



# Lone Working Policy

# Purpose and Scope

This policy outlines Prime Tutors' commitment to protecting staff from **work-related violence** while they are working alone. It ensures we meet our legal obligation, as per Section 2 (1) of the **Health and Safety at Work Act 1974**, to guarantee the health, safety, and welfare of all employees as far as is practically possible.

Prime Tutors maintains a **zero-tolerance policy** for all acts of violence and abuse against our staff.

## Definitions

### Work-Related Violence

This includes **any incident** where an employee is:

- Abused.
- Threatened.
- Assaulted.
- Has their property damaged.

...while performing their duties.

## Applicability

This policy applies to **all Prime Tutors employees** (temporary or permanent) engaged in solo work, such as in clients' homes, community settings, or schools.

# Responsibilities

## Management Responsibilities

Prime Tutors' management must:

- Implement **every reasonable preventative measure** to safeguard staff.
- Provide **safety training and guidelines** as part of staff induction.
- Ensure regular **review and updates** of all policies and procedures.
- Equip staff with **mobile phones** (personal or company-issued) for contact.
- Ensure that any incidents are reported to the **Health and Safety Executive (HSE)**. If a staff member is absent from work for **more than 3 days**, this must also be reported to the HSE.

## Staff Responsibilities

Under Section 7 of the Health and Safety at Work Act 1974, employees have a legal duty to:

- Take **reasonable care** for their own health and safety and that of others affected by their work.
- Be **familiar with and strictly comply** with all policies and procedures in this document.

- Failure to comply may lead to **disciplinary action**.
- **Consult with Jennet Banfield** on all Health and Safety matters.
- **Never** take actions that put themselves or others at risk.
- Immediately report all **potential hazards, accidents, or near misses** to their case manager.
- **Vehicle Users:** Always ensure their vehicle is properly **maintained** for work use.
- **Accidents:** If involved in a road traffic accident while working, notify the Director with **details as soon as possible (a.s.a.p.)**.
- **Medical Conditions:** Report any medical conditions that could affect safety to the Director and document them on **Risk Assessment forms**.
- **Daily Contact:** Must contact the Director at least **once per working day**.

## Safety for Home and Community Visits

### Prior to the Visit

- Ensure timetables are accurate and include the **latest telephone numbers**.
- If you have **any concern** about a visit, discuss it with the Director **before proceeding**. The visit may be rescheduled to an alternative, safer venue.
- Carry your **Prime Tutor ID card**.

### Initial Visit and Risk Assessment

- During the initial visit, staff must **note the environment and any potential risks** for future solo work.
- A **generic risk assessment** must be completed, documenting information about the location upon leaving and returning from the initial visit.
- For visits in public/community buildings (libraries, community centers), a risk assessment must be carried out **before work starts**.

### During the Visit

- **Physical Environment:** When working in schools or public areas, **avoid isolated situations** (e.g., a closed-door room with no external view). One-on-one premises must have a landline telephone if you do not have your mobile phone.
- **Never be left alone with a child** during a home visit. The parent/carer **must be present at all times**, preferably in the same room, to ensure good practice and cooperative support.
- If you are momentarily left alone in a room with a child, ensure the **door is left ajar**.
- **Close Physical Contact:** If a session involves close work or physical contact (e.g., lap play), ensure the parent/carer **fully understands the reasoning**.

### Incident Response

- **Child Illness/Accident:** Inform the parent/carer **immediately**. For accidental injury, report to the Director immediately and complete an accident form.
- **Staff Illness/Injury:** Inform the parent/carer immediately. Notify the Director if you are unable to return to work. For injury, notify the Director a.s.a.p. before seeking medical attention.

- **Unacceptable Interruption:** If any person in the household interrupts your session in an unacceptable way, **end the session** and rearrange for a later date.
- **Threats/Abuse:** If verbal or physical threats endanger your personal safety, **leave at once** and notify the Director. **Immediately log every detail** of the incident.

## Personal and Confidential Information

- **Never give out personal information** (landline/mobile numbers or home addresses).
- **Confidences:** Never agree to keep a confidence. If you anticipate a disclosure, **warn the person** that you are duty-bound to report any information concerning a child's safety or well-being.

## Vehicle Use and Transportation

### Safety and Parking

- Always park in a **well-lit, non-isolated area**.
- All valuables must be **out of sight and securely locked away**.

### Transporting Learners

- Staff must have '**business use**' **coverage** on their car insurance policy.
- The Director **MUST** complete a **specific transportation risk assessment**.
- **Written consent** from the parent/carer **MUST** be obtained before transporting any learner (using the approved educational visit form).
- The final decision to transport a learner rests with the **member of staff**.
- **Breakdowns:** If your vehicle breaks down, contact the Director immediately to arrange safe alternative transportation for yourself and any learners with you. (Refer to the separate **Transportation Policy**).

## Visiting Protocol and Behaviour

### Protocol

- All visits must be made by **prior arrangement** (telephone or personal contact).
- The **purpose of the visit** must be clearly explained.
- You are a **visitor**: aim to arrive **on time, not early**. If you are running late, **call ahead** with an explanation.
- If someone other than the expected person meets you upon arrival, you are free to **rearrange the appointment**.
- Always have the **Director's contact number** for emergencies.
- **Never leave confidential or sensitive information on display**.
- If visiting in pairs, **agree on an exit strategy** beforehand.

### Avoidance and Diffusion Strategies

- **Never expose yourself to unnecessary risks.**
- Always visit **during daylight hours** and be punctual.
- When knocking, stand back **2 or 3 metres**.
- If you have any doubts, **make an excuse** to stay on the doorstep.
- **Key Techniques:**
  - Note body language.
  - Use humour, but stay calm and serious.
  - Listen, acknowledge feelings, and be non-judgemental.
  - Be apologetic/empathetic.
  - **Stay out of their personal space.**
  - Never undermine the individual.
  - Offer a way out without causing them to lose face.
  - Be quiet, insistent, and assertively caring (not aggressive).
  - **Set clear boundaries.**
  - Give yourself time to think.
  - Always ensure you have a **clear and unobstructed exit route**.

## **Crisis - Appropriate Responses**

In an escalating situation:

- Call for assistance (back-up).
- Walk away.
- Ask **de-escalating questions** ("Can I help you?" "What can we do?").
- Pause or call an end to the meeting.
- Clearly and concisely **set boundaries**.
- Define roles if visiting with a partner.
- Explain consequences calmly.
- **Personal safety is paramount**—do not attempt a heroic response.
- **Record and document** the incident, and ensure a debriefing session is held.

## **Managing Aggression and Training**

Staff will receive **bespoke CRB training** specifically designed to equip them with strategies to **avoid the need for physical intervention** and effectively manage actual or potential aggression.