


LONE WORKING – HEALTH AND SAFETY POLICY

Document created by:

Name and Signature	Jaime Johnson
Position	Director and DSL
Date	09/09/20

Last modified by:

Name and Signature	J. Johnson 
Position	Founder
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DEFINITIONS

In this policy the following definitions apply;

Tutor means a subcontracted mentor or tutor of Young Giants

Employee means a person employed by Young Giants

Learner means the person who receives the tutoring or mentoring or any other services from Young Giants

Accompanying Adult means a parent or guardian or in the event of neither being available, any responsible person, with full mental capacity, over the age of 18

1. INTRODUCTION

It is the policy of Young Giants to comply with the statutory terms of the Health and Safety at Work Act 1974 and subsequent legislation as well as guidance from the Health & Safety Executive and to provide and maintain a healthy and safe working environment.

Young Giants will provide the resources and actively seek the co-operation of all employees and Tutors, to meet this commitment and thereby maintain safe working practices within the working environment.

This policy applies to all the employees of Young Giants, all Tutors, and temporary staff who have a legal duty to observe the correct standards of reasonable care for the health and safety of themselves and their fellow colleagues.

Our statement of general policy is:

- To provide adequate control of the health and safety risks arising from our work activities
- To consult with our employees on matters affecting their health, safety and welfare
- To provide and maintain safe equipment
- To provide information, instruction and supervision for employees
- To ensure all employees are competent to do their tasks, and to give them adequate training
- To prevent accidents and cases of work related ill health
- To maintain safe and healthy working conditions
- To review and revise this policy as necessary at regular intervals

2. RESPONSIBILITIES

The overall and final responsibility for health and safety is that of the Young Giants management.

Day to day responsibility for ensuring this policy is put into practice is delegated to Lisa Crawley (Quality Assurance Lead) and our Education Programme Leads.

All employees and Tutors will co-operate on health and safety matters; not interfere with anything provided to safeguard their health and safety; and report all health and safety concerns to an appropriate person (Lisa Crawley).

This policy is only relevant to employees and Tutors working out of the office e.g. at a learner's home, school, college or, public facility or privately hired space.

Employees and Tutors will also need to have regard for any relevant Health and Safety policy for the organisation where tuition is taking place. Disciplinary action may be taken against any employee who violates safety rules or who fails to carry out his or her duties under this policy.

Young Giants reserves the right to terminate the contract of any Tutor who violates safety rules or who fails to carry out his or her duties under this policy.

3. SAFETY TRAINING, INFORMATION, INSTRUCTION AND SUPERVISION

It is essential that every employee and Tutor is trained to perform his or her job effectively and safely.

All employees and Tutors will be briefed in safe working practices and procedures at induction and prior to taking on a new role.

Information, advice and guidance on health and safety is available from: Lisa Crawley

The Health & Safety Executive has guidance for Lone Working:

<https://www.hse.gov.uk/lone-working/employer/manage-the-risks-of-working-alone.htm>

Health and safety risks arising from out of office work activities

Risk assessments of the workplace can be carried out by appropriately trained individuals.

In addition, inspections can be conducted in the relevant areas whenever there are significant changes in the nature and/or scale of our operations.

Action required to remove/control risks will be implemented.

Serious Incidents

Young Giants recognise the difficulties some learners face in controlling their behaviour, but do not condone violence or aggression at any time.

Employees and Tutors must never put themselves at risk when managing disruptive or violent incidents. Service users, commissioners, carers and any other persons in charge of learners should provide a peaceful, safe and secure environment. Incidents must not escalate needlessly. Incident reports must be completed within 24 hours. Employees and Tutors will deal professionally with difficult situations, taking guidance from management. Tutors can expect support from Young Giants management.

Lone Working

Lone workers are those who work by themselves without close or direct supervision.

Young Giants have the responsibility for the health, safety and welfare of all their employees and Tutors. It is Young Giants' duty to assess the risks to lone workers and take steps to avoid or control the identified risks where necessary.

There is no general legal prohibition on working alone, therefore the broad duties of the Health and Safety at Work Act, and Management of Health and Safety at Work Regulations apply. These require the identification of the hazards related to the work, assessing the risks involved, and putting measures in place to avoid or control these risks.

Young Giants will risk assess activities relating to tutoring, mentoring and other services off the premises, to ensure safety and the safety of the young person. Control measures may include instruction, training, supervision, protective equipment etc. Protective equipment may be in the form of security measures such as mobile phones, personal alarms, or protective clothing.

It is the employee's and/or Tutor's responsibility to check that the control procedures and protective equipment is being properly maintained and used. They must also review the risk assessments from time to time to ensure that the safety measures are still adequate.

When a risk assessment shows that it is not possible for an employee or Tutor to work alone, then control measures should be put in place. Employees and Tutors must record all significant developments hazards and share that information to all those who may be affected, and with Young Giants management.

Work Equipment

Young Giants will endeavour to ensure that all equipment provided is safe and suitable for the purpose for which it is used and that it meets safety standards. All work equipment will be maintained in good working order and repair.

Emergencies

Fire and Evacuation

All employees and Tutors need to ensure that they are aware of Fire Exits and evacuation procedures for the out of office location. It is their responsibility to ask the persons in charge of the building or care for the learner directly to ensure that this is covered in the first session briefing at a new location. If this is not provided, the Tutor must inform Young Giants so that information can be clarified and distributed to all Tutors at that location.

Accidents

All employees and Tutors must report any accidents and incidents to Young Giants immediately or within 24 hours.

All reports must be given to Lisa Crawley or Education Programme Leads who will follow up and investigate. Certain types of accidents and cases of work related illnesses or diseases will be reported to the local environmental health office in line with RIDDOR 1995.

4. RELEVANT LEGISLATION

Further Health, Safety and Welfare information is available at www.hse.gov.uk

1. **Management of Health and Safety at Work Regulations 1999** - Requires employers to carry out risk assessments, make arrangements to implement necessary measures, appoint competent people and arrange for appropriate training.
2. **Workplace (Health, Safety and Welfare) Regulations 1992** - Covers a wide range of basic health, safety and welfare issues such a ventilation, heating, lighting, workstations, seating and welfare facilities.
3. **Health and Safety (Display Screen Equipment) Regulations 1992** - Sets out requirements for work with visual display units (VDU).
4. **Provision for the use of Work Equipment Regulations 1998** - Requires that equipment provided for use at work, including machinery, is safe.
5. **Manual Handling Operations Regulations 1992** - Covers the moving of objects by hand or bodily force.
6. **Health and Safety (First Aid) Regulations 1981** - Covers the requirements for first aid.
7. **The Health and Safety Information for Employees Regulations 1989** - Requires employers to display a poster telling employees what they need to know about health and safety.
8. **Employers' Liability (Compulsory Insurance) Act 1969** - Requires employers to take out insurance against accidents and ill health to their employees.
9. **Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 (RIDDOR)** - Requires employers and the self-employed to notify them of certain occupational injuries, diseases and dangerous events. If you sustain an injury while working for us, you must report this to Young Giants Management.
10. **Noise at Work Regulations 1989** - Requires employers to take action to protect employees from hearing damage.

11. **Electricity at Work Regulations 1989** - Requires people in control of electrical systems to ensure they are safe to use and maintained in a safe condition.

5. SERIOUS INCIDENT PROCEDURE

All employees and Tutors have a responsibility for the Serious Incident Procedure.

On becoming aware of a disruption or violent incident, estimate the seriousness of the problem and decide how to respond. Remember to ensure your own safety at all times.

Guidance

- First find out exactly what has happened and estimate what is likely to happen if the disruption develops. Always ensure, through the way you conduct yourself that you do not signal that you are either an opponent or a potential victim. Keep calm and signal that you are in control, even if you feel nervous.
- If the aggressor turns on you, make it clear that you have received their aggressive message, but also remind them of what they have to lose by escalating or continuing their aggression. Make it clear that you are not prepared to put up with their aggression and remind them of your learning agreement if you made one. Be authoritative without being authoritarian.
- You could try to distract the aggressor or to diffuse the situation with humour or by explaining what the client/learner has to lose if they continue being disruptive. Usually this kind of intervention will bring the difficulty to an end. Don't take risks.
- Sometimes the presence of a member of staff can inflame the situation, so always consider whether you could calm a difficult situation by leaving the area.
- If this approach doesn't work, you may ask a learner/client to leave the area for a short time until things cool down.
- If the situation escalates, you may have to seek assistance from your colleagues or another adult.
- If you can't get co-operation from the client/learner and they won't leave the area or the building you may have to call for police assistance.
- If the incident becomes violent, you should follow procedures for calling the Emergency Services on 999.
- If you need support and you are within an organisation's building, follow their incident procedures.
- You will then need to report the incident to Young Giants in writing within 24 hours.

6. LONE WORKING SAFETY PROCEDURE

Reducing the risks:

- Employees and Tutors need to be sufficiently experienced to understand the risks and precautions fully
- Employees and Tutors need to follow the risk assessment provided
- Employees and Tutors must set the limits to what can and cannot be done whilst working alone
- Young Giants management need to ensure that employees and Tutors are competent to deal with circumstances which are new, unusual or beyond the scope of training
- Young Giants must hold an emergency contact number for the tutor
- Young Giants will not give a tutors details to anyone prior to a risk assessment and even then, only the most essential details (first name, phone number, email, photograph if permission from the tutor has been sought)

Supervision

Supervision of Health and Safety can be carried out during meetings. It must be noted that the higher the risk factor the greater the need for the level of health and safety supervision.

Young Giants management and tutors should ensure they maintain regular telephone contact.

Safety Guidance

- Any identified risks must be communicated to those whom the risks apply and actions put in place
- Client /learner details must be kept confidential, and in a safe place at all times, in line with Privacy Policy
- Call a new Client ahead of tuition and speak to them personally by phone
- Confirm appointments with clients on same day, ensure that the time is agreed by both parties
- Advise Young Giants of any changes to times and days of visits organised by Young Giants
- Tell someone else where you are going – giving the full location details and tell them when to expect you to return/contact them
- Assess the locations you are visiting, and decide if safe to visit on your own
- Where possible carry a mobile phone and pre dial number to raise alarm if necessary
- Carry a personal attack alarm if preferred
- When using your own vehicle ensure all valuables are locked away in the boot
- Keep your car keys in your pocket rather than in a bag
- Have your keys ready in your hand prior to arriving at the car
- Ensure you are aware of the route
- Always park in well-lit area – should you breakdown remain in your car with the doors locked until assistance arrives
- If you feel you are being followed, knock on nearest door for assistance
- 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

- As you enter, make a note of how the door opens and closes so that you can leave quickly, if necessary
- Try to keep yourself between the client and the door
- Never enter a house if the learner isn't present – tell the service users you will wait outside
- Never work alone in a house with a learner, Accompanying Adult must be present in the house at all times
- If there is another person on the premises that makes you feel uncomfortable, ask if they can leave or make your excuses and leave
- Do not enter into any family disputes
- Inform Young Giants of any changes/additional hazards to their initial risk assessment
- If you feel at all uncomfortable or unsure, make an excuse and leave. Trust your instincts. Young Giants will always support your choice to leave a situation in which you don't feel comfortable for any reason.
- Each employee has a duty of care to take reasonable steps to ensure their own safety, as well as their colleagues
- All incidents, including near misses must be reported immediately or within 24 hours to Young Giants

The [Suzy Lamplugh Trust](#) provides advice for lone workers.