

Date: 9 December 2019

Re: Freedom of Information Request
Ref: 323 - 2019

Thank you for your email dated the 14th November 2019, requesting information relating to lone worker devices.

The information that you require is as follows:

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?**
N/A
3. **Is your organisations lone worker device reliant upon a sim card for reporting?**
Yes
4. **How many lone worker devices does your organisation have?**
17
5. **Does your lone worker device feature in-house tracking or is tracking conducted by the service provider.**
No, the devices have built in GPS but are not used as a tracking device

6. Of your devices how many have been utilised in the last (this does not include solely being powered on);

Please note- Reports are set up to produce monthly activity on the 1st of each month and are sent to our Trust. Therefore, the figures below could include multiple uses of the same device.

6 months as verified by your service provider 77 devices
12 months as verified by your service provider 150 devices
18 months as verified by your service provider 223 devices
24 months or more as verified by your service provider 296 devices

7. Is competence in using the lone worker device included in your lone workers risk assessment?

No, however, the Trusts Lone working Policy states appropriate device training is completed

8. Does the security department hold responsibility for the management of lone worker devices in your organisation?

No, each department is responsible for the management of the devices used. However, reports of usage are sent to the Trusts Local Security Management Specialist on a monthly basis by the device supplier.

9. Does your organisation carry out an annual physical inspection of the lone worker devices?

Yes

10. Is your security department responsible for conducting in-house training for lone workers that includes lone worker devices?

No, this is provided by the device supplier

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

The safety of all lone workers and to feel safe and confident

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

To call the service desk of the lone worker devices and number is provided.

Should you require any further information please do not hesitate to contact me on the email address provided below.

Please remember to quote the reference number above in any future communications.

If you are dissatisfied with the handling of your request, you have the right to ask for this to be investigated internally.

If you are dissatisfied with the information you have received, you have the right to ask for an internal review.

Both processes will be handled in accordance with our Trust's Freedom of Information Policy and the Freedom of Information Act 2000.

Internal investigation and internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to: Freedom of Information Review, The Clatterbridge Cancer Centre NHS Foundation Trust, Clatterbridge Road, Bebington, Wirral, CH63 4JY

If you are not satisfied with the outcome of the internal investigation/review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

In order for us to ensure customer satisfaction and to monitor compliance with the Freedom of Information Act 2000, we would be grateful if you could take a couple of minutes to complete a short feedback form via the link below:

<https://www.surveymonkey.co.uk/r/H39RFMM>