

Lone Working Policy



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Position: CEO

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Purpose of the Policy

The purpose of this Lone Working Policy is to ensure the safety of tutors who work independently, either at a student's home or other locations, and to define the responsibilities of both tutors and the organisation in managing the risks associated with lone working.

Legal and Regulatory Framework

This policy is implemented in accordance with relevant UK legislation and guidance, including:

- Health and Safety at Work etc. Act 1974.
- Management of Health and Safety at Work Regulations 1999.
- Equality Act 2010.
- Data Protection Act 2018 and UK GDPR.
- Keeping Children Safe in Education (KCSIE) guidance (current version).
- Tuition Extra's Safeguarding and Child Protection Policy.

Tuition Extra recognises its duty to assess, manage and monitor risks associated with lone working and to provide appropriate support, supervision and training for tutors working independently

Scope of the Policy

This policy applies to all tutors engaged by Tuition Extra who are required to work alone, including but not limited to:

- Home visits (private tutoring in students' homes).
- Public venues (such as libraries, cafes, or community centres).
- Online tutoring (working remotely via video).

Definition of Lone Working

Lone working refers to situations where a tutor works alone without direct supervision or with minimal contact with other individuals. This includes:

One-on-one tutoring sessions with students.

Working in private homes or other environments where staff members are not directly in the room

Risk Assessments

Prior to any new tutoring assignment, the Tuition Extra will undertake a documented risk assessment to identify and evaluate potential hazards associated with the location, travel arrangements, student circumstances and working environment.

Risk assessments will consider factors including:

- Access and exit arrangements.
- Environmental hazards.

- Known behavioural concerns.
- Presence of pets or animals.
- Travel and parking arrangements.
- Availability of mobile phone signal.
- Previous safety incidents.
- Medical considerations.
- Safeguarding concerns.

Risk assessments will be reviewed periodically and whenever circumstances change.

Tutors are also expected to undertake a dynamic assessment of risks before and during each session and report any new concerns immediately.

Tuition Extra will ensure that all new tutor assignments involve a risk assessment process to identify and address any hazards specific to the work environment (e.g., working in a high-crime area or an unfamiliar location).

For certain high-risk situations (e.g., students with special behavioural needs), Tuition Extra will offer additional guidance or adjust the location of tutoring (e.g., tutoring in a public space).

Roles and Responsibilities

Tutors will be provided with appropriate resources, such as emergency contact information, and a clear understanding of reporting procedures.

CEO

The CEO is responsible for:

- Ensuring effective implementation of this policy.
- Providing sufficient resources to manage lone working risks.
- Reviewing this policy annually alongside managers.

Managers and Coordinators

Managers and coordinators are responsible for:

- Conducting and reviewing risk assessments.
- Monitoring compliance with lone working procedures.
- Maintaining emergency contact arrangements.
- Investigating reported incidents.

Tutors

Tutors are responsible for:

- Following this policy.

- Participating in required training.
- Reporting concerns, incidents and near misses.
- Notifying Tuition Extra, or using the agreed booking system, to confirm attendance and completion of sessions where reasonably practicable.
- Taking reasonable care of their own health and safety.

Designated Safeguarding Lead (DSL)

The DSL is responsible for:

- Managing safeguarding concerns.
- Providing safeguarding advice and support.
- Escalating concerns to external agencies where required.

Lone Working Procedures

Pre-Session Communication:

Tutors will inform Tuition Extra and/or a designated person of the session details (date, time, location, and duration) using portal/scheduling platform

Tutors should verify the address or location of the tutoring session and ensure they have accurate contact details for the student or family member and inform Tuition Extra of any changes.

Monitoring and Communication

To ensure the safety of lone workers, all tutors must follow Tuition Extra's check-in procedure:

- Inform Tuition Extra or designated contact of the session location, start time and expected finish time by scheduling sessions on agreed platform
- Tutors should notify Tuition Extra or use the agreed booking/scheduling system to confirm attendance at the tutoring session where reasonably practicable.
- Tutors should notify Tuition Extra or use the agreed booking/scheduling system to confirm completion of the tutoring session where reasonably practicable
- Carry a charged mobile phone throughout the session.

Tuition Extra will maintain records of emergency contact details for all tutors

Travel Safety:

Tutors should ensure their mode of transport is safe and reliable, whether they are driving, using public transport, or walking to the session.

Tutors must have a charged mobile phone and emergency contact details readily available during travel to and from sessions.

During the Session:

- Tutors should be aware of potential risks such as inappropriate student behaviour, household hazards, or pets that may be a safety concern.
- Tutors are encouraged to set clear boundaries with students and families regarding behaviour, and to feel comfortable ending the session early if they feel unsafe.

Safeguarding and Professional Boundaries

All tutors must:

- Comply with Tuition Extra's Safeguarding and Child Protection Policy.
- Maintain any DBS clearance required for their role.
- Report safeguarding concerns immediately to the Designated Safeguarding Lead (DSL).
- Maintain professional boundaries at all times.
- Avoid conduct that could place themselves or students at risk.

Tutors must never:

- Communicate with students through unauthorised personal social media accounts.
- Share personal information beyond what is required for tutoring purposes.
- A responsible adult should normally be present within the vicinity..
- Tutors must not continue a session if safeguarding concerns arise.
- Tutors must never arrange tuition outside company procedures.

Home-Based Tuition Requirements

Risks Associated with Home-Based Tuition

- **Personal safety:** Risk of physical harm, aggression, or inappropriate behaviour from students or their families.
- **Health risks:** Exposure to illness, especially in confined spaces or if working with children who may be sick.
- **Accidents:** Risk of accidents due to environmental hazards (e.g., tripping, electrical issues, or faulty equipment).
- **Emotional or psychological stress:** Potential for isolation or stress due to lack of support.
- **Emergency situations:** Medical emergencies, fire, or accidents that may require immediate assistance.
- Tutoring sessions should take place in a visible and appropriate area.
- A responsible adult should normally be present within the vicinity.

- Sessions should take place in a suitable room with clear access to exits.
- Tutors should avoid isolated areas.
- Tutors should have access to emergency contact information.
- Tutors may terminate a session immediately if they feel unsafe.

Safe environment and boundaries:

Tutors must never work in isolated or unsafe environments, such as areas with no exit, poorly lit rooms, or rooms with dangerous equipment.

If a tutor feels unsafe in a home environment (e.g., due to a student's behaviour, family dynamics, or the physical condition of the home), they must immediately contact Tuition Extra and arrange an alternative solution.

Public Venue Tuition Requirements

Tuition conducted in public venues should take place in a safe, appropriate and non-isolated environment suitable for learning. If the location becomes unsafe or unsuitable, tutors should end the session and report the concern to Tuition Extra.

Online Tutoring Requirements

When conducting online sessions, tutors must:

- Use Company-approved platforms.
- Work from a safe and professional environment.
- Ensure backgrounds are appropriate and free from confidential information.
- Follow safeguarding procedures at all times.
- Report any safeguarding, welfare or online safety concerns immediately.
- Tutors must not record sessions unless authorised by Tuition Extra and in accordance with data protection requirements using approved platforms only.
- Emergency contact details for students must be available where reasonably required.

Incident, Accident and Near-Miss Reporting

All accidents, incidents, safeguarding concerns and near misses must be reported to Tuition Extra as soon as possible and no later than 24 hours after the event.

Reports should include:

- Date and time.
- Location.
- Individuals involved.
- Description of the incident.
- Actions taken.

Tuition Extra will investigate significant incidents and implement corrective actions where necessary.

Emergency Procedures

Emergency Assistance:

Tuition Extra will maintain a system for immediate assistance in case of emergencies (e.g., if a tutor experiences a safety issue). This may include a designated emergency contact number for tutors and a system to escalate concerns.

Medical Emergency:

If a tutor experiences a medical emergency or injury, they should call emergency services immediately and notify Tuition Extra and emergency contacts.

Security Threat:

If a tutor feels threatened or unsafe during a session, they should call the authorities (police) if necessary and notify Tuition Extra immediately.

As Tuition Extra does not monitor tutors in real time, attendance and session completion records will be used as part of the company's lone working arrangements where reasonably practicable. Concerns regarding a tutor's welfare will be managed in accordance with the Emergency Procedures section.

Where there is concern for the safety, welfare or wellbeing of a tutor working alone, the following escalation procedure will be followed:

Attempt Direct Contact

Contact the tutor by telephone, text message and any other agreed communication method.

Allow a reasonable period for a response.

Contact Emergency Contact

If the tutor cannot be reached, Tuition Extra's designated emergency contact for the tutor will be contacted to determine whether they have made contact with the tutor or are aware of their whereabouts.

Inform Management

The matter will be escalated to the CEO, Head of Centre, Manager or other designated senior member of staff for review and decision-making.

Assess Risk

Available information will be reviewed, including:

The tutor's last known location.

Check-in/check-out records.

Any known safeguarding, medical or welfare concerns.

The nature of the tutoring assignment.

Contact Emergency Services

Where there is a genuine concern for the tutor's immediate safety or welfare, emergency services will be contacted and all relevant information provided.

Immediate Escalation:

If a tutor reports a serious threat, violence, assault, medical emergency, safeguarding incident, or any situation presenting an immediate risk of harm, emergency services should be contacted without delay before proceeding with other stages of the escalation process.

Violence, Aggression and Harassment

Tuition Extra operates a zero-tolerance approach to violence, threats, intimidation, harassment or abusive behaviour towards tutors. Any such incidents must be reported immediately and may result in the withdrawal of tuition services.

Mental Health and Wellbeing

Tuition Extra recognises that lone working can contribute to feelings of isolation, anxiety or stress.

Tuition Extra will:

- Encourage regular communication between tutors and management.
- Provide access to support and guidance where concerns arise.
- Promote a culture where wellbeing concerns can be raised without fear of disadvantage.
- Tutors are encouraged to report any concerns regarding their wellbeing, workload or personal safety

Insurance:

Tuition Extra will maintain appropriate Employers' Liability Insurance and Public Liability Insurance where required by law and operational need.

Tutors must promptly inform Tuition Extra of any incident, claim or circumstance that could affect insurance coverage.

As self-employed professionals, tutors are responsible for maintaining appropriate insurance cover for the services they provide. This includes holding valid Public Liability Insurance, and any other insurance required by

law or relevant to their professional activities. Tutors must ensure that their insurance remains in force throughout their engagement with Tuition Extra and must provide evidence of cover upon request.

Review and Monitoring

This Lone Working Policy will be reviewed annually to ensure it remains effective and aligned with best practices.

Feedback from tutors will be solicited periodically to identify areas for improvement.

Tutors will be encouraged to provide input on the policy and any safety concerns they may encounter in their work.

Conclusion

The Lone Working Policy is designed to ensure that tutors have a clear understanding of the risks associated with working alone and the steps they need to take to mitigate those risks. By establishing guidelines for safety, communication, and emergency procedures, Tuition Extra can foster a safer working environment for all tutors, whether they are working in a student's home, a public space, or remotely.