



Tuition, Medical and Behaviour Support Service

Lone Working Policy

Adopted:	June 2021
Reviewed:	March 2025
Next Review:	March 2026
Responsibility:	Greg Portman

Introduction

TMBSS recognises that there may be occasions where employees are required to work alone and that there may be an increased risk to their health and safety whilst working alone.

The aim of this policy is to safeguard all students and staff and sets out our approach in both identifying these risks and adequately managing them.

Definition

For the purposes of this policy, a lone worker is an individual who spends some or all of their working hours working alone. This may occur:

- During normal working hours away from a centre.
- Outside normal working hours away from a centre.
- Outside normal working hours in a centre.

Legal Position

TMBSS's duty to both assess and control any risks from lone working is governed by the Health and Safety at Work Act 1974. Section 2 requires TMBSS to ensure, as far as is reasonably practicable, the health and welfare of our employees

Risk Assessment for Staff

TMBSS's risk assessment will cover all work currently undertaken alone. Covered in this will be

- Risk of violence – all jobs involving an element of lone working will be assessed for a risk of verbal threats, or violence.
- Equipment – all equipment used by lone workers will be assessed to ensure that it is suitable for use by one person.
- Work at height – work at height will not be undertaken when working alone.
- Chemicals – any existing or planned use of chemicals will be considered with regards to their suitability when working alone.
- The Worker – the medical fitness of workers working alone will be assessed.
- Transporting of Students – if a member of staff needs to transport a student, a risk assessment will take place to consider whether 2 members of staff will need to do transport.

Home Tuition Sessions/Home visits

Staff must:

- Always have their TMBSS mobile phone available when in a home tuition session.
- Keep their timetables up to date on the TMBSS system.
- Have an arrangement with another member of staff who they contact when they arrive and depart a home tuition session and procedures in place in case of an emergency.
- In the case of being absent from work – TMBSS procedures must be followed.

Confidentiality

- Be clear around what information about a student can be shared and in what circumstances it is appropriate to do.
- Outreach Team staff should always seek advice from a senior member of staff if they are in doubt.
- There will be no email communication directly between Outreach staff and students. In exception circumstances, if Outreach staff do need to email students, this must be authorised by a senior member of staff.

Behaviour

- 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 to a student.
- Staff should only deliver tuition if a responsible adult is present.
- Personal mobile phone use should be avoided whilst teaching or in the presence of a student or their family members.

Communication

- Staff must not give out their personal phone numbers, home address or email address to students.
- Staff must not communicate online with any students other than via the agreed tutoring platform at the agreed times.
- Staff should have no secret social contact with students or their parents.
- Staff should be aware of Health and Safety regulations.

Home Tuition

Staff involved in providing tuition within a student's homes must:

- Record times of all home visits.
- Ensure that any cause of concern is discussed with the appropriate member of staff and recorded in line with TMBSS policy.
- Never enter a house alone to tutor a child without the presence of parent/carer (or responsible adult).
- Have their Service mobile phone switched on whilst working within homes.
- Have a buddy system in place and let someone know that they have arrived at their session and contact on departure from the session,
- Work in open areas of the home where the doors are left open and should never enter or teach in students' bedrooms, unless this has specifically been approved by SLT.
- Ensure parents/carers or responsible adult are a visible presence at home and be available for the duration of the tuition.

- Always keep discussions on a professional level.
- End the session and leave the setting if at any point during a session the staff member feels uncomfortable about any behaviour from the student or parent/carer. This should then be reported to a Senior Leader as soon as possible.

Online Tuition

- Do not use personal conferences / video calling accounts. Use TMBSS approved platforms, and this must be done from a TMBSS laptop.
- If the student engages in an unacceptable behaviour immediately terminate the session and inform a Senior Leader as soon as possible.
- Confirm that an adult is present in the room with the student and will be available for the whole session.
- Only contact the student for tuition and at times agreed.
- If a student logs out of the session, this is reported to parents/carers immediately.

Other venues

If it is thought necessary, tuition can potentially take place in a nearby library or public building rather than at a student's home. All venues will be agreed in advance with the parent/carer and the venue will be checked for suitability for tuition and that this will not pose a risk to staff or student.

If a student needs to be transported by a member of staff, this will have to be approved by a member of SLT and a risk assessment carried out.

Health and Safety

- Treat students fairly and without prejudice or discriminate.
- Ensure any contact with the student is appropriate to the role as tutor and confined to the relevant tutorial sessions.
- Report any dispute with the student or parent/carer to a Senior Leader.
- Report any safeguarding concerns as per TMBSS Safeguarding procedures.
- If no parent/carer/responsible adult can be present for the duration, then the session will be cancelled.

Personal Safety

- Always have a mobile phone charged and available.
- Do not give personal address or contact numbers to students or parents/carers/responsible adult.
- Do not give your mobile phone to the student to use for any reason.
- Keep your personal items safe and secure during the session.
- Ensure an appropriate adult is always present if tuition is in the home.
- Keep a record of all sessions.
- In the event of an emergency, the staff member will need to contact their line manager or a Senior Leader.
- Staff are required to consider the weather conditions before travelling to any lone working venue.
- Consider where you park your car, always park in such a manner that if you have to leave quickly if you need to.

Student Risk Assessments

- SLT and Centre Manager will compile a risk assessment on a young person when they join TMBSS, and this document will be updated regularly.
- If a member of staff is going to work with a young person either at their home or at an external venue, the risk assessment will be shared with the member of staff prior to them starting the work.
- Staff are to be contacted prior to going out to see a student, if there has been an incident the day before (either in or out of Centre) or staff going out need to be updated with any information around a student. The contact can either be a phone call or a text message asking the member of staff to make contact prior to carrying out the home visit.

Lone Working within a Centre

Employees are advised to:

- Have a mobile phone available at all times.
- Communicate with named staff when arriving and leaving a site.
- Advise line manager in advance of any planned lone working sessions.
- In the event of an emergency, the staff member will need to contact their line manager or Senior Leader.
- The following activities are not to be carried out by lone workers under any circumstances:
 - Working at height
 - Carrying heavy items

Training

Employees will receive training in safe working practices and are required to adhere to the TMBSS staff code of conduct.

Read in conjunction with the Lone Worker Protocol.

Lone Worker Protocol

