



Health and Safety Policy

Policy Statement

Policy Owner & Approved By: Nicola Hirst (Company Director)

Version: V1

Status: Current

Effective From: 05/05/2026

Next Review: This policy will be reviewed annually, and/or subsequent to changes to legislation, statutory guidance, or organisational practice. Learning from incidents, near-misses and reviews informs updates to practice, training and guidance.

This policy should be read alongside:

- Safeguarding and Child Protection Policy
- Incident and Near-Miss Reporting Procedure
- Individual Learner Risk Assessments

This policy applies to all employees of Emerald Green Specialist Education & Consultancy Ltd, all subcontracted tutors and mentors, and any temporary or voluntary staff engaged on behalf of the organisation. All individuals covered by this policy have a legal duty to take reasonable care for their own health and safety and that of others who may be affected by their work.

1. Purpose and Legal Framework

Emerald Green Specialist Education is committed to providing and maintaining a safe and healthy working environment for all employees, subcontractors and the learners we serve. This policy gives effect to the organisation's duties under the following legislation:

Health and Safety at Work etc. Act 1974 — the primary legislation requiring employers to ensure, so far as is reasonably practicable, the health, safety and welfare of all employees and others affected by the organisation's activities.

Management of Health and Safety at Work Regulations 1999 — requires employers to carry out suitable and sufficient risk assessments, implement preventive and protective measures, appoint competent persons, and provide appropriate information, instruction and training.



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Health and Safety (Display Screen Equipment) Regulations 1992 — requires employers to assess workstations used by employees who habitually use display screen equipment (DSE) and take steps to reduce identified risks.

Workplace (Health, Safety and Welfare) Regulations 1992 — covers working conditions including ventilation, temperature, lighting, seating and welfare facilities.

Provision and Use of Work Equipment Regulations 1998 (PUWER) — requires that all equipment provided for use at work is safe, suitable for purpose, maintained in good working order and used only by adequately trained individuals.

Manual Handling Operations Regulations 1992 — requires employers to avoid hazardous manual handling where reasonably practicable and to assess and reduce the risk of injury where it cannot be avoided.

Health and Safety (First Aid) Regulations 1981 — requires adequate first aid provision for employees.

Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR) — requires employers and the self-employed to report certain work-related injuries, diseases and dangerous occurrences to the Health and Safety Executive (HSE).

Employers' Liability (Compulsory Insurance) Act 1969 — requires Emerald Green Specialist Education to hold employers' liability insurance with a minimum indemnity of £5,000,000.

Health and Safety (Miscellaneous Amendments) Regulations 2002 — updates various earlier regulations.

Further guidance is available from the Health and Safety Executive at www.hse.gov.uk.

2. Responsibilities

2.1 Emerald Green Specialist Education Management

The Company Director holds overall and final responsibility for health and safety across the organisation.

Management responsibilities include:

- Ensuring adequate resources are allocated to health and safety
- Ensuring risk assessments are carried out, reviewed and acted upon
- Ensuring all staff and subcontractors receive appropriate health and safety information and training at induction and when circumstances change
- Ensuring that health and safety is a standing agenda item at relevant staff meetings
- Consulting with employees on health and safety matters
- Reviewing and updating this policy at least annually
- Ensuring appropriate insurance cover is maintained



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- Ensuring RIDDOR reports are made where required
- Monitoring compliance with this policy and taking action where concerns are identified

2.2 All Staff

All individuals working for or on behalf of Emerald Green Specialist Education must:

- Take reasonable care of their own health and safety and that of others who may be affected by their actions or omissions
- Co-operate with Emerald Green Specialist Education on health and safety matters
- Not interfere with or misuse anything provided in the interests of health and safety
- Report all health, safety and welfare concerns, accidents, incidents and near-misses to Emerald Green management immediately or within 24 hours, in line with the Incident and Near-Miss Reporting Procedure
- Follow this policy, relevant risk assessments and any other health and safety guidance provided
- Participate in health and safety training as required

Failure to comply with this policy may result in disciplinary action for employees or termination of contract for subcontractors.

3. Risk Assessment

3.1 General Risk Assessments

Emerald Green Specialist Education will carry out suitable and sufficient risk assessments for all work activities, in line with the Management of Health and Safety at Work Regulations 1999. Risk assessments will be:

- Completed by individuals with sufficient knowledge, training and experience
- Documented in writing and communicated to all those affected
- Reviewed at least annually, or sooner where there is a significant change in circumstances, a new hazard is identified, or following an incident

3.2 Environmental and Site Assessments

Before any tuition or mentoring takes place at a new location, whether a learner's home, a community venue or any other site, Emerald Green Specialist Education will carry out or commission an environmental or site assessment. This will consider:

- The physical environment, including access and egress, lighting and general condition of the property
- Any known hazards specific to the location (e.g. animals, other occupants, physical access issues)
- Fire evacuation routes and procedures, and the location of the designated first aider at the venue



- Whether the location is suitable for the planned activity and the specific learner
- Any changes since the previous assessment

Where a location is assessed as unsafe or unsuitable, tuition will not commence or will be suspended until the concern is resolved.

3.3 Individual Learner Risk Assessments

An individual risk assessment is completed for every learner before their placement commences. These assessments consider the learner's needs (including SEND, SEMH or behavioural factors), the delivery context, staffing requirements and any known risks.

Individual risk assessments are maintained centrally, shared with the relevant tutor before their first session, and updated whenever circumstances change.

3.4 Assessment of Equipment

All equipment used in the delivery of provision — including laptops, tablets and learning materials — must be safe, fit for purpose and maintained in good working order in line with PUWER 1998. All portable electrical equipment provided by Emerald Green Specialist Education will be subject to regular PAT testing. Where specialist equipment is used with learners with complex needs, additional risk assessments will be completed and staff will receive appropriate training before use.

4. Medical Conditions and Administration of Medicines

Emerald Green Specialist Education recognises that some learners have medical conditions requiring ongoing management. The following principles apply where a learner has a known medical need:

Before placement commences:

- All known medical conditions must be declared by the commissioner at referral and recorded in the individual learner risk assessment
- Where a learner requires supervision or support with medication during sessions, a written individual risk assessment pertaining specifically to this must be agreed between Emerald Green Specialist Education, the commissioner, and the parent/carer before provision begins
- The risk assessment plan must specify the nature of the condition, the medication required, who is responsible for administering it, and what to do in an emergency

Tutors and the administration of medicines:

- Tutors will not administer medication to a learner unless expressly authorised to do so in writing as part of an agreed individual healthcare plan, and only after receiving appropriate instruction



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- Where a learner has a significant medical need (for example, epilepsy, severe allergies, or insulin-dependent diabetes), a responsible adult must be present at all times during in-person sessions as a condition of placement
- Where a learner self-administers medication during a session (for example, an inhaler), written consent from the parent/carer must be on file
- In the event of a medical emergency, the tutor must call 999 immediately, keep the learner calm, and contact the parent/carer as soon as it is safe to do so. See Section 19 for emergency procedures

5. Accidents, Incidents and RIDDOR Reporting

All accidents, incidents and near-misses must be reported to Emerald Green Specialist Education management immediately or within 24 hours, in line with the Incident and Near-Miss Reporting Procedure. Reports must be made verbally in the first instance and followed up in writing.

Under RIDDOR 2013, Emerald Green Specialist Education is required to report the following to the HSE:

- Deaths arising from work-related accidents
- Specified injuries to workers (e.g. fractures other than fingers, toes or thumbs; amputations; crush injuries; serious burns)
- Over-seven-day incapacitation of a worker following a workplace accident
- Injuries to non-workers (e.g. learners, members of the public) that result in the person being taken from the scene to a hospital for treatment
- Dangerous occurrences (near-misses that could have led to serious injury)

Reports are made online at riddor.hse.gov.uk. The Company Director is responsible for making RIDDOR reports and retaining records for a minimum of three years.

6. Training and Information

Emerald Green Specialist Education will ensure that all staff receive appropriate health and safety information, instruction and training. This will be provided:

- At induction, before an individual begins working with learners
- When responsibilities change or new risks are introduced
- Periodically, as part of ongoing staff development

Training will be appropriate to the individual's role. Tutors and staff working in learners' homes or community settings will receive specific guidance on lone working, personal safety and emergency procedures. Records of training are maintained centrally by the Head of Operations.

7. Emergency Procedures



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All staff and subcontractors must familiarise themselves with the emergency procedures for every location in which they work. For public community venues (libraries, museums, youth centres etc.), tutors must identify fire exits and ask the venue about evacuation procedures and the designated first aider at the first session. Where this information is not provided, the tutor must inform Emerald Green Specialist Education so that it can be obtained and shared.

In the event of a fire or other building emergency during a home tuition session, the tutor should follow common sense evacuation principles: alert the learner and accompanying adult, leave the building immediately by the nearest safe exit, call 999 and wait at a safe distance. The tutor must report the incident to Emerald Green Specialist Education immediately.

8. Policy Monitoring and Review

This policy is reviewed annually by the Company Director, or sooner following a significant incident, a change in legislation, a change in delivery model, or feedback identifying a gap. Effectiveness is monitored through: review of incident and near-miss reports; health and safety agenda items at staff meetings; periodic review of risk assessments; and quality assurance activity. All staff are notified of any material changes.

PART 2: LONE WORKING – TUTORS AND FIELD STAFF

9. What is Lone Working?

A lone worker is someone who works without close or direct supervision from another person employed by the same organisation. At Emerald Green Specialist Education, tutors and mentors are lone workers when delivering sessions in a learner's home, in a community venue, or in any other off-site location.

There is no general legal prohibition on lone working. However, the Health and Safety at Work etc. Act 1974 and the Management of Health and Safety at Work Regulations 1999 place a clear duty on Emerald Green Specialist Education to assess the risks to lone workers and to take all reasonably practicable steps to avoid or control those risks.

Lone working as a tutor or mentor does not make a member of staff responsible for the safety of the learner. Responsibility for the learner's safety and welfare rests with the accompanying adult present. However, all adults working with children have a general duty of care and a safeguarding responsibility — please refer to the Safeguarding and Child Protection Policy.

10. Risk Assessment for Lone Working

Emerald Green Specialist Education will assess the risks of all lone working activities before placing a tutor with a learner. The individual learner risk assessment will take into account:

- The nature of the learner's needs, including any known behavioural, emotional or mental health factors
- The home or venue environment, including any known hazards
- The presence and suitability of the accompanying adult



- Any factors relating to other individuals known to be present at the location
- The tutor's own experience, any relevant medical conditions, and any other relevant factors
- Travel arrangements, including routes and times

Where a risk assessment identifies that a tutor cannot safely work alone with a particular learner, a 2:1 staffing arrangement will be put in place.

11. Before Every Session: Tutor Responsibilities

Before attending any session, tutors must:

- Ensure their mobile phone is fully charged
- Ensure they have the learner's address, the parent/carer's contact number, and one emergency contact number
- Inform a trusted person (friend, partner, family member) of their location and expected return time, and ask them to contact Emerald Green Specialist Education if they have not heard from the tutor by a specified time
- Confirm the appointment on the day
- Notify Emerald Green Specialist Education of any changes to the agreed session time, date or location
- Carry out a personal safety assessment of the route and location, particularly during winter months or in unfamiliar areas

12. At the Location: Safe Practice

12.1 On Arrival

Tutors should:

- Park in a well-lit, publicly visible area where possible
- Keep car keys in a pocket rather than a bag, and have keys in hand before reaching the vehicle
- Lock valuables in the boot of the vehicle before arriving at the location
- Never enter a property if the learner and accompanying adult are not present
- On entering, note the position of the exit so that they can leave quickly if necessary
- Try to ensure the front door is not locked behind them from the inside — they should be able to leave at any time

12.2 During the Session

Tutors must:



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- Never work alone in a private home with a learner — a responsible accompanying adult must be present in the property at all times. This is a non-negotiable requirement. If the accompanying adult leaves, the tutor must end the session and leave. See the Safeguarding and Child Protection Policy for full procedures.
- Position themselves between the learner and the door where practicable
- Keep dogs and other animals out of the tuition space
- Not enter into any family dispute or argument taking place at the property
- Never use their personal mobile phone number or personal email address to communicate with the learner — all communications must go through verified Emerald Green channels and/or the relevant adult - never the learner.

Education's systems

- Ask for individuals present who make the tutor uncomfortable to leave, or make their excuses and leave if this is not possible
- Never feel obliged to remain in a situation they feel unsafe in for any reason. Emerald Green Specialist Education will always support a tutor's decision to leave.

12.3 After the Session

Tutors should:

- Inform their designated contact (friend/family member) that they have left safely
- Report any concerns, incidents or near-misses to Emerald Green Specialist Education on the same day

13. Serious Incidents and Violence

Emerald Green Specialist Education recognises the difficulties some learners face in managing their behaviour, but does not condone violence or aggression towards any member of staff or subcontractor at any time. Please see the Behaviour for Learning Policy.

If a tutor encounters a disruption or aggressive situation, they should:

- Prioritise their own safety at all times
- Remain calm and signal they are in control, without becoming confrontational
- Avoid language or behaviour that could be perceived as threatening or as capitulation
- Attempt to de-escalate verbally — remind the learner of their learning agreement and of the consequences of continued behaviour
- Consider whether their presence is inflaming the situation — sometimes stepping back or leaving the room briefly can reduce tension



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- If the situation cannot be resolved, ask the learner to stop or leave the area. If this is not possible, the tutor should make their excuses and leave the premises
- If the incident becomes violent or the tutor or learner is in immediate danger, call 999 immediately
- Report the incident to Emerald Green Specialist Education verbally as soon as it is safe to do so, and in writing within 24 hours in line with the Incident and Near-Miss Reporting Procedure

Tutors must never attempt to use physical restraint on a learner except to prevent immediate injury to themselves or the learner, and only using the minimum force necessary for the shortest time necessary. Any use of physical intervention must be reported immediately to a Emerald Green Specialist Education DSL. See the Safeguarding and Child Protection Policy, Section 11.2 for full guidance.

14. Medical Situations During Sessions

Tutors are not expected to deliver first aid or administer medication. Where a learner has a significant medical need, a responsible adult must be present as a condition of placement (see Section 4). Where a medical situation arises during a session, the tutor should:

- For a minor injury at a home session: alert the accompanying adult present and ensure they take charge
- At a community venue: seek out the venue's designated first aider
- Contact the parent/carer or emergency contact and arrange for the learner to be collected if appropriate
- Where the situation is serious or deteriorating: call 999 and follow telephone guidance from the emergency services
- Report the incident to a Emerald Green Specialist Education DSL and to the learner's parent/carer immediately

15. Community Sessions

Where tuition takes place in a community venue (library, youth centre, café, outdoor setting), the same lone working principles apply. In addition:

- Community tuition must be agreed with Emerald Green Specialist Education management in advance — a tutor cannot unilaterally decide to move a session to a community venue
- The venue must be a public or semi-public space where the tutor and learner can be seen and heard by others — private or secluded locations are not permitted
- Written parental consent confirming the learner's capacity to participate in community sessions alone must be obtained before any community tuition takes place
- Tutors must carry the parent/carer's contact number and one emergency contact number at all times during community sessions
- Tutors must identify fire exits and emergency procedures for the venue at the first session



- Tutors must carry a small amount of cash or a charged travel card in case of transport difficulties
- Tutors must follow the individual learner risk assessment at all times

15.1 Learner Absence or Absconding in the Community

Where a learner fails to arrive at the agreed community location or leaves during a session, the tutor should follow the procedures set out below and in the Attendance Policy:

- Wait no more than 20 minutes for a learner who has not arrived, making repeated attempts to contact the parent/carer during this time
- If the learner absconds, immediately contact the parent/carer and inform them
- If the parent/carer cannot be reached, contact the emergency contact
- If the learner's safety cannot be confirmed and the parent/carer or emergency contact is not responding, contact Emerald Green Specialist Education immediately, who will escalate to the DSL
- If the tutor has reasonable grounds to believe the learner is at immediate risk of harm, call 999 before contacting Emerald Green Specialist Education
- Report all incidents to Emerald Green Specialist Education in line with the Incident and Near-Miss Reporting Procedure

16. Tutor Medical Conditions

Any tutor who has a medical condition that may be relevant to their lone working or their ability to respond in an emergency should discuss this with Emerald Green Specialist Education management before commencing work. Details of the medical condition do not need to be disclosed in the individual risk assessment — a generalised control measure may be documented instead, with a separate confidential agreement held on file.

17. Travel Safety

17.1 By Vehicle

Tutors who travel by vehicle should:

- Plan routes in advance, particularly for new locations
- Park in well-lit, publicly visible areas
- Keep valuables out of sight and locked in the boot before arriving at the location
- If they break down, remain in the vehicle with doors locked until assistance arrives
- If they believe they are being followed, drive to a public place such as a petrol station or police station and call 999



17.2 On Foot or Public Transport

Tutors who travel on foot or by public transport should:

- Plan well-lit routes home, particularly during winter months
- Avoid using lifts or dark passageways in unfamiliar locations
- Carry a personal alarm if preferred

17.3 By Bicycle

Tutors who use bicycles should check their bike is in full working order before each session.

Road riding should be avoided where possible — cycle paths should be used. Tutors should assess a learner's cycling competency before agreeing to any cycling activity.

18. Emerald Green Specialist Education Contact Numbers

Tutors should save the Emerald Green Specialist Education contact number in their mobile phone before their first session: 07725187297

Further guidance for lone workers is available from the Suzy Lamplugh Trust:

www.suzylamplugh.org and the Health and Safety Executive: www.hse.gov.uk/lone-working

Relevant Legislation and Guidance

Legislation Relevance

Health and Safety at Work etc. Act 1974 Primary duty of care for all employees and others affected by work activities

Management of Health and Safety at Work Regulations 1999

Risk assessment, competent persons, information, instruction and training

Health and Safety (Display Screen Equipment) Regulations 1992

DSE workstation assessment for home-working employees

Workplace (Health, Safety and Welfare) Regulations 1992

Working conditions including ventilation, temperature, lighting and welfare facilities

Provision and Use of Work Equipment Regulations 1998 (PUWER)

Safety of all work equipment including laptops and learning devices

Manual Handling Operations Regulations 1992 Avoiding and reducing manual handling injury risk



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Health and Safety (First Aid) Regulations 1981 First aid provision requirements

Reporting of Injuries, Diseases and Dangerous

Occurrences Regulations 2013 (RIDDOR)

Reporting of injuries, diseases and dangerous occurrences to the HSE

Employers' Liability (Compulsory Insurance) Act 1969

Mandatory employer liability insurance (minimum £5,000,000)

Supporting Pupils at School with Medical Conditions (DfE, 2015)

Guidance on supporting children with medical needs in education settings

This policy is reviewed annually and updated in line with changes to legislation or organisational practice.

Learning from incidents, near-misses and reviews informs updates to practice, training and guidance.