



Freedom of Information Request

Ref: UHB 19-684

22 November 2019

By Email

Dear Sir/Madam

Thank you for your request for information under the Freedom of Information Act 2000. The Trust's response is as follows:

1. Does your organisation use a dedicated lone worker device? Yes/No
No, the Trust does not use a dedicated lone worker device.
2. If your organisation does not use dedicated lone worker devices, what alternatives do you use?
Lone worker application, Guardian24.
3. Is your organisation's lone worker device reliant upon a sim card for reporting? Yes/No
Yes, as it sits on a mobile phone.
4. How many lone worker devices does your organisation have?
As per response of question 1, none as it is an app on a mobile phone and not a device.
5. Does your lone worker device feature in-house tracking or is tracking conducted by the service provider. Yes/No
The Trust does not track staff, the device does allow the location of the phone to be triangulated as per any mobile device.
6. 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.
The app is loaded onto the mobile phone and the end user activates when required therefore it is not a device.

- b. 12 months as verified by your service provider xx devices.
The app is loaded onto the mobile phone and the end user activates when required therefore it is not a device.
 - c. 18 months as verified by your service provider xx devices.
The app is loaded onto the mobile phone and the end user activates when required therefore it is not a device.
 - d. 24 months or more as verified by your service provider xx devices.
The app is loaded onto the mobile phone and the end user activates when required therefore it is not a device.
7. Is competence in using the lone worker device included in your lone worker's risk assessment? Yes/No
Full training is provided on loading of the app onto the phone. The line manager is also trained and can provide refresher training. Security will also provide support and training if required.
8. Does the security department hold responsibility for the management of lone worker devices in your organisation? Yes/No
The role out to individual departments to manage the day to day management of teams is handled initially by the Security department and a conduit to G24 for queries.
9. Does your organisation carry out an annual physical inspection of the lone worker devices? Yes/No
N/A as it is an app on a phone not a device.
10. Is your security department responsible for conducting in-house training for lone workers that includes lone worker devices? Yes/No
Only the initial setting up the app and training the manager for the team in the use of the manager's portal.
11. What are the key areas that your lone worker training focuses upon?
The use of the app and the manager portal.
12. What instructions are your lone workers given in the event that their device does not function?
G24 have a helpdesk and workers can also report issues back to their manager and Security.

This concludes our response. We trust that you find this helpful, but please do not hesitate to contact us directly if we can be of any further assistance.

If, after that, you are dissatisfied with the handling of your request, you have the right to ask for an internal review. 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:

Director of Corporate Governance
University Hospitals Bristol NHS Foundation Trust
Trust Headquarters
Marlborough Street
Bristol
BS1 3NU

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

If you are not content with the outcome of the internal 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

Publication

Please note that this letter and the information included/attached will be published on our website as part of the Trust's Freedom of Information Publication Log. This is because information disclosed in accordance with the Freedom of Information Act is disclosed to the public, not just to the individual making the request. We will remove any personal information (such as your name, email and so on) from any information we make public to protect your personal information.

To view the Freedom of Information Act in full please click [here](#).

Yours sincerely

FOI Team
UH Bristol NHS Foundation Trust