Health and Safety Policy (including Lone Working)

Steffi Hesketh Tutoring – online one-to-one and group tutoring

Document control	**Details**
Document	Health and Safety Policy (including Lone Working)
Organisation	Steffi Hesketh Tutoring (sole trader), online-only tutoring, based in Southampton, Hampshire
Business address	32 Inver Way, Southampton, SO19 1SF
Policy owner	Steffi Hesketh-Spells, Owner and Designated Safeguarding Lead (DSL)
Deputy DSL	Shim Amin, contactable via the business email (steffiheskethtutoring@gmail.com). If neither the DSL nor the Deputy DSL can be reached, follow the alternative route in the Safeguarding and Child Protection Policy (contact children's social care, the police or the LADO directly).
Contact	steffiheskethtutoring@gmail.com, 07802 828910
Version	1.0
Effective date	November 2026
Review date	November 2027, or sooner after a serious incident, a change in law or guidance, or a change to the Hampshire contract
Applies to	Steffi Hesketh-Spells, all self-employed tutors, cover tutors and anyone else working for or on behalf of the business

Document control	Details
Contract	Hampshire County Council SEND Alternative Provision Register Agreement CS25116 and Tutoring Call-Off Contract CS25116A
Approved by	Steffi Hesketh-Spells. Signature: Steffi Hesketh-Spells, Owner and Designated Safeguarding Lead. Date approved: 9 November 2026

1. Purpose and scope

This policy explains how Steffi Hesketh Tutoring keeps children, young people, tutors and families safe during online tuition. All tuition is delivered online, one-to-one or in small groups, to children and young people, including SEND learners referred by Hampshire County Council ("the Council") under the CS25116A Tutoring Call-Off Contract.

Because we deliver online, we do not run premises, transport pupils or carry out face-to-face sessions. Our main health and safety risks are:

- the wellbeing and safety of pupils during live online lessons, including medical needs, distress and emergencies;
- tutors working alone, usually from home;
- display screen equipment (DSE) use, posture, eye strain and fatigue;
- electrical and home-working safety for tutors;
- online harm, which is covered by the Safeguarding and Child Protection Policy and the Online Tuition, Acceptable Use and Recording Policy.

This policy applies to all lessons, trials, reviews and meetings delivered by or on behalf of the business. If in-person delivery is ever proposed, it must not start until this policy, the risk assessment and the Council's Lone Working good practice guide checklist have been updated and the Council has agreed in writing.

2. Our commitment

So far as is reasonably practicable, we will:

- comply with the Health and Safety at Work etc. Act 1974 and related regulations, including the Management of Health and Safety at Work Regulations 1999 and the Health and Safety (Display Screen Equipment) Regulations 1992, as they apply to a sole trader working with self-employed tutors;

- complete a suitable and sufficient risk assessment for each Council-referred pupil before services start (Call-Off clauses 7.11, 24.7 and 24.8);
- make sure tutors are competent, trained and have suitable equipment and safe systems of work;
- record and learn from incidents and near misses;
- tell the Council about incidents and problems as the contract requires (section 9).

3. Roles and responsibilities

Steffi Hesketh-Spells (Owner and DSL) is responsible for:

- this policy, the operational risk assessment and each pupil's risk and access check;
- checking that tutors have read this policy and completed the home-working and lone-working checklist (Appendix A);
- keeping the incident log and reporting to the Council;
- reviewing this policy every year and after any significant incident.

Self-employed tutors are responsible for:

- their own health and safety and that of anyone affected by their work, as self-employed people under the 1974 Act;
- following this policy, the pupil's risk and access check and the Safeguarding and Child Protection Policy;
- keeping their equipment safe and fit for use;
- reporting incidents, near misses and concerns to Steffi straight away.

Parents and carers are asked to:

- make sure a responsible adult is in the home and contactable during lessons, especially for younger or more vulnerable pupils;
- give accurate emergency contact, medical and SEND information;
- provide a safe, suitable space for the pupil to learn.

4. Risk assessment

- **Operational risk assessment.** Steffi keeps a business-wide risk assessment covering online delivery, lone working, DSE, data security and continuity. It is reviewed at least once a year and is available to the Council on request.
- **Pupil risk and access check.** Before the first lesson for each Council-referred pupil, Steffi completes the "04 Risk and Access" check with the pupil and their parent or carer where appropriate. It records the emergency contact, the pupil's physical location during lessons, the safe adult who will be available, medical needs, communication and

sensory needs, triggers and calming strategies, the pause plan, and the agreed response to a disconnection or no-show.
- The check is reviewed after any incident, a significant change in the pupil's needs, or at the review date agreed with the Council.
- Tutors receive only the safety information they need. Full safeguarding history is kept in the restricted concern record.

5. Safe online lessons

Before each lesson the tutor must:

- have the pupil's emergency contact and the risk instructions to hand (kept securely, not on screen);
- know the pupil's location for that lesson;
- check the approved platform, waiting room and meeting controls are set up.

During each lesson the tutor must:

- follow the pupil's risk and access check, including planned breaks, movement breaks and screen-time limits;
- watch for signs of distress, illness, fatigue or medical need;
- end or pause the lesson if the environment becomes unsafe.

5.1 Emergencies during a lesson

If a pupil appears to be seriously unwell, injured or in danger during a lesson:

1. Stay calm and keep the connection open if it is safe and helpful.
2. Ask the pupil to get the responsible adult, or call the parent or carer on the emergency number.
3. If there is immediate danger and no adult responds, call 999 and give the pupil's address from the secure record. If the pupil is outside the UK, follow the Safeguarding Policy guidance for overseas pupils.
4. Tell Steffi as soon as it is safe to do so.
5. Write a factual record the same day.

If the pupil disconnects unexpectedly during a concern, follow the agreed disconnection plan and the Safeguarding Policy. Do not wait until the next lesson.

5.2 Medical needs and first aid

Tutors do not give first aid remotely, apart from calm instructions while emergency help is arranged. Pupils' medical needs (for example epilepsy, diabetes or anaphylaxis) are recorded in

the risk and access check with the action the parent or carer has agreed. Tutors must follow that plan and call 999 where it says to.

6. Lone working

Most of our tutors, including Steffi, work alone from home. "Lone working" here means a tutor delivering lessons or doing related work without another colleague present. The Council's Inclusion Support specification refers to Hampshire's Lone Working good practice guide and checklist for private tutoring and 1:1 provision. We use that guide as our reference.

6.1 Lone working controls

- **Check-in.** Tutors share their teaching timetable with Steffi. For Council-referred pupils, the tutor sends a short "lesson done" message through the agreed business channel after each lesson. If Steffi cannot reach a tutor who has missed a check-in, she will try the tutor's emergency contact, which is held securely on file.
- **Owner as lone worker.** When Steffi is the only person working, she has a nominated contact who knows how to reach families and the Council if Steffi becomes unwell.
- **Safeguarding while working alone.** One-to-one online lessons are a form of lone working with a child. Tutors must follow the Safeguarding and Child Protection Policy and the Online Tuition, Acceptable Use and Recording Policy: approved platforms only, no private contact, a parent or carer contactable, and safeguarding concerns reported the same day.
- **Abusive or threatening contact.** A tutor may end any call where they are threatened or abused, and must report it to Steffi. Steffi will decide on any follow-up, which may include contacting the police and the Council.
- **Personal safety.** Tutors must not share their home address, personal social media or private phone number with pupils or families. They should use a neutral or blurred background.
- **Wellbeing.** Steffi will check in with tutors regularly. Tutors who receive a distressing disclosure will be offered a debrief, as set out in the Safeguarding Policy.

6.2 Higher-risk situations

Before work starts, Steffi will carry out an extra assessment and agree further controls if:

- a pupil has a history of behaviour that may be directed at the tutor online;
- lessons are needed outside normal hours (Council sessions should take place between 9am and 5pm);
- a tutor has a health condition that affects lone working.

7. Display screen equipment and home working

Each tutor completes the home-working and DSE checklist in Appendix A at induction and every year after that. It covers:

- screen position, chair and posture;
- lighting and glare;
- regular breaks, with no more than about an hour of continuous screen work without a short change of activity;
- eye care;
- safe cables and sockets, no overloaded adaptors, and safe charging of devices;
- fire safety basics at home, such as a working smoke alarm and an escape route.

Steffi will discuss reasonable adjustments with any tutor who reports discomfort.

8. Training

Tutors receive the following at induction, with refresher training at least every year:

- this policy;
- the pupil risk and access process;
- emergency procedures during online lessons;
- the lone-working check-in arrangements;
- safeguarding training. Safeguarding refresher training is at least every two years under Call-Off clause 10.7, and annually under our Safeguarding Policy. Tutors must also read Keeping Children Safe in Education (KCSIE) every year (clause 10.10.10).

Training records are kept for audit.

9. Incident reporting and telling the Council

All incidents and near misses are recorded in the incident log: date, time, what happened, who was involved, action taken and any learning.

Event	**Who to tell**	**Timescale**
Any incident during the service that causes personal injury, or damage that could cause injury	The Council's contract manager, via the agreed secure route with the Council	Immediately (Call-Off clause 24.3). Our standard is the same working day and never later than 24 hours.

Event	Who to tell	Timescale
Any problem or deficiency in our health and safety arrangements	The Council	Immediately (clause 24.2), and in any case within 24 hours
Any Health and Safety regulatory intervention relating to the service	The Council	Promptly (clause 24.6), and in any case within 24 hours
A Regulatory Body inquiry, order, warning notice or suspension	The Council	Within 24 hours (clause 7.14)
An injury or incident that is also a safeguarding concern	DSL straight away. Then children's social care or police as the Safeguarding Policy requires, and the Council	Same day. Never delay an urgent referral.
A RIDDOR-reportable event (unlikely for online work)	Health and Safety Executive, and the Council	Within the RIDDOR time limits

We will co-operate with any Council investigation, including by HIAS (Call-Off clause 24.4), and put right any failings found (clause 24.5).

10. Monitoring and review

Steffi reviews the incident log every month and this policy every year. Each review covers:

- incidents and near misses;
- completed checklists;
- training records;
- feedback from pupils, families and tutors.

11. Related policies

- Safeguarding and Child Protection Policy (KCSIE principles adopted as good practice)
- Online Tuition, Acceptable Use and Recording Policy
- Behaviour and Anti-Bullying Policy
- Attendance Policy
- Business Continuity and Disaster Recovery Plan
- Personal Data Breach Procedure

- Equality, Diversity, Inclusion and SEND Policy
- 04 Risk and Access check

Appendix A – Tutor home-working, DSE and lone-working checklist

Tutor name: _____. Date completed: _____. Next review: _____.

Check	**Yes / No / Action**
Screen at eye level and an arm's length away; supportive chair; feet supported	
Good lighting with no glare; regular short breaks planned between lessons	
Cables tidy; sockets not overloaded; chargers and devices in good condition	
Working smoke alarm and a known escape route at home	
Quiet, private teaching space; neutral or blurred background	
Reliable internet; backup connection available (e.g. phone hotspot)	
Timetable shared with Steffi; check-in method agreed	
Emergency contact for the tutor held in the secure tutor file	
Pupil emergency contacts and risk instructions available securely before each lesson	
Read this policy, the Safeguarding Policy and the Online Tuition Policy	

Tutor signature: _____. Checked by Steffi Hesketh-Spells (signature and date): _____.