

Lone Working Policy

1. Purpose

The purpose of this policy is to ensure the safety and well-being of employees, volunteers, and anyone representing Yeovil Town Community Sports Trust (the 'Trust') who are required to work alone, either in the office, schools, at community venues, or in any other capacity. This policy outlines the procedures and guidelines for lone working to minimise risks and ensure a safe working environment.

2. Scope

This policy applies to all employees, contractors, volunteers, and anyone representing Yeovil Town Community Sports Trust who are required to work alone as part of their role. This includes working outside of regular working hours, off-site activities, or when a person is isolated from other colleagues.

3. Definition of Lone Working

Lone working refers to situations where employees, volunteers, or contractors work by themselves without close or direct supervision. This could occur:

- At Trust offices or facilities when no other staff members are present.
- Off-site at community venues, school clubs, or other facilities where a worker is alone.
- During early mornings, late evenings, or in isolated locations.

4. Risk Assessment

Lone working carries potential risks that must be assessed and mitigated. The Trust will:

- Identify potential hazards, such as health emergencies, accidents, or encounters with aggressive individuals.
- Take steps to mitigate risks, such as ensuring lone workers have access to emergency contacts if and when required for support.

5. Roles and Responsibilities

5.1. The Trust

- Provide a safe working environment and appropriate training for lone workers if necessary.
- Carry out risk assessments and review them regularly.
- Provide the necessary emergency contacts to the lone workers.
- Monitor lone working arrangements and take corrective action when necessary.

5.2. Managers

- Ensure all lone working activities are properly risk assessed.
- Ensure lone workers are equipped with the necessary resources and information to manage risks.
- Maintain regular communication with lone workers and ensure they know whom to contact in case of emergencies.
- Implement measures such as buddy systems for participants where appropriate.

5.3. Employees/Volunteers

- Follow the guidelines set out in this policy and ensure personal safety when working alone.
- Communicate with their manager regarding any concerns or issues relating to lone working.
- Report any incidents or near-misses to their manager immediately & also complete the post session welfare/injury form directly after the session.
- Ensure their mobile phone is fully charged and accessible at all times while working alone.
- Use any safety equipment or tools provided by the Trust.

6. Procedures

6.1. Planning Lone Work

Before undertaking lone work, employees should:

- Ensure management are aware of their work location, expected duration, and contact details.
- Ensure that a risk assessment has been conducted and that they have been briefed on any identified risks. If external site then the external bookings risk assessments can be used.
- Ensure they have access to a mobile phone and any other safety devices.

6.2. Communication

- All lone workers must have regular communication with their line manager or designated person.
- If working alone for an extended period, workers must check in at agreed intervals.
- If working in higher-risk environments, a buddy system may be implemented, where a designated person monitors the lone worker's location and progress.

6.3. Emergency Procedures

- In the event of an emergency, lone workers must follow the emergency procedures: Contact the Line Manager immediately via phone call.
- If a lone worker feels threatened or unsafe, they should leave the area immediately and contact their line manager or emergency services.
- All incidents, no matter how minor, must be reported to the Trust for review and potential policy adjustment.

7. Training

All employees, volunteers, and contractors engaged in lone working will ensure their FA training and certificates are in date, which include:

- FA Emergency First Aid
- FA Safeguarding Children
- Valid FA DBS Check

8. Monitoring and Review

The Lone Working Policy will be reviewed annually, or sooner if significant incidents occur, to ensure it remains effective and relevant to the needs of the Trust and its employees. Risk assessments for specific lone working activities will also be reviewed periodically and updated when necessary.

9. Non-Compliance

Failure to comply with the Lone Working Policy and its associated procedures may result in disciplinary action. Employees and volunteers have a responsibility to ensure their own safety and the safety of others when working alone.

10. Contact Information

For questions or concerns regarding lone working, employees and volunteers should contact their line manager or the designated health and safety officer.

Signed: *Jamie Phillip*

Jamie Phillip, CEO, Yeovil Town Community Sports Trust

Date: 01/01/2026 (Updated annually)