



Lone Working and Staff Safety Policy

Peopleton Brook Care Farm

Policy owner: Jake Payne, Business Manager

Approval date: 06/08/2026

Effective date: 01/09/2026

Next review: August 2027, or sooner after a lone-worker emergency, check-in failure, violence concern or material operational change

Lone work is conditional: No worker may undertake lone work simply because it is convenient or usual. The task, place, time, person, communication and rescue arrangements must be assessed. Work stops if an agreed check-in, communication or emergency control is unavailable.

1. Policy statement

PBCF will avoid lone work where reasonably practicable and manage remaining risk so workers have effective supervision, communication and emergency support. No worker will be disadvantaged for stopping work where serious or imminent danger is reasonably believed.

2. Definition and scope

A lone worker works by themselves without close or direct supervision, including in an isolated part of the farm, before/after normal hours, while travelling, making a visit, responding to an alarm or working remotely. A worker alone with a student is not physically alone but may still lack colleague support and requires this policy plus safeguarding/one-to-one controls.

The policy applies to employees, workers, volunteers and contractors under PBCF control. Contractors must share suitable lone-working arrangements and interfaces.

3. Responsibilities

Role	Required action
Business Owners	Resource safe staffing, communications, security and rescue; approve categories of permitted/prohibited lone work.
Jake Payne - Business Manager	Own the policy; ensure assessments, authorisation, check-in system, escalation contacts, training, incident review and contractor coordination.

Role	Required action
Supervisor / duty contact	Confirm plan and worker fitness; monitor check-ins; initiate escalation without delay; remain able to respond and hand over.
Lone worker	Follow the plan, check in/out, carry tested communication, reassess conditions, stop prohibited/unsafe work and report concerns.
All staff	Do not assume someone else is monitoring; respond to missed checks or distress messages and preserve confidentiality.

4. Risk assessment and authorisation

Assess work activity, location/access, time/duration, animals, machinery, vehicles, work at height, electricity, water, chemicals/biological agents, manual handling, weather, violence, medical/mental-health factors, pregnancy/disability, competence, communication coverage and foreseeable rescue.

Record whether work is prohibited, permitted with standard controls or needs task-specific authorisation. Dynamic assessment may tighten or stop work but cannot waive a prohibition. A lone-working app or device does not replace staffing where physical assistance or rescue may be needed.

5. Work not undertaken alone

Unless a specific competent assessment and lawful system provides equivalent protection, lone workers must not undertake: confined-space entry; work requiring a rescue team; high-risk work at height; live electrical work; tree felling/chainsaw work; dangerous machinery tasks needing assistance; entry into slurry/manure pits or areas with toxic gas; uncontrolled aggressive animals; handling students during foreseeable violence/restrictive intervention; or any task whose instructions require more than one person.

Students must not be left as the sole means of summoning help, and one-to-one sessions must have an approved location, oversight/check method, safeguarding plan and rapid staff support.

6. Planning each lone-work period

1. Confirm task, boundaries, competence, current assessment and whether lone work is authorised.
2. Record location, start/finish, travel route if relevant, communication method, check-in times, duty contact and escalation instructions.
3. Test phone/radio/device, signal and battery; carry necessary keys, first aid and weather/PPE equipment without creating unsafe loads.
4. Check hazards, people/animal/site changes, personal fitness and expected visitors/contractors. Cancel or add support if controls are not reliable.
5. Check in as agreed and explicitly close the period. The duty contact records closure; silence is not assumed to mean safe completion.

7. Check-in and missed-contact escalation

Stage	Action
Expected check missed	Duty contact attempts agreed channels promptly and checks known schedule/location; record time and attempts.
No response / concern	Escalate to manager and a local responder only where safe; use available location/site information. Do not send an unbriefed person into the same hazard.
Immediate danger or credible emergency	Call 999, provide exact access/location and hazard information, open the padlocked gate where relevant and preserve communications.
Located safe	Confirm welfare, reason and controls before work continues; record failure and repair the system.
Outcome unknown	Continue police/emergency direction and notify emergency contact only under the agreed lawful process.

8. Personal safety, violence and safeguarding

Avoid isolated meetings where aggression, sexual misconduct, allegations or significant distress are foreseeable. Use visible/professional locations, known schedules, access to backup, appropriate staffing and Staff Behaviour/Behaviour plans.

Do not share personal addresses/numbers unnecessarily. For home/community visits, verify identity/location, travel/parking/exit, household risks, animals and check-ins. Withdraw rather than confront where unsafe. Report stalking, domestic abuse, threats, harassment or low-level concerns through safeguarding/HR routes.

9. Farm, travel and environmental controls

Plan daylight, weather, heat/cold, flooding, ice and phone dead zones. Maintain secure access while ensuring emergency entry. Avoid working alone around moving vehicles, unpredictable livestock, water or machinery where assistance could be needed.

Drivers follow the Minibus and journey-risk arrangements; fatigue, breakdown and remote parking are considered. Remote/home work includes workstation, stress, contact and data-security controls but does not require intrusive monitoring.

10. Medical, disability and wellbeing

Consult workers privately about any condition that may affect lone-work risk, including medication, seizures, diabetes, mobility, pregnancy, anxiety or trauma. Seek occupational-health/medical advice with consent where appropriate and make reasonable adjustments.

Emergency contact details are used only for the agreed purpose. Monitoring must be proportionate and privacy-respecting. Workload, isolation and exposure to distressing incidents are addressed through supervision and welfare support.

11. Equipment, information and training

Provide suitable communication/alarm equipment, lighting, keys/access, first-aid provision and location information; inspect and test them. Staff learn risk assessment, stop-work authority, check-in technology, conflict avoidance, emergencies, reporting and data privacy.

A personal alarm is useful only if someone receives, locates and responds to it within the assessed time. Test the whole response chain, not just the button.

12. Incidents and assurance

Record check-in failures, near misses, threats, injury/ill health, equipment/signal failure, unplanned overtime and prohibited tasks. Apply first aid, safeguarding, Serious Incident and RIDDOR routes as relevant.

Jake Payne audits authorised lone-work categories, assessments, missed checks, response tests, staff concerns and action closure at least termly. Business Owners review the system annually.

Appendix A - Lone-work permit/check

Worker/task/location; date and times; assessment reference; prohibited-task check; competence; hazards/changes; communication test; check-in schedule; duty contact; escalation/local responder; access/gate; first aid/PPE; worker acceptance; closure time and confirmer.

Appendix B - Staff action guide

6. Before: authorised - assessed - connected - expected - equipped. During: stay within scope - check in - stop if conditions change. Missed check: contact - escalate - 999 for danger - never send another person blindly. Finish: check out explicitly - report defects/incidents.

Sources and related guidance

Lone working: protect those working alone — Health and Safety Executive.

Management of Health and Safety at Work Regulations 1999 guidance — Health and Safety Executive.

Health and safety in agriculture — Health and Safety Executive.

PBCF Health and Safety, Whole-Site Risk, Staff Behaviour, Emergency Response and First Aid policies — Peopleton Brook Care Farm.

Approval record

Approved by	Role	Signature	Date
Jake Payne	Business Manager	Jake P	06/08/2026

Next review due: August 2027, or sooner under the review triggers in this policy.