



PONY PARTNERSHIPS



Lone Working Policy

Name of Organisation: Pony Partnerships

Venue Address for which policy applies: All sites.

Date of last review: 1st September 2025

Date of next review: 31st August 2026

Name of Risk Assessor: Danielle Mills

1. Policy Statement

Pony Partnerships CIC is committed to ensuring, so far as is reasonably practicable, that staff, volunteers, and contractors who are required to work alone or without direct supervision are protected from risks to their health, safety, and wellbeing.

Lone working is not prohibited by law, but it may involve additional risks. In line with the Health and Safety at Work etc. Act 1974, the Management of Health and Safety at Work Regulations 1999, and relevant safeguarding legislation, we will identify lone working activities, assess associated risks, and implement safe systems of work to reduce risks as far as is reasonably practicable.

This policy applies to:

- All staff, including permanent, temporary, agency, and bank staff.
- Volunteers, students, and those on work placements.
- Contractors and visiting professionals when working on Pony Partnerships premises or representing the service.

2. Definition of Lone Workers

Lone workers are defined as:

“Individuals who work by themselves without close or direct supervision, or without the immediate support of colleagues.”

This may include:

- Staff working outside normal hours.
- Home visits or off-site work.
- Working in stables, fields, or therapy spaces alone.
- Transporting animals or equipment.

3. Policy Aims

This policy aims to:

- Increase staff awareness of safety issues relating to lone working.
- Ensure risks are systematically assessed, and control measures implemented.
- Provide staff with training, information, and practical advice to support safe lone working.
- Ensure staff know how to summon help in an emergency.
- Encourage full reporting of incidents, accidents, or near misses linked to lone working.

- Minimise the risk of harm, injury, or safeguarding concerns.

4. Responsibilities

Directors

- Ensure arrangements are in place for assessing and managing risks linked to lone working.
- Allocate sufficient resources to support safe lone working.
- Review incident reports and monitor the effectiveness of this policy.

Safeguarding Lead / Clinical Lead

- Carry out and review lone working risk assessments annually.
- Ensure staff are aware of the policy and provided with appropriate training (e.g., de-escalation, non-violent crisis intervention).
- Ensure systems are in place for staff to check in and summon help.
- Provide support and debrief to staff following incidents.

Staff, Volunteers, and Students

- Take reasonable care of their own safety and the safety of others.
- Follow safe systems of work and safeguarding procedures.
- Use approved lone working tools (e.g., Hollie Guard app) or agreed check-in processes.
- Report incidents, near misses, and concerns promptly.
- Seek guidance or support when managing challenging behaviour or risks.

5. Safe Systems of Work

Lone working systems must ensure:

- Staff are fully briefed on hazards and risks before lone working.
- The location of lone workers is known at all times (via Hollie Guard, phone check-ins, or rota systems).
- Staff can summon help immediately in an emergency.
- Lone working staff are aware of their professional boundaries and safeguarding responsibilities.

Key measures include:

- Risk assessments completed and shared before lone working.
- Hollie Guard app (preferred system) – staff must register sessions, including location, start/end times, and a designated monitoring colleague.
- Alternative system – where Hollie Guard is not used, staff must agree a check-in time and contact protocol with a colleague.
- Communication – staff must carry a charged mobile phone at all times when lone working.
- Safeguarding – staff must never place themselves in a situation that could give rise to allegations; all sessions must follow the Code of Conduct and Safeguarding Policies.

6. Safeguarding Considerations

- The welfare of the child or client is always paramount.
- Staff must maintain professional boundaries at all times.
- Lone working staff are potentially more vulnerable to allegations; comprehensive reporting, accurate records, and safeguarding logs are essential.
- All disclosures or safeguarding concerns raised during lone working must be reported immediately to the Designated Safeguarding Lead (DSL).

Pony Partnerships CIC (12448033) c/o 84 Cheal Close, Shardlow, Derby, DE72 2DY
07505951793/info@ponypartnerships.com/www.ponypartnerships.com

7. Reporting and Monitoring

- All lone working incidents, accidents, and near misses must be reported using the Pony Partnerships recording system.
- Significant incidents must be reviewed at management level and shared with Directors.
- Lessons learned will inform future training and policy updates.

8. Training

All staff undertaking lone working will receive training in:

- Risk assessment and hazard awareness.
- De-escalation and crisis management.
- Safeguarding responsibilities and professional conduct.
- Emergency communication systems (Hollie Guard, check-in protocols).

Pony Partnerships CIC (12448033) c/o 84 Cheal Close, Shardlow, Derby, DE72 2DY
07505951793/info@ponypartnerships.com/www.ponypartnerships.com



Appendix 1: Hollie Guard System

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

Staff must register their sessions and monitoring colleague in the app before beginning lone working.

Staff must notify their colleague of start time, end time, and location.

If the staff member fails to check in, or the alarm is raised in the app, the monitoring colleague must escalate immediately by calling emergency services and notifying the Clinical Lead.

Where Hollie Guard is not used, the same process applies via phone/text check-in with a designated colleague.

Website: <https://hollieguard.com/>

Pony Partnerships CIC (12448033) c/o 84 Cheal Close, Shardlow, Derby, DE72 2DY
07505951793/info@ponypartnerships.com/www.ponypartnerships.com

