

**Lone Working Policy**

5th August 2024

Policy review: 5th August 2025

**Policy Statement**

Cambridge Online Tuition takes the health and safety of its self-employed staff very seriously. We have a legal duty to ensure the health, safety and welfare of our tutors and whilst working online.

**Aim and Scope**

This policy is designed to alert tutors to the risks presented by lone working; identify the responsibilities each person has in this situation, and to describe procedures which will minimise such risks. It is designed to give tutors a framework for managing potentially risky situations.

**Related Policies and Procedures**

Lone Working Risk Assessment (Lone Working Procedure)

**Related Legislation**

Health and Safety at Work Act 1974 Management of Health and Safety at Work Regulations 1999

Cambridge Online Tuition has a legal duty to ensure the health, safety and welfare of self-employed staff working online. We are responsible for assessing the risks to lone workers and taking steps to avoid or control the risks where necessary. Tutors have responsibility to take reasonable care of themselves and others in lone working situations. Lone working is not inherently unsafe. Taking precaution can reduce the risks associated with working alone. This policy is designed for tutors who are working from home. It also refers to both high and low risk activities.

**Definition**

The Health and Safety Executive defines lone workers as those who work by themselves without close or direct supervision. For example:

* People working separately from others in a building;
* People who work outside ‘normal’ hours;
* People who work away from their fixed base without colleagues;
* People who work at home other than in low risk, office-type work.

**Potential Hazards of Working Alone**

People who work or volunteer alone will of course face the same risks in their work as others doing similar tasks. However, additionally they may encounter the following:

* Accidents or sudden illnesses may occur when there is no-one to call for help or first aid available;
* Fire;
* Violence or the threat of violence;
* Lack of safe way in or out of a building for example, danger of being accidentally locked in;
* Attempting tasks which cannot safely be done by one person alone.

**Measures to reduce the risk of lone working**

To reduce the risk for people working alone, we advise the tutors to identify the risks to themselves within their working environment.

In any situation where a tutor operating alone feels unsafe, or an incident occurs, they must remove themselves from that situation immediately and report the incident to their line manager (Laura Brown, Marie Knight or Lucy Wallis.) In the case of tutoring with Cambridge Online Tuition, this would include feeling unsafe whilst tutoring online.

An incident is any situation where the health and safety of the tutor is compromised and may include and accident, fire, violence or threat of violence online (this is not exhaustive).

**Supervision**

Lone workers are by definition not under constant supervision. We ensure that you understand the risks associated with your work and the relevant safety precautions.

Staff or volunteers will be given training that covers lone working where appropriate during induction.

Regular contact by email may be appropriate and we ensure that all tutors have access to emails and telephone numbers to enable them to contact the line managers in the event of an emergency.

**Accidents and Emergencies**

Tutors operating alone should be made aware of the process for responding correctly to emergencies. If the accident or emergency happens whilst tutoring;

1. Sign out of the session as soon as possible;
2. Ensure there is no threat to life and remove themselves from the danger;
3. Contact relevant emergency services as soon as possible if required;
4. Contact Laura Brown via WhatsApp messaging if possible, stating accident or emergency;
5. If the emergency is a threat or feeling unsafe from a student or relative the session should be terminated immediately. The line manager (DSL) will contact the school and alternative provision officer as soon as possible and steps will be agreed by the two parties to deal with the situation.

**Conclusion**

Establishing a safe working environment is of paramount importance. By reading and understanding this policy, tutors should be able to identify the risks to their working environment and take appropriate action to mitigate possible risks to themselves.