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Foundation Trust Office: 01325 74 3625
Corporate Records Office: 01325 74 3700

Request for Information Reference: 11.19.20

Direct line: 01325 743700
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Email only

20 November 2019

Freedom of Information Act 2000 – Request for Information

Thank you for your request for information received on 11 November 2019 in relation to the County Durham and Darlington NHS Foundation Trust (Trust). We are dealing with your request under the provisions of the Freedom of Information Act 2000.

You requested information regarding a dedicated lone worker device. Specifically you requested information as follows:

1. *Does your organisation use a dedicated lone worker device?*

Answer: No

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

Answer: Mobile phone based system.

3. *Is your organisation's lone worker device reliant upon a sim card for reporting?*

Answer: Yes

4. *How many lone worker devices does your organisation have?*

Answer: The organisation does not use specific lone worker devices – it is a system that uses their Trust mobile phone.

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

Answer: No tracking. It is based on voice memos.

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

Answer: The organisation does not use specific lone worker devices – it is a system that uses their Trust mobile phone.

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

Answer: Training is available for staff on using the lone worker system that uses their Trust mobile phone.

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

Answer: No

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

Answer: No the organisation does not use specific lone worker devices.

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

Answer: No

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

Answer: Using the system on their Trust mobile phone and conflict resolution training is also available.

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

Answer: The organisation does not use specific lone worker devices – it is a system that uses their Trust mobile phone.

In line with the Information Commissioner's directive on the disclosure of information under the Freedom of Information Act 2000 your request will form part of our



County Durham
and Darlington

NHS Foundation Trust

disclosure log. Therefore, a version of our response which will protect your anonymity will be posted on the County Durham and Darlington NHS Foundation Trust website.

If you have any queries or wish to discuss the information supplied, please do not hesitate to contact me on the above telephone number or at the above address.

If you are unhappy with the way your request for information has been handled, you can request a review by writing to:

The Chief Executive
County Durham & Darlington NHS Foundation Trust
Darlington Memorial Hospital
Hollyhurst Road
Darlington
DL3 6HX

If, you remain dissatisfied with the handling of your request or complaint, you have a right to appeal to the Information Commissioner at:

The Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Telephone: 0303 123 1113

Website: www.ico.gov.uk.

There is no charge for making an appeal.

Yours sincerely

Joanna Tyrrell
Freedom of Information Officer