



Lone Working Policy 2025-2026

Scope

This policy applies to all staff who may be working alone, at any time, whilst carrying out their duties on behalf of Future Roots Ltd.

Future Roots takes the safety of all employees seriously and want to protect staff from risks, so far as is reasonably practicable, to their Health and Safety, resulting in or from lone working activities.

Lone working is defined as performing an activity that is carried out in isolation from other staff without close or direct supervision. Such staff may be exposed to additional risk because there is no-one to assist them. When this situation occurs, both the individual staff member and managers have a duty to assess and reduce the risks which lone working presents.

Purpose

Occasionally at Future Roots Ltd, staff may be required to participate in lone working or as part of their normal working practice.

This policy is designed to ensure staff are aware of and able to moderate the risks presented by lone working. The policy identifies the responsibilities each person has in any situation that involves lone working and describes procedures which will minimise such risks.

Such situations may include:

- Providing transport for young people
- Mentoring or Tutoring sessions on the farm, or other suitable and agreed safe place.
- Undertaking animal assisted therapy or other 1:1 therapeutic work.
- Dog Walking
- Outreach and Mentoring situations in the community
- General farm activity including farming at the weekend

Procedure

Future Roots Ltd will try to ensure the potential for lone working is minimised but it will depend on the need of the young person and out of office hour working for farm related work. It is recognised that, to carry out their duties, staff will find themselves working on their own with children, young people or the animals on the farm site, on occasion this might include visiting young people off site. A parent or carer will be required to be present if visiting a home

Emergency procedures are in place so that members of staff, working alone, can obtain assistance if required and a risk assessment will be completed by the mentor prior to them working alone if it is deemed a young person is likely to pose a risk. Mentors will be experienced in working with



Lone Working Policy 2025-2026

young people and if they are concerned about anything during a session or afterwards, they should raise this with a manager and record what happened as soon as possible.

Staff working alone will be experienced mentors with adequate information, instruction and training to understand the hazards, risks and safe working procedures associated with working alone.

When no one is available in the office eg out of hours working including at the weekend a duty manager will be contactable.

Working with Animals

If a lone worker is confronted by an issue involving one of the animals, the primary priority is not to put themselves or any young person(s) in their presence at risk. If necessary, they should abandon the activity and report the incident to the Director or Farm co-ordinator at the earliest opportunity.

Staff members must ensure they follow the normal Health and Safety, Risk assessments and safe practice guidance for lone working with animals. They should only work alone with the animals once they feel competent and informed enough to do so

Young People

The safety of both young people and staff is paramount to Future Roots Ltd.

Prior to any staff undertaking lone working with a young person, all relevant information about the young person, including information from schools and other referral agencies should be obtained and made available to the staff member. Where indicated a clear Risk Assessment must be completed and signed off prior to work starting.

Clear records should be kept of all lone working being undertaken with a young person.

When offsite time of starting and finishing the activity should be recorded and the office informed of the plan and expected timings. What tasks were undertaken as part of that activity and where the activity took place should be in the usual session plan i.e. car journey – young persons address. Where there is more than one person in the car the normal recording will be required this is not considered lone working.

Personal Safety & Risk Assessment

Staff undertaking lone working should take all reasonable precautions to ensure their own safety, as they would in any other circumstances, and inform their line manager of any incidents or safety concerns.

Prior to any lone work situation, the employee must have a discussion with their manager/supervisor to agree the level and measure of risk this will include:

- The context of the lone work situation



Lone Working Policy 2025-2026

- The contingency should any issues arise during the lone work situation, a mobile phone should be available when off site and walkie talkies are available and within range for any on site one to one activity. The expected duration of the lone working should be given to the office to monitor, should there be a delay of half an hour with no contact the office will try and make contact.
- The parameters of any risks and how these are assessed and to be moderated.
- How the monitoring and outcome of the lone work session will be recorded.

All off site activity needs to be agreed with a parent carer beforehand and a line Manager and their permission recorded on the usual recording sheet

Discussion can be recorded for future reference and to inform future practice by a manager.

It is recognised that, for many lone working situations, at Future Roots the day to day session planning and outcome reports will cover the planning and risk monitoring aspects of the situation. One to one work is generally on a site where there is access to areas with cameras and where other people are present. Should a mentor feel any element of risk it is essential they plan to work within these parameters.

It is unlikely but If staff work alone for extended periods or on a regular basis, managers/supervisors need to make regular contact and monitor the situation to review the effects of working in isolation. Mentors need to highlight where they feel it is stressful.

Specifically, staff who transport children or young people alone and in their own cars must have prior agreement from the Director or their delegate. Before transporting a young person, staff must appraise themselves of the young persons' risk assessment and whether there are any contra indications to maintaining safety of the staff member or young person if staff are going to the home. The staff member must have business insurance and copies of car details should be given to the office before any transportation.

When agreeing a specific lone work situation consideration must be given to:

- Any previous indicators of concern
- Behaviours or potential behavioural triggers
- The impact of any medical issues and or administration of medication.
- The need for in car safety equipment – car seats/boosters/specific seat belts/first aid kit
- Contingency arrangements and back up.
- Mobile phone availability/signal
- Future Roots Safeguarding Policy



Lone Working Policy 2025-2026

- What information is already known about a family or their environment

Staff should not:

- Enter a home where there is a dog(s) present unless they have been met previously or are shut in different rooms.
- Enter a home where there is no suitable adult present e.g. parent/carer or agency representative

Where there is any reasonable doubt about the safety of a lone worker, consideration should be given to sending a second worker or making other arrangements to complete the task. While resource implications cannot be ignored, safety will be always be our primary concern.

Signed: 

Name: Julie Plumley

Date: July 2025

Next Review: July 2026

This policy will be reviewed annual or as and when changes to the law, processes or procedures deem