

UNIQUE SEND TUITION

Lone Working & Personal Safety Policy

Safe, proportionate arrangements for home tuition and community learning

Policy owner: Mandy Beadnell, owner and tutor

Effective from: September 2026

Review date: September 2027, and sooner following an incident or material change

Version: 1.0

Safe tuition depends upon shared, clearly understood arrangements. Unique SEND Tuition balances the learner's dignity and independence with sensible precautions for the learner, tutor, family and wider community.

Home tuition condition: a parent, carer or other responsible adult aged 18 or over must remain on the premises and be reasonably accessible throughout the session.

1. Purpose and scope

This policy explains how Unique SEND Tuition manages the additional risks that can arise when Mandy works without close or direct supervision. It applies to home tuition, community learning, educational outings, meetings, travelling between appointments and agreed transport of learners. Tuition is not delivered from Mandy's own home.

It is informed by Health and Safety Executive guidance on lone working, risk assessment and work-related violence. It should be read alongside the Safeguarding & Child Protection Policy, Health & Safety arrangements, Data Protection Policy, outing risk assessments, transport permissions and Terms & Conditions.

2. Responsibilities

Unique SEND Tuition. Mandy will assess foreseeable risks, establish proportionate controls, maintain communication and emergency arrangements, use professional judgement and stop work when risk cannot be adequately controlled.

Parents, carers and commissioners. Relevant information about the learner, setting, household, access, animals, health, behaviour, safeguarding and known risks must be shared accurately and updated before a session where circumstances change.

Shared responsibility. Everyone involved should communicate respectfully, follow agreed arrangements and raise concerns early. No tuition objective takes priority over immediate safety.

3. Risk assessment and planning

Risks will be considered before provision begins and reviewed when the learner, location, activity, people present, timing, transport or known circumstances change. The assessment will consider both general lone-working risks and the learner's individual strengths, communication, support needs and reasonable adjustments.

Information available. Referral information, relevant plans, medical or emergency details, known triggers, history of aggression or absconding, mobility, communication and the views of the learner and family.

Setting. Access and exit routes, parking, lighting, mobile signal, isolated areas, trip hazards, smoking, dangerous items, animals and the presence or behaviour of other people.

Activity. Materials, cooking, community access, money, road safety, sensory needs, physical activity, personal care boundaries and any foreseeable need for additional support.

Control measures. Changing the location, timing or activity; agreeing adult support; using a public setting; postponing a visit; obtaining further information; or declining work that cannot be made acceptably safe.

4. Home tuition: responsible adult presence

A parent, carer or another responsible adult aged 18 or over must remain in the home and be reasonably accessible throughout every home-tuition session. Unique SEND Tuition does not accept sole responsibility for a learner within the learner's home.

The responsible adult does not need to remain in the same room unless this is agreed as necessary for safety, regulation, care or communication. They must nevertheless remain on the premises, be contactable and be able to respond promptly if requested or in an emergency.

Before the session. The adult must advise Mandy of relevant changes, illness, injury, medication, behaviour, household circumstances, visitors, animals or other risks.

During the session. The adult must not leave the premises without Mandy's prior knowledge and an agreed safe alternative. Responsibility cannot be transferred informally to Mandy.

If no adult is available. The session will not begin, or will be paused or ended. Any charge will be managed in accordance with the Terms & Conditions.

Unsafe circumstances. Mandy may end or relocate a session if the environment becomes unsafe, including because of aggression, threats, intoxication, weapons, uncontrolled animals, illegal activity, dangerous conditions or unexpected adults whose presence creates concern.

5. Arrival, departure and professional boundaries

Arrival. Mandy will remain aware of the surroundings, park or approach in a reasonably safe location, keep essential belongings secure and avoid entering where there is an unassessed serious concern.

Exit. Where practicable, an unobstructed route to leave will be maintained. Mandy will position herself with due regard to personal safety without creating an institutional or intimidating atmosphere.

Visitors and household members. Tuition arrangements may be reconsidered if unexpected people materially affect privacy, safeguarding or safety.

Professional conduct. Clear boundaries, agreed business communication and accurate records protect both learner and tutor. Mandy will not enter into arguments, investigate suspected criminal conduct or remain to manage an unsafe situation alone.

6. Communication and monitoring

Mandy will maintain a proportionate record of working locations and expected session times. For identified higher-risk or unfamiliar visits, a confidential check-in arrangement may be used with a nominated adult who knows what action to take if contact is missed.

Precise check-in wording, personal contacts, alarm methods, access details and escalation timings are held in a separate confidential working plan and are not published. Systems and emergency arrangements will be reviewed and tested periodically.

Mobile telephone. A charged and functioning telephone will normally be accessible. Signal limitations and alternative arrangements will be considered for rural, unfamiliar or isolated locations.

Missed check-in. The nominated contact will follow the confidential escalation plan, which may include attempts to contact Mandy, the venue contact or emergency services according to the known risk.

Changes. Material changes to location, timing or activity will be communicated where the check-in system depends on that information.

7. Community learning and educational outings

A learner may take part in an agreed community activity without their parent or carer being physically present when the activity has suitable written consent, risk assessment, collection and handover arrangements, emergency information and a clear level of supervision. This is a planned exception to the adult-presence rule for home tuition; it is not an informal transfer of responsibility.

Planning. The route, destination, transport, accessibility, toilets, weather, road safety, public interaction, money, communication, regulation, missing-person risk and emergency response will be considered.

Dynamic assessment. Mandy will remain alert to changing circumstances and may modify, shorten or end an activity. A planned learning opportunity will not continue merely to complete an objective when safety has deteriorated.

Separation or missing learner. Immediate action will focus on locating and protecting the learner, contacting the responsible adult and police where necessary, and following the outing emergency plan.

Handover. The learner will be released only in accordance with the agreed arrangement. Unexpected changes require verification with an authorised adult or commissioning contact.

8. Transport and travel

Transporting a learner requires prior written permission and agreed collection, destination, supervision and handover arrangements. Mandy will maintain the licence, insurance, vehicle condition and safety equipment appropriate to the journey and business use.

Journey safety. Seat belts and legally required restraints must be used. Unplanned passengers, unnecessary detours and unauthorised destination changes will be avoided.

Behaviour affecting driving. The vehicle will be stopped in a safe place if learner distress, behaviour, illness or another issue makes continued driving unsafe. Emergency or family support will be requested where needed.

Tutor travel. Reasonable precautions will be taken regarding route, parking, fatigue, weather, vehicle breakdown and carrying confidential records or equipment.

Incidents. Accidents, delays, breakdowns, near misses, allegations or significant events will be reported and recorded promptly.

9. Violence, aggression and unsafe behaviour

Work-related violence includes abuse, threats and assault, including verbal, telephone and online conduct. Behaviour will be understood in context, including communication, distress and unmet need, while recognising that understanding a cause does not require Mandy to remain at risk.

Early response. Use calm, low-arousal communication; reduce demands where appropriate; increase space; protect exits; remove avoidable triggers; and seek support from the responsible adult.

Withdrawal. Mandy may pause or leave immediately if she feels unsafe. She will not place herself between people, pursue someone into danger or use physical restraint as part of ordinary tuition.

Emergency. Call 999 where there is immediate danger, serious injury or a crime in progress. Call 101 or use the relevant police reporting route for non-emergency matters.

Follow-up. Incidents will be documented, shared appropriately and reviewed before further sessions. Additional controls, a different venue, another adult's presence, suspension or ending provision may be necessary.

10. Accidents, illness and emergencies

Mandy will carry or have access to relevant emergency contacts and information proportionate to the activity. Immediate care will remain within her competence, with emergency services contacted when needed. A parent, carer or commissioning contact will be informed as soon as reasonably possible.

Tutor illness or incapacity. If Mandy becomes unable to continue safely, the session or outing will end and agreed support or emergency arrangements will be activated. She will not drive if medically unfit or impaired.

Learner illness or injury. The responsible adult will be asked to take over during home tuition. In the community, Mandy will follow the agreed emergency and collection plan and seek medical assistance where necessary.

First aid and reporting. Suitable first-aid supplies and competence will be considered according to the activity. Accidents and significant near misses will be recorded, investigated and reported externally where legally required.

11. Confidentiality and information security

Only the minimum personal information necessary for safe working will be carried or shared. Devices and records will be secured and will not be left visible or unattended in an unlocked vehicle or public setting. A nominated check-in contact will receive only the information needed to perform that safety role and must keep it confidential.

12. Recording, learning and review

Accidents, threats, aggression, safeguarding matters, missed check-ins, unsafe environments, transport events and near misses will be recorded factually. The response and controls will be reviewed before similar work continues, with information shared with the family, commissioner, insurer, safeguarding authority, police or regulator where appropriate.

This policy will be reviewed at least annually and sooner after an incident, material change in work, new location or activity, updated risk information, or relevant change in law or guidance. The confidential Lone Working Plan and individual risk assessments will be reviewed alongside it.

Nurture • Explore • Grow