



Lone Working Policy

Name of Organisation: Amy's Trust CIO

Venue/address for which policy applies: Duffield Acres, Redmile.

Date of last review: 22nd September 2025

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This policy contains information split into the following categories:

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- Definition of lone workers
- Policy aims
- Responsibilities and safe systems of working
- Systems in place
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Introduction

Amy's Trust is committed to ensuring, so far as is reasonably practicable, that staff who are required to work alone or unsupervised for significant periods of time are protected from risks to their health and safety.

Working alone is not against the law, but it can bring additional risks to a work activity. Through the process of risk assessment, Amy's Trust will identify activities that have a significant level of risk attached to them.

Amy's Trust will, so far as is reasonably practicable, employ controls to reduce the exposure to those risks or eliminate the risk all together.

This policy applies to all staff including temporary and agency staff, volunteers, students, and those on work experience. The policy applies to all situations involving lone working arising in connection with the duties and activities of Amy's Trust.

Definition of Lone Workers

Amy's Trust defines lone workers as: A member of staff/volunteer whose activities involve all or part of their working time operating in situations without the benefit of interaction with other workers or without direct supervision.

Policy Aims

This policy aims to:

- increase staff awareness of safety issues relating to lone working

- make sure that the risk of working alone is assessed in a systematic and ongoing way, and that safe systems and methods of work are put in place to reduce the risk so far as is reasonably practicable
- make sure that appropriate training is available to staff in all areas, that equips them to recognise risk and provides practical advice on safety when working alone
- make sure that appropriate support is available to staff who must work alone
- encourage full reporting and recording of all adverse incidents relating to lone working
- minimise the number of incidents and injuries to staff related to lone working

Responsibilities and Safe Systems of Working

Lone working environments present a unique health and safety challenge.

Although there is no specific legal guidance on working alone, under the Health and Safety at Work Act 1974, and the Management of Health and Safety Regulations 1999, Amy's Trust must organise and control the health and safety of lone workers.

The directors are responsible for:

- making sure that there are arrangements for identifying, evaluating and managing risk associated with lone working
- ensuring that reasonable resources are provided to support the implementation of this policy and procedures
- making sure that there are arrangements for monitoring incidents linked to lone working and that the directors regularly review the effectiveness of the policy

The Safeguarding Lead is responsible for:

- Carrying out a risk assessment identifying any areas of concern – this will be reviewed annually
- making sure that all staff are aware of the policy
- putting procedures and safe systems of work into practice which are designed to eliminate or reduce the risks associated with working alone
- making sure that staff identified as being at risk are given appropriate information, instruction and training (e.g., undertaking risks assessments) including training at induction, updates and refresher training as necessary
- making sure that appropriate support is given to staff involved in any incident
- managing the effectiveness of preventative measures through an effective system of reporting, investigating and recording incidents

All staff are responsible for:

- making sure that risk assessments are carried out and reviewed regularly and that they are involved in the process and copied into the risk assessment
- taking reasonable care of themselves and other people who may be affected by their actions
- co-operating by following rules and procedures designed for safe working
- reporting all incidents that may affect the health and safety of themselves or others and asking for guidance as appropriate
- taking part in training designed to meet the requirements of the policy
- reporting any dangers, they identify or any concerns they might have in respect of working alone

Safe Systems of working should be in place which:

- ensure the lone worker has full knowledge of the hazards and risks to which they are being exposed
- the location of lone workers should as far as practical be known at all times
- the lone worker must know what to do if something goes wrong and be able to summon help.

- These procedures are in place to help to reduce the risk of allegations against staff.

Staff follow the provision's Code of Staff Conduct, particularly ensuring the following:

- The safety and welfare of the child is always paramount
- Staff must fulfil their responsibilities and duties towards children by working in partnership with colleagues, the DSL, and commissioning service/parents
- Staff relationships with children and families are always conducted in a professional manner
- All provision policies and procedures are followed
- Staff must be vigilant in health and safety matters, e.g., recording all actions taken to keep comprehensive and up-to-date records
- Comprehensive reporting of all accidents should be made. Where possible any written account should be witnessed by a second staff member
- Any training needs identified in team members should be passed on to their line manager
- Advice, help and/or support is sought if they find any behaviour persistently challenging or difficult to manage

Systems in place

Lone working situations at Amy's Trust are identified as follows:

- Horse care/ yard staff: Regular lone working
- EFL practitioners running sessions: 2 people on site during all sessions as standard. Should only 1 person be present, a risk assessment to determine whether the session is safe to continue will be undertaken and the lone working policy will come into place if it is determined so.

Amy's Trust lone working risk assessment identifies the hazards and risks lone workers are exposed to and precautions to mitigate such risks. All lone workers will be made familiar with these risks and hazards by the director. Please refer to the lone working risk assessment.

The time when lone working will occur on site will be known to the director and the lone worker will ensure they have the means to contact a team member for help during this time should they need it. The lone worker will always carry a mobile phone for this purpose.

For situations identified as higher risk the Hollie's Guard app can be used. Details on Hollies Guard can be found in the appendix below.

Appendix Hollie's Guard

Hollie Guard is the preferred tool for use in higher risk lone working situations with Amy's Trust. <https://hollieguard.com/>

The lone worker will arrange with another colleague when they are lone working and ensure that their details are registered in your Hollie Guard system.

The lone worker then needs to inform the colleague of the start and end time and location of the session in order that they can make arrangements to track the lone worker's safety with the app and raise the alarm if necessary