External Provision and Lone Working Policy

Ratification Date: ___13/02/25_____

Signed: ___AJ Hawkins_____

Review Date: ___07/09/26_____

Date of next review: September 2027

Version 1.2 07/09/25

Version Control

Version	Date	Changes
1	13/02/25	New policy replacing Home Tuition, Outreach and Lone Working Policy
1.1	12/09/25	Added introduction statement at section 7 re-iterating process for dairy management and start/end session contact protocol; updated review statement, updated guidance at 8.8 re end of day
1.2	07/09/26	Policy reviewed, revised references to Head of Centre replacing COO throughout sections

Review

Approved and reviewed by The Board of Directors.

This policy will be reviewed bi- annually, or more frequently, if necessary, to ensure that it remains up-to-date and effective. The review will take into account changes in legislation, guidance, and best practice.

Key staff involved in external provision/lone working policy

Role Name

Director of External Provision: Paula Challenor

Head of Centre: Laura Bayliss

Provision COO: Dave Smith

Provision CEO: Andy Hawkins

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1. Principles

1.1 The aim of this policy is to outline the procedural expectations to those delivering or receiving external provision provided by Liminal Education. This is inclusive of tutors, young people, parents, carers and any other relevant professionals who may be present during the delivery of external provision.

1.2 The definition of 'external provision', for the purpose of this document is defined as being either: tuition and or mentoring delivered in a young person's home OR, tuition and or mentoring delivered to a young person in any other community venue.

1.3 It is imperative that all staff working on behalf of Liminal Education (via direct employment and or sub-contracted) who will be delivering external provision are aware and adhere to this policy and have familiarised themselves with the relevant safeguarding procedures.

1.4 Any member of staff who works remotely with students must ensure that they are clear of the procedures in place to protect themselves and the students they are working with.

1.5 All staff should be seen to be working in an open and transparent way and staff should act in the young person's best interests at all times.

1.6 Contravention of this policy could lead to disciplinary procedures being implemented, suspension or termination of employment.

2. Confidentiality

2.1 Confidentiality and the responsibility to protect and maintain confidentiality is everyone's responsibility.

2.2 Staff should be clear about what information in relation to a young person can be shared and stored and in what circumstances it is appropriate to do so. More information about identifiable, personal information can be found here: Personal information - what is it? | ICO

2.3 Due to the nature of staff travelling between different geographical locations to support various young people, it is the expectation that any documents containing information about a young person's session is locked in the boot of a car and not taken into another young person's home or left on display of their vehicle.

2.4 Upon return to the office, anything that does not need to be stored should be destroyed immediately and appropriately (there are shredding facilities on the first floor to enable you do this).

2.5 Staff should always seek advice from a senior member of staff if they are in doubt about what information can be shared or stored. Individuals will have legal liability if you are responsible for an information breach about a young person. For more information, visit: General Data Protection Regulations (GDPR)

3. *Behaviour and Conduct*

Staff, at all times, must follow the organisational Code of Conduct, summarised below:

3.1 Staff who are delivering external provision should remain respectful at all times and be mindful that they are representing Liminal throughout the delivery of their contracted session(s).

3.2 Staff will be professional in their approach and will use clear, concise, restorative language to communicate with young people, their parents/carers, family members and any other relevant professionals present during the delivery of contracted session(s)

3.4 Clothing worn will be appropriate to their role and should not be seen as offensive, revealing or sexually provocative.

3.5 Staff will endeavour to maintain their privacy (keeping personal information shared to a minimum) and will avoid placing themselves in vulnerable situations.

3.6 Staff will not discuss, share or engage with young people or their parents/carers via social media platforms

3.7 Staff should only deliver tuition if a parent, carer or another appropriate adult is also within the home/present at the designated community venue.

3.8 Personal mobile phones must not be used whilst teaching/mentoring or in the presence of a pupil or their family members.

3.9 Staff should not give out their personal phone numbers, home or email addresses to young people, parents/carers or their family members

3.10 Staff should have no secret social contact with young people or their parents, carers or other family members outside of the contracted sessions

3.11 Staff should not administer medication at any time

4. *Provision Delivered in the Home*

4.1 From the point of contract award, all staff should follow the steps outlined in the external provision process map – **See Appendix A**

Initial Visit

4.2 A risk Assessment should be completed on the first, initial visit - **See Appendix B**

4.2 Staff must also ascertain the young persons views on the first initial visit. – **See Appendix C**

4.3 Using the information from: the initial referral, the risk assessment, the young persons and parent / carer views, the tutor / mentor should create an Individual Learning Plan with clear outcomes / goals (This should be completed within the first week) – **See Appendix D**

4.4 Thereafter, a daily / weekly log should be completed for each session executed or attempted (these should still be completed if the child did not attend or engage). The comments should include if the child attended, engaged and what was covered in the session – **See Appendix E**

4.5 If a young person does not attend (for any reason) or engage, staff should endeavour to leave work (this could also be emailed) or tasks for the young person to complete between the missed session and the next session

4.6 All missed sessions should be reported on the day to the Director of External Provision

4.7 Staff should record times of all home visits with the office.

4.8 Staff should ensure that any cause for concern is discussed with senior management and that safeguarding procedures are followed.

4.9 Staff should never enter a house alone to tutor a child without the presence of parent/carer.

4.10 Staff should ensure that when lone working they have their work mobile switched on.

4.11 Staff should work in open areas of the home where the doors are left open.

4.12 Parents/carers must remain as a visible presence at home and be available for the duration of the tuition.

4.13 Always keep discussions on a professional level.

4.14 If at any point during tuition a staff member feels uncomfortable about any behaviour from the pupil or parent/carer they should end the session and leave the setting. The circumstances should be reported to a senior member of staff as soon as possible.

Staff should also:

4.15 Remain in the designated room of the home for the tuition session

4.16 Ensure there is plenty of light

4.17 Keep a clear focus on the work undertaken

4.18 Demonstrate good planning/strategies for the work to be undertaken by the pupil.

4.19 Always communicate any times where the student becomes upset or distressed including with their own parent/carer

4.20 Always report to a senior leader any situation where a student becomes upset or distressed.

5 External Provision delivered in a community venue

All points from section 4 should be taken into account as well as the following:

5.1 From the point of contract award, all staff should follow the process outlined in the external provision process map – **See Appendix A**

Initial Visit

5.2 A risk Assessment should be completed on the first, initial visit - **See Appendix B**

5.3 Staff must also ascertain the young persons views on the first initial visit. – **See Appendix C**

5.4 Using the information from: the initial referral, the risk assessment, the young persons views, parent and carer views, the tutor / mentor should create an Individual Learning Plan with clear outcomes / goals (This should be completed within the first week) – **See Appendix D**

5.5 Thereafter, a daily / weekly log should be completed for each session executed or attempted (these should still be completed if the child did not attend or engage). The comments should include if the child attended, engaged and what was covered in the session – **See Appendix E**

5.6 If a young person does not attend (for any reason) or engage, staff should endeavour to leave work (this could also be emailed) or tasks for the young person to complete between now and the next session

5.7 Where agreed as part of support package, tuition/mentoring can take place in a community venue (for example, a nearby library or public building) rather than the pupil's home. All of the above guidelines apply but in addition, the tutor should ensure the venue is suitable for tuition, there is a table and chairs available and the type of building does not in itself pose a risk to the child or the tutor.

5.8 Arrangements for meeting and dismissing the student should be agreed in writing with parent/ carer before tuition/mentoring takes place. Transportation of an individual student should be avoided. However, the individual needs of the student should be taken into consideration. If deemed necessary it should take into account any relevant risk assessment and prevailing circumstances.

6 Health and Safety

The first step to ensuring potential risks are mitigated throughout the duration of the delivery of tuition and or mentoring is to complete a risk assessment on the initial visit. This is compulsory.

Furthermore, staff should

6.1 Take every reasonable step to eliminate potential risks to increase safety and confidence (The very nature of one-to-one tuition lends itself to many potential risks).

6.2 Ensure they are aware and have a copy of the individual students' risk assessment and initial referral information/EHCP at all times. This is particularly important where there are known risk around Domestic Violence, Drug and Alcohol use and offending behaviour.

6.3 Be mindful of pets that reside within the property that may pose as a potential threat. It is a tutor / mentors responsibility to manage the expectations of the family in relation to pets who may pose as a threat or hinder the delivery of tuition – tutors and mentors should ask for the pets to be removed wherever possible.

6.4 If an incident occurs involving a pet, the tutor/mentor should inform the Director of external provision immediately and seek medical assistance if required.

6.5 Tutors and Mentors should familiarise themselves with the Dangerous Dogs Act 1991 (Updated in 2024 to include legislation about XL bullies) – Tutors / mentors should not remain in the property if there is an XL present during the delivery of tuition and or mentoring.

Liminal Staff will:

6.6 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.

6.7 Treat students fairly and without prejudice or discrimination; students who have a disability or come from a minority ethnic or cultural group can easily become victims of discrimination and prejudice which may be harmful to the student's wellbeing.

6.8 Always ensure language is appropriate and not offensive or discriminatory.

6.9 Ensure any contact with the student is appropriate to their role as a tutor / mentor and confined to the relevant tutorial sessions.

6.10 Not make any improper suggestions to a student.

6.11 Not send unsolicited communications to the student or parent/responsible adult.

6.12 Value and take students' contributions seriously.

6.13 Report any dispute with a student or parent/responsible adult to the Designated Safeguarding Lead (DSL) /Deputy Designated Safeguarding Lead (DDSL) in accordance with Liminal Education Safeguarding procedures.

6.14 Report any inappropriate behaviour or illegal activity identified within a tutorial session by the student or third party, in accordance with Liminal Education Safeguarding procedures

6.15 If no additional staff member or parent/responsible adult can be present for the duration of a tutorial session then the session will terminate/be cancelled.

7. Personal Safety Guidelines for Lone Workers/Home Tutors/Mentors

Personal safety is paramount. When working off site, staff must log all sessions, appointments and visits on their shared online calendar/diary. Staff must confirm via email/text to the designated contact after the conclusion of their last scheduled visit/appointment that they have finished for the day.

7.1 Always have a mobile phone charged and available

7.2 Do not give your address or home phone numbers to pupils and/or parents and do not contact them on your home phone as they can then access your personal number.

7.3 Do not give your personal mobile phone to the young person to use for any reason

7.4 Keep your personal items, purse/wallet, car keys, etc safe and secure

7.5 Ensure the venue is suitable for tuition and that there are a table and chairs available

7.6 Ensure an appropriate adult is always present if tuition is in the home, or use a public building, e.g. library

7.7 Ensure regular contact with your line manager/Head of Centre (HoC)

7.8 Keep a running record of each session – including brief notes of work covered, people present and any other appropriate information, e.g. issues with pupil and/or parent.

7.9 Compile your own risk assessment of each venue you use.

7.10 Report any concerns to line manager/ Head of Centre (HoC)as soon as possible.

Personal Safety Guidance :

<u>Violence and other risks to personal safety</u>

7.11 No volunteer, student or staff member should deal with any service users known or suspected to be violent or aggressive without having available a staff member to call upon. Should any user appear to become violent, or potentially violent the HOC, or in

their absence DSL, should be kept in touch with the situation and if necessary should deal with the user.

7.12 Individual risk assessment to be completed for any service users where there is a potential/ identified risk to the personal safety of the workers. To be completed jointly by the allocated worker and the HoC. Any action agreed recorded on risk assessment and copy kept on file.

7.13 If potential risk is identified at point of referral, no sessions/meetings to be completed in family home until individual risk assessment completed. Alternative site or venue in the community (e.g. school) to be used and/or visits in done in pairs

7.14 All potential / identified risks in relation to direct contact with families (e.g. domestic violence) to be highlighted on their file.

The following notes may help staff to minimise the risks of violence:

7.15 Try not to antagonise already disturbed service users by keeping them waiting a long time or giving them a poor reception.

7.16 Emphasis should always be on predicting and preventing violent behaviour. Workers should be sensitive to the early warning signs of potential violence.

7.17 As a precautionary measure seating arrangements should allow for the worker to be near the door to make a retreat if needed.

7.18 If there is any risk of a violent situation developing staff should ensure that other members of staff are alerted and are able to monitor the situation and intervene or summon help if necessary.

In the event of a violent outburst which you feel unable to cope with:

7.19 Call the police and then call for assistance. When safe to do so, call the Director of external provision to log and investigate the incident.

7.20 Until assistance is available make every attempt to avoid physical contact.

8. Lone working in the building/office area

8.1 While it is not encouraged that staff members work on their own in the building, it is recognised that sometimes this will be unavoidable. If staff members feel unsafe in such an environment then alternatives should be sought, e.g. working from another office.

8.2 It is desirable that 2 members of staff are in the building, however staff can work alone on site provided that service users are not present with the agreement of the CEO.

8.3 Staff should not be alone in the provision with a service user, unless this has been previously agreed with the HOC. Cover arrangements will be discussed regularly, usually in the weekly team meeting.

8.4 Service users, visitors, volunteers and contractors will gain access after being identified via the intercom system at the front of the building

Work Off Site

8.5 Staff undertaking work off-site must leave details of family name and location and expected return time to the office using their outlook diary.

8.6 Staff are responsible for ensuring that they have a working mobile phone with them when they are delivering sessions /attending meetings off site.

8.7 Staff must ensure their mobile phones are left on and within reach during sessions/meetings off site.

8.8 If staff are going to be delayed in returning to the office by more than 30 minutes after a session/meeting (later than the time they have recorded on Outlook), staff **must** contact the office to ensure that their amended return time is known. They **must** confirm via email/text to the designated contact after the conclusion of their last scheduled visit/appointment that they have finished for the day.

8.9 The HOC will monitor details of staff whereabouts during office hours from Outlook and phone the worker's mobile if the worker fails to return at the predicted time. In the administrator's absence the staff member going out to a session will ensure that a named colleague is responsible for making contact with them should the worker not return at the estimated time

8.10 If staff are not returning to site following sessions at the end of the day or, where sessions take place outside of office hours in the evenings and at weekends, they must confirm this with Liminal SLT and indicate the finish time in the work diary. It is the responsibility of the worker to ensure they give the slip to the HOC or line manager and discuss action to be taken if contact is not made at the specified time. The worker is responsible for texting the HOC/line manager to say that they have completed the session safely. If the HOC/line manager has not received a text within an agreed time they will phone the worker and/or the service user to identify whether the worker is safe. If there is no response the CEO will be informed, and they will alert the local police and give details of address of session.

The worker will ensure that the Director of external Provision has access to:

i) agreed times for checking in

ii) correct telephone numbers

iii) address/contact info for your session

8.11 If a member of staff finds themselves in an **emergency situation** and are unable to

discuss this when they are on the phone with staff, they should use the code **BLUE FOLDER** to indicate the situation. Appropriate action will be taken by staff in the service who will call for police assistance.

9. Guidance for line managers

9.1 When contacting a worker who has not made contact with the office at the agreed time it is important to ascertain that they are safe.

9.2 Asking closed questions that require a 'YES' or 'NO' response in this scenario is helpful.

Example questions are as follows:

i. are you safe
ii. can you get out safely
iii. do you need more time to finish your session
iv. shall I phone you back in 20/30 minutes

*If the worker says that they are **not safe or can not get out safely** then try to keep them on the line and ensure that the police are contacted on 999 immediately and a member of Liminal SLT are informed*