Reference Number:	FOI/2019/456
From:	Private Individual
Date:	11 November 2019
Subject:	Lone Worker Devices

Q1   Does your organisation use a dedicated lone worker device? Yes/No

A1   Yes

Q2   If your organisation does not use dedicated lone worker devices, what alternatives do you use?

A2   Not applicable as per A1

Q3   Is your organisation's lone worker device reliant upon a sim card for reporting? Yes/No

A3   Yes

Q4   How many lone worker devices does your organisation have?

A4   58

Q5   Does your lone worker device feature in-house tracking or is tracking conducted by the service provider. Yes/No

A5   Yes

Q6   Of your devices how many have been utilised in the last (this does not include solely being powered on);
   a. 6 months as verified by your service provider xx devices
   b. 12 months as verified by your service provider xx devices
   c. 18 months as verified by your service provider xx devices
   d. 24 months or more as verified by your service provider xx devices

A6   Information not held – the Trust does not routinely collate or hold this information centrally as part of its management or performance data. Reports are based on individuals and their device use not on the devices themselves.

Q7   Is competence in using the lone worker device included in your lone worker's risk assessment? Yes/No

A7   Yes

Q8   Does the security department hold responsibility for the management of lone worker devices in your organisation? Yes/No

A8   No

Q9   Does your organisation carry out an annual physical inspection of the lone worker devices? Yes/No

A9   No, users are responsible for highlighting device maintenance issues

Q10   Is your security department responsible for conducting in-house training for lone workers that includes lone worker devices? Yes/No

A10   Security provides in-house conflict resolution training to lone workers; this does not include lone worker devices. Training for devices is provided by the supplier via e-learning.

Q11   What are the key areas that your lone worker training focuses upon?

A11   Device use and risk assessment / situational awareness in conflict resolution

Q12   What instructions are your lone workers given in the event that their device does not function?

A12   Ensure their safety is paramount and inform other colleagues regarding their safety. Ensure they are not placing themself in undue risk and take precautions to minimise risk. Report badge failure to allow for repair / replacement promptly.