



**Greys
Education
Centre**
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Article 28: You have the right to a good quality education. You should be encouraged to go to school to the highest level you can.

Hospital Education and Outreach Lone Working Policy

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Contents

Policy purpose

Related policies / documents

Principles

Definition of lone workers

Who are lone workers?

Manager responsibilities

Staff member responsibilities

Travelling

Outreach teaching

Safeguarding

Teaching in homes

Teaching in schools

Teaching in hospitals, libraries or other public spaces

Tips to staff for walking / Out and About

Professional Boundaries and Conduct

Policy purpose

To ensure identification of potential risks and put systems in place to manage and respond to these, while ensuring that all staff understand their responsibilities in keeping themselves and others safe.

Related policies / documents

This policy should be read in conjunction with the Suzy Lamplugh Trust 'Personal Safety at Work' leaflet and:

- Staff Handbook
- Health and Safety Policy
- Supporting Pupils with Medical Conditions Policy
- Blended and Remote Learning Policy
- Critical Incident Policy (p9 – Incident Log)

Principles

The service has a duty to safeguard the health, safety and wellbeing of all people carrying out lone working and outreach work, however all employers have a duty to ensure their own health and safety, and to not knowingly put themselves or others in situations of increased risk without first ensuring that adequate control measures are put in place.

It is important that staff are cautious, sensible and professional while being mindful of the sensitive nature of the families and young people with whom they work. It is possible to worsen a situation by over dramatising or becoming too formal. Stay relaxed with a positive attitude about recovery and stay outside of the family dynamics.

Definition of lone workers

Lone working is defined by the Health & Safety Executive (HSE) as work carried out by people who work by themselves without close or direct supervision. This doesn't necessarily mean that the worker is physically alone; it means they are in a separate location from the rest of their team or manager. If an employee cannot be seen or heard by a colleague, they are a lone worker – whether that be for all or part of their working day. This also includes staff who work from home.

Who are lone workers?

They exist in all sectors, including those who:

- work by themselves away from a fixed base.
- work on the same premises but out of sight and sound of a colleague.
- work outside normal working hours.
- work alone but alongside members of the public or in populated locations.
- work from home.
- travel alone during work hours.
- are left alone for periods of time.

For further guidance, see:

- <https://peoplesafe.co.uk/blogs/lone-working-everything-an-employer-needs-to-know/>
- <https://www.hse.gov.uk/lone-working/index.htm>

Manager responsibilities

Lone working should carry no more risk than normal working, but managers should recognise that the risks of lone workers are greater because there is a reduced level of immediate support available.

The Hospital Education and Outreach (HEO) Manager will:

- Follow normal risk assessment methods and conduct risk assessments with all new students, in order to eliminate, or reduce to an acceptable level, the risks associated with lone working.
- Ensure up-to-date information relating to lone workers and outreach workers is held at the service, including contact details for family/next of kin, a recent photograph, car make/model/registration, medical/health issues.
- Disseminate information about students/teaching locations to staff before lessons commence and ensure they are aware of any updates/changes.
- Ensure all staff have read this policy before they carry out lone working or outreach support.

Staff member responsibilities

- Working with a regard for safety at all times and avoiding placing themselves in a vulnerable situation.
- Ensuring that any of their personal information held at the service, e.g. car registration number and emergency contacts, is kept up to date.
- Informing the HEO manager of any changes to their personal information, or changes which may impact on them lone working e.g. pregnancy, illness, disability.
- Ensuring they have a mobile phone that is charged, with emergency numbers and HEO office programmed in, but not visible during lessons.
- Ensuring they can be contacted during outreach sessions.
- Maintaining appropriate professional boundaries.
- Dressing appropriately and with safety in mind.
- Not entering any situation in which they feel their safety is compromised. Staff have a duty to protect their own safety first.
- Reading appropriate policies (e.g. Health Safety Policy) annually and being aware of health and safety regulations.
- Reporting any health hazards, aggressive behaviour or difficult to manage incidents immediately to the HEO manager.

Travelling

- All permanent and zero hours contracted staff who use their own vehicles to travel to/from lessons should have the appropriate business insurance cover on their vehicle insurance certificate.
- It is recommended that staff be covered by membership of an emergency breakdown and repair service and undertake regular vehicle checks. It is also advised to have an emergency kit for the car (including extra coat, torch, water, charger).
- If travel plans change or an accident occurs, this should be communicated immediately to the HEO administrator.
- Mobile phones should be kept on so that staff can be contacted (in case of lesson cancellations or emergencies). They should use a hands-free kit if using the phone whilst driving.
- Staff should ensure they have planned their route and the time needed.

- Staff should park as close as possible to the teaching venue.
- If walking from a parking space to venue, staff should practise protective behaviours and be aware of risks. Staff should not carry lots of cash or valuable items.
- If it is dark when leaving, staff should keep to well-lit routes to reach their car.
- Staff should leave nothing visible in their car. Valuables should be locked in the boot.
- Staff should keep doors locked in built-up areas or in stop-start traffic.
- If staff break down, they should be aware of their surroundings and only get out of their car when and if they feel it is safe to do so.
- Road rage incidents are rare and, by not responding to aggression from other drivers, can often be avoided.
- If the driver of another car forces a staff member to stop and then gets out of his/her car, staff should stay in their car, keep the engine running and if necessary, reverse to get away.
- When parking in a car park, staff should consider where the entrances and exits are. They should try to avoid having to walk across a lonely car park to get to their car. They should park away from pillars/barriers. If possible, they should reverse into a space so that they can drive away easily.
- Staff should ensure they are aware of updates in The Highway Code:
<https://www.gov.uk/guidance/the-highway-code>

Outreach teaching

- The HEO administrator will have a timetable of all planned teaching sessions and locations which will be kept up to date at all times. Any communication between families and Hospital Education and Outreach should go through HEO admin. Staff must not give families their phone number or email address unless specifically permitted.
- At set-up meetings, a risk assessment will be completed and relevant information will be documented on the student's One Page Profile (found on Sharepoint). Staff must ensure they have read the OPP before the lesson and discuss any issues with the HEO manager.
- Staff should let the HEO manager know if anything on a risk assessment needs changing or updating.
- Staff should be aware of emergency exits wherever they teach and arrange furniture/equipment so that exits, especially fire exits, are clear at all times.
- If staff are not able to make a lesson on time, they should inform the HEO administrator so that they can inform the family.
- If a student has not arrived to a lesson or the door is unanswered, staff should wait for 5 minutes and then call the HEO administrator who will contact the family and get back to them.
- If a student is present but has not joined the teacher for the lesson or cannot engage in learning within the first 20 minutes, the teacher should end the lesson and make the HEO administrator aware. If there are exceptions to these timings, staff will be informed.

Safeguarding

- Staff may become a safe adult for the students they are working with. They must make it clear to students that they are not able to keep safeguarding disclosures to themselves.
- Staff should communicate any times where the student becomes upset or distressed including with their own parent/carer. Report to the HEO manager and document the incident on MyConcern.
- **If a student discloses a serious safeguarding issue to staff during a lesson, they must let the HEO manager or other DSL know immediately via a phone call and write up the details on MyConcern.** If the teacher cannot access the internet, they should come to Grey's Primary

site (Bromham) to write up the incident. If they have a lesson, they must let the HEO administrator know so that they can cancel the lesson. Safeguarding takes priority.

Teaching in homes

- Staff should show their identification and only enter a house on invitation from an adult.
- Staff must not enter a house unless another known adult is present. This is preferably and usually the parent. **Staff must not teach in a pupil's home where there is no other adult present.** If this is the case, call the HEO administrator and discuss alternative arrangements.
- Staff should not enter a house where a parent, adult or student is not fully dressed (unless for medical/known reason).
- Staff should not go upstairs in a house or into a bedroom.
- Staff should work in open areas of the house where doors are kept open.
- If staff are uncomfortable about any animals in the room, they should politely ask to have them removed. This will be made clear at set-up meetings.
- Parents will be made aware that they have prime responsibility for the safety of their child.
- Staff must not visit a student's home to deliver work (or for any other reasons) outside of teaching hours. If work needs to be delivered to a home, staff should bring it to Greys Primary site (Bromham) to be posted.
- If a student needs medical assistance or becomes unmanageable, call the adult in the house to deal with the incident. Do not attempt to administer medicine or positively handle a child.
- Staff should conduct their own dynamic risk assessment on the doorstep before they enter. If they feel at all uncomfortable, they should make an excuse, leave and inform the HEO administrator.
- Staff should take note of their surroundings and possible exits.
- Staff should avoid giving rise to aggression by reacting negatively to bad, dirty or smelly surroundings.
- Staff should be aware of changes in the behaviour of the person they are with, especially if they seem to be becoming angry or irritated. Staff should try to use their own communication skills to defuse difficult situations early on and try to remain calm.
- If staff need to get away from a home, they should be assertive and use exit strategies.
- Staff should give some thought to what exit strategies they could use if they felt uncomfortable or threatened. For example, "I'm sorry, I've left a worksheet I need in the car." This could give staff time to de-stress or allow them to phone from the safety of their car, saying they have been called back to the office.

Teaching in schools

- Schools will be provided with a full timetable of HEO teachers along with their DBS clearance documentation.
- On arrival, staff should report to reception and sign in. They may be required to provide DBS Certificate or information (so should ensure this is to hand).
- Teaching should take place in a space in school where student and teacher are visible. If teaching in a room with covered/no windows and/or no windows on doors, the door must be left open/ajar. This is to safeguard both teacher and student.
- Staff should sit nearest to the exit.
- If a student discloses a safeguarding concern, staff should follow normal safeguarding procedures and notify the home school's designated safeguarding lead (DSL). The reporting of a safeguarding concern takes priority over attending the next timetabled

lesson. In this case, the HEO administrator will need to be notified. The disclosure/incident should also be documented on MyConcern, stating that school has been alerted.

Teaching in hospitals, libraries or other public spaces

- If necessary, staff should report to reception and sign in.
- Teaching should take place in a space where student and teacher are visible.
- Where bedside teaching takes place in the hospital, curtains should not be drawn.
- If a member of the public is confrontational/aggressive/bothersome, staff should consider moving to another area in the venue to either continue with the lesson or end the lesson, notifying the HEO administrator so that families can be made aware

Tips to staff for walking / Out and About

- Do you carry many bags or lots of paperwork – how do you think this affects your personal safety and ability to move quickly? Can you find a way to carry less? Try to keep at least one hand free whenever possible.
- Consider carrying a personal safety alarm.
- Remain alert and aware of your surroundings at all times.
- A confident appearance (walking tall, normal pace, arms relaxed) will make you look less vulnerable.
- Try to avoid danger rather than confront it – keep to well-lit or busy streets and avoid danger spots as much as possible.
- Walking away from an argument can be a simple but effective way to prevent an incident.

Professional Boundaries and Conduct

- No information about the pupil or family should be disclosed to anyone without parental consent, except in cases of child protection. The parents will be asked to sign a consent form to give permission for professionals to liaise with one another.
- Mobile phones should not be used whilst teaching or in the presence of a pupil or their family members, unless for emergency purposes.
- Staff must not give out their personal phone number, home address, email address or work email address to students and parents.
- Staff must not use the internet or web-based communications to send personal messages to a student or parent.
- Staff must not have secret social contact with students or their parents.
- Staff should ensure that their working environment does not display any inappropriate images or documentation capable of being viewed by the student or parent/responsible adult when conducting a session.
- Staff should ensure any contact with the student is appropriate to their role as a teacher and confined to the relevant teaching sessions.
- Staff should not make any improper suggestions to a student.
- Staff should always ensure language is appropriate and not offensive or discriminatory.
- Any communication between staff and students/families must be facilitated via the HEO administrator.
- Staff must not email families directly or arrange/re-arrange lesson times. This will always be actioned by the HEO manager. In order to keep staff safe, their whereabouts must correspond to the timetable held by the HEO administrator
- Staff should treat students fairly and without prejudice or discrimination.
- Staff should value and take students' contributions seriously.
- Staff must report any dispute with a student or parent/responsible adult to the HEO manager, in accordance with Safeguarding procedures.

- Staff must report any inappropriate behaviour or illegal activity identified within a teaching session by the student or third party, in accordance with safeguarding procedures.
- **Staff should always seek advice from the HEO manager or a senior member of Greys Education Centre if they are in doubt.**