

This policy has been written in accordance with the terms of the Health and Safety At Work Act 1974 and subsequent legislation.

This policy has been approved by:

<b>Name and Signature</b>	<b>Jaime Johnson</b> 
<b>Position</b>	<b>Director</b>
<b>Date</b>	<b>01.09.20</b>

Document created by:

<b>Name and Signature</b>	<b>Jaime Johnson</b> 
<b>Position</b>	<b>Director</b>
<b>Date</b>	<b>21.08.2017</b>

Last modified by:

<b>Name and Signature</b>	<b>Jaime Johnson</b> 
<b>Position</b>	<b>Director</b>
<b>Date</b>	

<b>Date of next review</b>	
----------------------------	--

## TUTORS AND STAFF – OUT OF OFFICE WORKING

### CONTENTS

<b>Section 1</b>	<b>INTRODUCTION</b>
<b>Section 2</b>	<b>RESPONSIBILITIES</b>
<b>Section 3</b>	<b>SAFETY TRAINING, INFORMATION, INSTRUCTION AND SUPERVISION</b>
	<b>HEALTH AND SAFETY RISKS ARISING FROM OUT OF OFFICE WORK ACTIVITIES</b>
	<b>LONE WORKING</b>
<b>Section 4</b>	<b>RELEVANT LEGISLATION</b>
<b>Section 5</b>	<b>SERIOUS INCIDENT PROCEDURE</b>
<b>Section 6</b>	<b>LONE WORKING SAFETY PROCEDURE</b>

## DEFINITIONS

In this policy the following definitions apply;

**Tutor** means a self-employed contractor of Young Giants

**Employee** means a person employed by Young Giants

**Student** means the person who receives the tutoring service through sessions of tutoring

**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

## INTRODUCTION

It is the policy of Young Giants to comply with the terms of the Health and Safety At Work Act 1974 and subsequent legislation 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

## RESPONSIBILITIES

The overall and final responsibility for health and safety is that of Jaime Johnson (Director).

Day to day responsibility for ensuring this policy is put into practice is delegated to Lisa Crawley (Tuition Coordinator).

All employees and Tutors have to co-operate with supervisors and managers 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 student's home, at a school, college or University or Public facility.

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.

## **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 trained in safe working practices and procedures at induction and prior to taking on a new role.

Induction and safety training will be provided by: Jaime Johnson

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

### **2.1 Health and safety risks arising from out of office work activities**

Annual risk assessments of the workplace can be carried out by Jaime Johnson or Lisa Crawley.

In addition, inspections can be conducted in the relevant areas whenever there are significant changes in the nature and or scale of our operations. Findings from the risk assessments will be reported to Jaime Johnson.

Action required to remove/control risks will be implemented by Jaime Johnson or Lisa Crawley.

### **2.2 Serious Incidents**

Young Giants recognise the difficulties some students 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. Clients, commissioners, carers and any other persons in charge of students should provide a peaceful, safe and secure environment. Incidents must not escalate needlessly. Employees and Tutors will deal professionally with difficult situations.

### **2.3 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.

Employees and Tutors are responsible for risk assessing activities relating to tutoring, mentoring and support work off the premises, to ensure their own safety and the safety of the young person at all times. 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 employees or Tutor to work alone, then control measures or arrangements for providing help or back up should be put in place. Employees and Tutors must record all significant findings of the Risk Assessment and share that information to all those who may be affected.

Young Giants recommends lone workers take the advice given to them in the Tutor Handbook. As part of our Risk Assessment for all Tutors working with new Clients (a Client unknown to Young Giants), a member of Young Giants management will contact the Tutor after the first session with the new Client and if no reply is received Young Giants will, after a reasonable time, contact the Tutor's emergency contact.

## 2.4 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.

## 2.5 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 Client, carer, commissioner or persons in charge of care for the student 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.

## 2.6 Accidents

All employees and Tutors must report any accidents and incidents to Young Giants immediately.

All reports must be given to Lisa Crawley 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.

## RELEVANT LEGISLATION

Further Health, Safety and Welfare information is available at [www.hse.gov.uk](http://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 to notify certain occupational injuries, diseases and dangerous events.
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.

## 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. Take a deep breath and clear your head.
- 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. 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/student 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 or ending the phone call.
- If this approach doesn't work, you may ask a student/client to leave the area or even to end the phone call for a short time until things cool down. "Time Out".
- 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/student and they won't leave the area or the building you may have to call for police assistance. Ensure that you are aware of the local numbers.
- If the incident becomes violent, you should follow procedures for calling the Emergency services.
- Dial 999 or if you have the number, call the local police station direct if you think you can get a better result by dealing with them personally.
- 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.

## LONE WORKING SAFETY PROCEDURE

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

### Training

This is particularly important where there will be limited supervision, to control, guide and help in situations. Training may also be critical to avoid panic reactions in unusual situations.

- Employees and Tutors need to be sufficiently experienced to understand the risks and precautions fully.
- 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.

## Supervision

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

Young Giants should ensure the following:

- Maintaining regular telephone contact
- Checking that a lone worker has returned to their office base or home on completion of work with new Clients

## Guidance

- Any identified risks must be communicated to those whom the risks apply and actions put in place
- Client /student details must be kept confidential, and in a safe place at all times
- 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 student isn't present – tell the client you will wait outside
- Never work alone in a house with a student, 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 reappoint
- Do not enter into any family disputes
- Inform office of any changes to the clients initial 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 to Young Giants