Supply & Demand consultancy Ltd

Lone Working Policy

Reviewed September 2025

Next review September 2026

Introduction to Lone Working.

The aim of this policy is to safeguard all students and all other persons involved in tuition provided by Supply & Demand Teachers. This policy forms part of Supply & Demand Consultancy Ltd's safeguarding framework and aligns with the Safeguarding and Child Protection Policy 2025. It ensures compliance with commissioning authority expectations for EHCP and EOTAS learners

Teachers

Any teacher working outside of school with students must ensure that they are fully aware of the safeguarding procedures in place to protect them and the students with whom they are working.

- Teachers should be seen to be working in an open and transparent way
- Teachers should always act in the child's best interests

Confidentiality

- Teachers should be clear around what information about a student can be shared and in what circumstances it is appropriate to do so
- Teachers should always seek advice from a member of Supply & Demand staff if they are in doubt
- Teachers should keep all pupil/client information confidential and handled in line with GDPR

Propriety and Behaviour

Teachers must follow the Supply & Demand code of conduct below:

- Staff should never enter a house alone to teach a child without the presence of parent/carer.
- Staff should ensure that when lone working they have their work mobile switched on.
- Staff should work in open areas of the home where the doors are left open.
- Teachers should wear clothing that is appropriate to their role, which is not seen as offensive, revealing or sexually provocative
- Teachers should be vigilant in maintaining their privacy and mindful of the need to avoid placing themselves in a vulnerable situation
- Teachers should not administer medication
- Teachers should only deliver tuition if another adult is present and in the immediate vicinity – you should leave the home immediately if you feel you have been left home alone with a child
- Personal mobile phone use should be avoided whilst teaching or in the presence of a pupil or their family members even though we urge you to leave your phone on
- At any time you feel unsafe, please make an excuse and leave immediately
- If another person in the home makes you feel uncomfortable, ask them to leave, or end the session
- Please ensure you stay neutral regarding family matters.
- No lifts should be given to Pupils or Family members in your personal vehicle

Communication

- All communication with the school or virtual school must be conducted through Supply & Demand Consultancy Ltd as your designated safeguarding officer
- Teachers should not give out their personal phone number, home address or email address to students
- There should be no email or text communication directly between teachers and students or the local authority (social workers).
- All email correspondence sent to the parent/responsible adult should be sent via your Supply & Demand email account
- As a rule, teachers would not attend professional meetings for their students that they teach although this may be requested.
- Teachers should not use the internet or web-based communications to interact with students
- Teachers should have no secret social contact with students or their parents (such as Facebook, Instagram etc)
- Teachers should be aware of Health and Safety Regulations as set out by the Health & Safety Executive (www.hse.gov.uk)

Personal Safety Guidelines for Lone Workers/Home Tutors

- Always have a mobile phone charged and available.
- 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.
- Do not give your personal mobile phone to the young person to use for any reason.
- Keep your personal items, purse/wallet, car keys, safe and secure.
- Ensure the venue is suitable for tuition and that there are a table and chairs available.
- Pets must be secured in another room or outside
- Ensure an appropriate adult is always present if tuition is in the home, or use a public building, e.g. library
- Ensure regular contact with Kay Newland or Fiona Rhodes
- Keep a record of each session – including notes of work covered, people present and any other appropriate information, e.g. issues with pupil and/or parent.
- Complete your own risk assessment of each venue you use. Report any concerns to Supply & Demand as soon as possible.
- The aim of this policy is to safeguard all students on a home tutoring assignment.
- This policy document contains the responsibilities of all persons using home tutoring, including all staff, students, parents (responsible adults).
- It is important that all persons working on behalf of Supply & Demand are aware of this policy and have familiarised themselves with our safeguarding procedures.
- This policy should be read and understood before engaging in any activity arranged through Supply & Demand and the responsibilities and procedures therein adhered to.
- Contravention of the policy document could lead to suspension and/or disciplinary procedures being put in place.

Emergency contacts:

Designated safeguarding lead: Charlotte Atkins Deputy Safeguarding lead: Jordan Rhodes

charlotte.a@supply-demand.co.uk jordan@supply-demand.co.uk

Contact
info@supply-demand.co.uk
Tel: 020 8466 7946
Office 5 Willow Walk Business Centre, Willow Walk, Orpington BR6 7AA