

# Conquest Centre

## Lone Working Policy

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|------------------------|----------------|
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**Animals • Wellbeing • Nature • Connection**

Registered Charity No. 1103883 / Registered Company No. 5079915

## LONE WORKING POLICY

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## **Lone Working Policy**

### **1. Policy Statement**

Conquest Centre aims to ensure, as far as is reasonably practicable, that staff who work alone are not exposed to risks to their health and safety by identifying these risks and implementing safe working practices to manage them.

For the purpose of this policy, a lone worker is a person who works for some or all of their time by themselves without direct or close supervision. This includes situations where staff are working 1:1 with a student.

### **2. Data Protection**

Conquest Centre supports the objectives of the General Data Protection Regulation (GDPR) and the Data Protection Act 2018 and other legislation relating to Data Processing, including the Human Rights Act 1998, Regulation of Investigatory Powers Act 2000 and the Freedom of Information Act 2000. Conquest Centre has a statutory obligation to process personal data in accordance with the provisions of the General Data Protection Regulation (GDPR) and the Data Protection Act 2018. Every member of Conquest Centre has an obligation to ensure that the information they process (use) is collected, maintained and disclosed in accordance with the General Data Protection Regulation (GDPR) and the Data Protection Act 2018 and the Conquest Centre Data Protection Policy.

### **3. Disclosure of Information**

Any use or disclosure of information held within Conquest Centre, without there being a legitimate purpose or legal basis, will be classed as unauthorised and is a criminal offence under Section 55 of the Act Right of Access (Subject Access Requests).

### **4. General Principles**

Lone working is generally permissible provided:

- Work can be solely undertaken by one unaided person
- There are arrangements for the lone worker to call for help if necessary
- The employee has sufficient knowledge, experience or expertise
- Safeguarding of students is paramount.
- Staff must take reasonable care of their own safety and follow this policy at all times.

Lone working may occur during normal working hours at an isolated location within Conquest Centre or on offsite activities or home visits, or when working outside of normal business hours which includes holiday periods and weekends.

### **5. Communication Procedure for weekend and holiday lone workers**

To ensure the safety of staff working alone, the following communication protocol must be strictly followed:

- Staff members scheduled must text other scheduled worker upon arrival at work.
- Staff must also text each other immediately when leaving the site.

This process ensures that all lone workers have checked in and out safely.

## **6. Welfare Check Procedure**

If one staff member has not received a check-out message from the other by 3:30 pm, they must take action.

The staff member must contact either the Centre Manager or Deputy Centre Manager immediately. Upon notification, management will attend the Centre to check on the safety and wellbeing of the staff member on duty.

## **7. Lone Working with Students (1:1 Mentoring)**

Working 1:1 with students is a normal and essential part of practice at the Conquest Centre. However, it presents specific safeguarding considerations, and appropriate measures must always be in place to ensure the safety and wellbeing of both staff and students.

Staff must maintain professional boundaries at all times and fully comply with all relevant policies, including the Safeguarding Policy, Code of Conduct, and Relationships Policy.

## **8. Risk Awareness**

Staff must remain aware of both safeguarding risks and personal safety risks, particularly when working around horses or in outdoor environments.

Any concerns regarding a student's welfare, behaviour, or safety must be reported immediately in line with safeguarding procedures.

## **9. Responsibilities**

### **Staff Responsibilities**

- Follow all lone working and safeguarding procedures.
- Maintain communication with designated colleagues.
- Uphold professional boundaries at all times.
- Report any concerns, incidents, or near misses immediately.

### **Management Responsibilities**

- Ensure staff are trained in lone working and safeguarding procedures.
- Respond promptly to any missed check-ins or concerns.
- Maintain accurate records of confirmations and incidents.

## **10. Review**

This policy will be reviewed regularly or following any incident involving lone working or safeguarding concerns to ensure it remains effective and appropriate.