Do NOT message or communicate directly with the learner outside of lessons. If a learner sends you a message directly via Skype/Zoom/WhatsApp etc you must not respond. Contact your Tuition Consultant at Fleet Education Services to inform them.
- Do NOT exchange personal contact details with learners (email address, telephone number or social media).

vii. Illness

Whilst all government restrictions regarding COVID-19 have been lifted, some tutors or families may still prefer to adhere to some of the previous preventative measures. This will be by mutual agreement with the tutor and the parent/carer.

- Good hand hygiene is advised in all cases. Tutors should use antibacterial handwash before and after sessions.
- Ask the parent/carer to let you know if anyone in the household is unwell before you attend.
- Inform the parent/carer if you are exhibiting symptoms and feel unwell. Do not attend the session in that case.

viii. Professional Conduct and Behaviour

Always behave appropriately and respectfully towards learners and parent/carers. This will help make sure everyone feels comfortable and protected. Ensure lessons and resources are reflective of and embrace equality, diversity and inclusion.

- Always remember to keep professional boundaries and maintain high standards of conduct.
- Dress appropriately and respectfully.
- Do not make personal remarks about a learner's appearance.
- Do not ask personal, intrusive questions about a learner's life, family or background. Instead, ask the learner questions about their hobbies, interests and aspirations.
- Do not offer your own personal opinion about sensitive subjects such as religion or politics.
- Set appropriate boundaries and do not be overly familiar with children and young people.
- Do not give a child gifts.
- Do not make inappropriate jokes or comments to or around children.
- Do not use bad language.
- Do not add, follow or interact with children or young people on your personal social media account.
- Consider implementing a behaviour code where appropriate. Set out how you will behave and how you expect the learner to behave. Discuss and share this with the learner and parent/carer before you start tuition.

ix. Accidents

Report any accidents or incidents to your Tuition Consultant or Programme Lead immediately. Complete a Safeguarding/Incident Report form and send it to safeguarding@fleeteducationservices.com.

x. Emergencies

- It is important that you have the contact details for the learner's parent/carer and that they have yours in case of emergency.
- You should also make sure that learners know what to do and who to contact in an emergency, where appropriate. There should always be a working phone accessible to both you and the learner.
- If working in a school or community setting, be aware of the exit and evacuation points in case of fire or other emergency.

xi. Serious Incident Procedure

Remember to ensure your own safety at all times. Do not take risks

- First find out exactly what has happened and estimate what is likely to happen if the incident develops.

- Remain neutral.
- Keep calm and signal that you are in control, even if you feel nervous.
- Seek support if you are within an organisation's building and follow their incident procedures.
- Be authoritative without being authoritarian.
- Call Fleet Education Services for support.
- Call 999 for police assistance if required.
- Complete an Incident Report form.

xii. De-escalation Strategies

There will inevitably be a time when a situation does escalate and the learner exhibits challenging or aggressive behaviour.

Do not be defensive or take it personally. What is being said may seem insulting and directed at you, but it is not about you.

Key points:

- Behaviour is only ever a way of communicating something more significant.
- Learners with SEMH struggle to engage with learning and often feel anxious, scared and misunderstood.
- 1 in 2 pupils who are permanently excluded have a diagnosis of SEMH.

Remember that when your learner has least control, it is the time for you to exercise the most self-control and that reasoning with an angry learner is not possible even though it might be your immediate response.

When a learner is aggressive, they are responding with their own fight-or-flight instincts and not thinking about their actions.

It is important that you follow de-escalation strategies to keep yourself safe if a learner demonstrates aggressive or violent behaviour:

- Ensure you are modelling the behaviour you want your learner to emulate.
- Remain calm, self-assured and professionally detached in this situation and don't get caught up in a lengthy confrontation.
- Maintain a neutral facial expression.
- Acknowledge the learner's feelings and concerns.
- Maintain personal space and move away from the learner to allow them more space if needed but NEVER leave a learner alone in a public place. Call the parent/carer to collect them if required.

- If the learner lashes out, calmly take a step back. NEVER try to touch or restrain the learner unless they are at immediate risk of harm.
- Give your learner space and call a time out.
- Keep some distance away until they have calmed down.
- Control your breathing and take deeper, slower breaths.
- Lower your voice and keep your tone even.
- After any outburst or incident, always make time to debrief, repair and rebuild the relationship with the learner.
- Resolving conflicts is one of the most important skills to model.
- Complete a Safeguarding/Incident Report form.

For placements in a school or the learner's home setting, you will have the support of school staff or the parent/carer if the learner displays aggressive or violent behaviour. A risk assessment will have been completed for AP placements. If you have any concerns, contact your Programme Lead immediately to discuss appropriate strategies to manage this behaviour.

xiii. Safeguarding

Be aware of your responsibilities under the most recent child protection provisions, current legislation, national policies and guidance on the safeguarding and promotion of the well-being of children and young people.

Demonstrate compliance to all current Safeguarding legislation including KCSIE, Prevent training and Fleet Education Services' Safeguarding Policy.

If you have any concerns that a learner may be at risk, please report this immediately to the safeguarding team at Fleet Education Services:

Designated Safeguarding Lead:

Linda Chapman: 07946 673351 linda.chapman@fleeteducationservices.com

Deputy Designated Safeguarding Lead Team:

Lydia Stannard: lydia.stannard@fleeteducationservices.com

Ruth Brace: ruth.brace@fleeteducationservices.com