

# Pony Partnerships CIC



## Health, Safety, and Lone Working Policy 2026-2027

**Name of Organisation:** Pony Partnerships CIC

**Venue/Address:** All venues

**Date of Review:** 1 September 2026

**Date of Next Review:** 31 August 2027

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### 1. Policy Statement

Pony Partnerships CIC is committed to providing a safe, healthy, and supportive environment for all participants, staff, associates, volunteers, contractors, and visitors.

We recognise that effective health and safety management is essential to safeguarding, animal welfare, wellbeing, and the successful delivery of our services.

We are committed to identifying hazards, reducing risks, and promoting a positive safety culture across all aspects of our work.

Safety will always take priority over programme delivery, operational convenience, or commercial considerations.

### 2. Purpose

This policy aims to:

- promote the health, safety and wellbeing of all individuals involved in Pony Partnerships CIC activities;
- ensure risks are identified, assessed, and managed appropriately;
- support safe working practices;
- provide a framework for lone working arrangements;
- comply with relevant legal requirements;
- support continuous improvement in health and safety practice.

### 3. Scope

This policy applies to:

- directors;
- employees;
- associates;
- volunteers;
- students and trainees;
- contractors;
- visitors;

- participants and families attending Pony Partnerships CIC activities.

It applies to all Pony Partnerships CIC premises, outdoor environments, off-site activities, home visits, and remote working arrangements undertaken on behalf of the organisation.

#### 4. Legal Framework

This policy relates to:

- Health and Safety at Work etc. Act 1974;
- Management of Health and Safety at Work Regulations 1999;
- Workplace (Health, Safety and Welfare) Regulations 1992;
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR);
- Equality Act 2010;
- Children Act 1989;
- Children Act 2004;
- Care Act 2014;
- Keeping Children Safe in Education 2026;
- Working Together to Safeguard Children;
- Animal Welfare Act 2006.

Pony Partnerships CIC will comply with all relevant health and safety requirements and guidance.

#### 5. Our Commitment

Pony Partnerships CIC is committed to:

- maintaining safe premises and environments;
- providing suitable information, instruction, and training;
- undertaking risk assessments;
- maintaining safe equipment and facilities;
- supporting physical and emotional wellbeing;
- promoting safe working practices;
- investigating incidents and learning from them;
- consulting with staff and volunteers on health and safety matters.

Health and safety is a shared responsibility, and everyone has a role to play in maintaining a safe environment.

#### 6. Risk Management

Pony Partnerships CIC will identify and assess risks associated with its activities, environments, and services.

Risk assessments will be:

- proportionate;
- regularly reviewed;
- updated following significant changes or incidents;
- communicated to those affected where appropriate.

Risk assessments may include consideration of:

- participant needs;

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- animal-related risks;
- environmental hazards;
- lone working arrangements;
- off-site activities;
- safeguarding concerns;
- serious violence, exploitation, weapons, peer conflict, or online harm where relevant;
- medical, allergy, and emergency medication needs.

Detailed arrangements are set out within the Risk Assessment Framework and associated risk assessments.

Where a safety concern involves a suspected weapon, prohibited item or other dangerous article, staff must follow the Search, Prohibited Items and Confiscation Procedure. Staff must not place themselves or others at additional risk in attempting to recover an item.

## 7. Food Safety and Hygiene

Pony Partnerships CIC recognises its responsibilities as a registered food business and is committed to ensuring that any food or drink provided during activities is handled safely and hygienically.

Where food or refreshments are provided, the organisation will take reasonable steps to:

- maintain appropriate standards of food hygiene;
- ensure food is stored, prepared, and served safely;
- minimise the risk of food contamination;
- consider known allergies, intolerances, dietary requirements, and medical needs;
- provide suitable handwashing and hygiene facilities where appropriate;
- ensure food preparation and serving areas are kept clean and safe;
- dispose of food waste appropriately;
- follow relevant food safety legislation and guidance.

Food must not be offered, shared, or used in activities involving participants unless allergy information has been checked and the activity has been agreed as safe.

Staff, associates, and volunteers involved in handling, preparing, or serving food must:

- receive appropriate food hygiene instruction and training relevant to their role;
- follow organisational food safety procedures;
- maintain good personal hygiene;
- report any illness or condition that may affect food safety;
- act in a manner that protects the health and wellbeing of participants, visitors, and colleagues.

Information regarding allergies, intolerances and dietary requirements will be obtained and considered as part of the organisation's wider risk management and medical needs processes.

Any food safety concerns, incidents or suspected food contamination must be reported promptly and managed in accordance with organisational procedures.

Food safety arrangements will be proportionate to the nature of the food provided and reviewed regularly to ensure continued compliance with relevant legal and regulatory requirements.

## 8. Lone Working

Pony Partnerships CIC recognises that some roles involve lone working and that this can create additional

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health, safety, and safeguarding risks.

Lone working may include:

- opening or closing sites alone;
- working with animals outside normal operating hours;
- administrative work undertaken alone on site;
- travelling between locations;
- home visits where authorised;
- remote working arrangements;
- work in stables, fields, therapy spaces, or community venues without direct supervision.

Lone working will only take place where it has been assessed as safe and appropriate.

Before undertaking lone working activities, individuals must:

- understand the hazards and risks associated with the activity;
- follow relevant risk assessments;
- know any relevant medical, allergy or emergency medication arrangements for the participants or activity;
- ensure that another responsible person knows their location;
- have access to a charged mobile phone;
- know how to summon assistance in an emergency;
- understand their safeguarding and professional boundary responsibilities.

Pony Partnerships CIC uses the Hollie Guard system as its preferred lone-working safety tool.

Where Hollie Guard is used, staff should:

- register their session location;
- record start and finish times;
- identify a monitoring colleague;
- follow agreed escalation arrangements if contact is lost.

Where the system is unavailable, an agreed check-in and escalation arrangement must be in place before lone working begins.

No individual should undertake lone working activities that place themselves or others at unacceptable risk.

## 9. Safeguarding and Welfare

Health and safety arrangements must support safeguarding responsibilities.

Pony Partnerships CIC will consider:

- the safety of children and young people;
- the safety of adults at risk;
- emotional wellbeing;
- behavioural risks;
- supervision requirements;
- environmental and animal-related risks.

Lone working staff are potentially more vulnerable to safeguarding allegations and professional boundary concerns. Staff must maintain professional boundaries, follow the Code of Conduct, and ensure accurate

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and timely recording of significant events, concerns, or incidents.

All safeguarding concerns, disclosures or allegations arising during lone working must be reported immediately to the Designated Safeguarding Lead in accordance with safeguarding procedures.

Where health and safety concerns raise safeguarding concerns, safeguarding procedures will be followed without delay.

Health and safety incidents involving children with medical conditions, allergies or emergency medication needs must be considered carefully. A medical or allergy incident alone does not automatically require a safeguarding referral, but repeated absence of essential medication, lack of medical information or avoidable exposure to risk may indicate neglect or wider safeguarding concern.

## 10. Accidents, Incidents and Near Misses

All accidents, incidents, near misses and health and safety concerns must be reported and recorded promptly.

This includes incidents arising during:

- lone working;
- travel between locations;
- work with animals;
- off-site activities;
- incidents or near misses involving serious violence, threats, weapons, exploitation risk, or unsafe peer behaviour;
- medical or allergy incidents that may also indicate safeguarding concerns;
- allergy incidents, anaphylaxis, emergency medication concerns or allergy-related near misses;
- therapeutic, educational or enrichment provision.

Pony Partnerships CIC will:

- investigate significant incidents;
- identify lessons learned;
- implement corrective actions where required;
- review risk assessments where necessary;
- fulfil statutory reporting obligations where applicable.

Significant incidents, safeguarding concerns or repeated near misses will be reviewed by senior leadership and reported to the Board where appropriate.

## 11. Emergency Communication

Staff must have access to appropriate means of communication when undertaking Pony Partnerships CIC activities.

Where activities involve lone working, off-site delivery or travel, staff must:

- carry a charged mobile phone;
- ensure emergency contacts are available;
- follow agreed check-in arrangements;
- know how to access emergency assistance;
- report concerns or delays promptly.

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Emergency contact arrangements are maintained separately and reviewed regularly.

## 12. Training and Competence

Pony Partnerships CIC will provide appropriate training and guidance relevant to an individual's role.

This may include:

- health and safety awareness;
- safeguarding;
- lone working;
- first aid;
- risk assessment;
- animal safety;
- emergency procedures;
- manual handling;
- food safety and hygiene (where food is prepared, handled or served);
- awareness of serious violence, exploitation, and online safety where relevant to role;
- allergy awareness, anaphylaxis response, and medical/allergy safeguarding links where relevant to role;
- use of equipment.

Individuals must only undertake tasks for which they are competent or appropriately supervised.

Staff who may reasonably be expected to use restrictive interventions will receive appropriate information, instruction, and training relevant to their role.

## 13. Responsibilities

- Board of Directors: Responsible for ensuring appropriate health and safety arrangements are in place and reviewed regularly.
- CEO: Responsible for overseeing implementation of this policy and ensuring adequate resources are available.
- Managers, Leads and Supervisors: Responsible for promoting safe practice, monitoring compliance, addressing concerns promptly, and ensuring risk assessments are completed and reviewed.
- Staff, Associates and Volunteers: Responsible for taking reasonable care of themselves and others, following policies and procedures, reporting hazards, incidents, and concerns, using equipment safely, and cooperating with health and safety arrangements.
- Participants and Visitors: Expected to follow reasonable instructions intended to maintain safety.

## 14. Monitoring and Review

Health and safety arrangements will be monitored through:

- supervision;
- incident reviews;
- risk assessment reviews;
- feedback from staff and participants;
- inspection and audit processes.

Learning from incidents, complaints and near misses will be used to improve practice.

## 15. Review

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This policy will be reviewed annually, or sooner if:

- legislation changes;
- guidance changes;
- organisational arrangements change;
- a serious incident identifies a need for review;
- learning from audits, inspections or investigations requires amendment.

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