

lexia
Education Services
Changing the lives of young people



Lone Worker Policy

Lexia Education Services Ltd
61d High Street
Nailsea
Bristol
BS48 1AW

Date of Implementation: 1st April 2021
Date of Review: 2nd September 2026 (reviewed annually)
Date of Next Review: 2nd September 2027

Policy Statement
Lexia Education Services takes the health and safety of its employees seriously. We have a legal duty to ensure the health, safety, and welfare of our employees while at work or carrying out any work activity. We realise that at any given time, staff may be working alone, either in a student's home or externally (E.g. library, educational establishment, in the community, outdoor learning).

Aim and Scope
This policy is designed to alert employees to the risks presented by lone working, to identify the responsibilities each person has in this situation, and to describe procedures which will minimise such risks. It is designed to give employees 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

Context
Lexia Education Services have a legal duty to ensure the health, safety and welfare of employees while at work. At any given time, employees may be alone, either in a student's home (parents

be in the home but may not be in the room) or when operating on our behalf externally (E.g. library, educational establishment, outdoor learning). We are responsible for assessing the risks to lone workers and taking steps to avoid or control the risks where necessary. Employees have responsibility to take reasonable care of themselves and others in lone working situations and complete their own, independent risk assessment when beginning work with any new student/the location of tutoring changes. Lone working is not inherently unsafe.
Taking precautions can reduce the risks associated with working alone. This policy is designed for employees who either frequently or occasionally work alone. 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 who work away from their fixed base without colleagues

The definition covers staff in situations with varying degrees and types of risk. It is important to identify the hazards of the work and assess the risks involved before applying appropriate measures.

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 carry out a risk assessment around the following areas, as appropriate to the circumstances:

- The context – nature of the task, any special circumstances.
- The individuals concerned – indicators of potential or actual risk.
- History – any previous incidents in similar situations.
- Any other special circumstances.

To reduce the risk for people working alone the tutor will carry out a risk assessment of the following issues, as appropriate to the circumstances:

- The environment – location, security, access.
- The individuals concerned – indicators of potential or actual risk.
- Any other special circumstances.

All available information should be taken into account and risk assessments should be updated as necessary. Where there is any reasonable doubt about the safety of a lone worker in a given situation, consideration should be given to sending a second worker or making other arrangements to complete the task.
In any situation where an employee is operating alone and feels unsafe, they must remove themselves from that situation immediately and report the incident to their consultant.
In any situation where an employee is operating alone and an incident occurs, this must be reported to their consultant as soon as possible. An incident is any situation where the health and safety of the employee is compromised and may include any accident, fire, violence or threat of violence (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.

- Employees will be offered support that covers how to conduct a risk assessment whilst lone working with a student during their induction.
- Weekly tuition reports and Regular contact by phone will ensure work is carried out to a good standard and all parties feel safe and comfortable for the duration of the placement.
- All employees carrying out duties alone will be advised to have a mobile phone available at all times to enable them to contact their consultant in the event of an emergency. This phone will only be taken out in emergency situations.

Accidents and Emergencies
Employees lone working should be made aware of the process for responding correctly to emergencies. Their consultant at Lexia Education Services is their first point of contact/support.

Conclusion
Establishing safe working for lone workers is no different from organising the safety of other staff, but the risk assessment must take account of any extra risk factors.
Lexia Education Services ensures that measures are in place to reduce risk and that expectations have been communicated to employees lone working.
Lexia Education Services are responsible for checking that tutors knowledge, qualifications and trading are relevant to the student's needs and up to date.
All staff, including lone workers, are responsible for following safe systems of work and should take simple steps to reduce the risks associated with carrying out their normal duties.

Review
This policy must be regularly reviewed and updated based on feedback from tutors, changing circumstances, or new regulations. Lexia Education Services will ensure that the policy remains relevant and effective in ensuring the safety of tutors.