

## Freedom of Information Request

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Reference Number: EPUT.FOI.19.1316  
Date Received: 11 November 2019

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### Information Requested:

*I am writing to you under the Freedom of Information Act 2000 to request the following information.*

1. Does your organisation use a dedicated lone worker device?  
Yes
2. If your organisation does not use dedicated lone worker devices, what alternatives do you use?  
Not Applicable
3. Is your organisation's lone worker device reliant upon a sim card for reporting?  
Yes
4. How many lone worker devices does your organisation have?  
985
5. Does your lone worker device feature in-house tracking or is tracking conducted by the service provider?  
Yes for emergency purposes only
6. Of your devices how many have been utilised in the last( this does not include solely being powered on);  
6 months as verified by your service provider xx devices  
12 months as verified by your service provider xx devices  
18 months as verified by your service provider xx devices  
24 months or more as verified by your service provider xx devices  
We are unable to provide an answer to this question as the contract only commenced on 1 August 2019
6. Is competence in using the lone worker device included in your lone worker's risk assessment?  
Yes
7. Does the security department hold responsibility for the management of lone worker devices in your organisation?  
Yes

8. Does your organisation carry out an annual physical inspection of the lone worker devices?  
No
9. Is your security department responsible for conducting in-house training for lone workers that includes lone worker devices?  
Yes
10. What are the key areas that your lone worker training focuses upon?  
The Device operational Functions  
How the buttons work  
How to leave a Yellow Alert (detailing what information to include)  
How to raise a Red Alert  
How the Lone Worker contact centre will respond to the alert being raised  
How to report issues with the device  
How to update user details including escalation
11. What instructions are your lone workers given in the event that their device does not function?  
Users are asked to contact the provider contact centre immediately to report an issue and then contact the LSMS Team should a replacement device be required

**Publication Scheme:**

As part of the Freedom of Information Act all public organisations are required to proactively publish certain classes of information on a Publication Scheme. A publication scheme is a guide to the information that is held by the organisation. EPUT's Publication Scheme is located on its Website at the following link  
<https://eput.nhs.uk>