



**East London**  
NHS Foundation Trust

**Information Governance**

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17<sup>th</sup> December 2019

**Our reference: FOI DA3300**

I am responding to your request for information received on 14<sup>th</sup> November 2019. This has been treated as a request under the Freedom of Information Act 2000.

I am now enclosing a response which is attached to the end of this letter. Please do not hesitate to contact me on the contact details above if you have any further queries.

Yours sincerely,

Ayomide Adediran  
Information Governance Coordinator

If you are dissatisfied with the Trust's response to your FOIA request then you should contact us and we will arrange for an internal review of this decision. If you remain dissatisfied with the decision following our response to your complaint, you may write to the Information Commissioner for a decision under Section 50 of the Freedom of Information Act 2000. The Information Commissioner can be contacted at:

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

Tel: 0303 123 1113  
Web: [www.ico.org.uk](http://www.ico.org.uk)

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**Request:**

**Question 1. Does your organisation use a dedicated lone worker device? Yes/No**

Answer: Yes.

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

Answer: Not applicable.

**Question 3. Is your organisations lone worker device reliant upon a sim card for reporting? Yes/No**

Answer: Yes.

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

Answer: The Trust currently has 1324 lone worker devices, however we are in the process of rolling out a new app which will replace the old device and have an account standing for 1600 app users.

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

Answer: The lone device features both in-house tracking and tracking conducted by the service provider.

**Question 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 Trust has stored records for the last three months. Of that, 30% of the devices were used.

**Question 7. Is competence in using the lone worker device included in your lone workers risk assessment? Yes/No**

Answer: Yes.

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

Answer: Yes.

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

Answer: Yes.

**Question 10. Is your security department responsible for conducting in-house**

Chair: Marie Gabriel

Chief Executive: Dr Navina Evans

**training for lone workers that includes lone worker devices?  
Yes/No**

Answer: Yes.

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

Answer: General staff safety whilst lone working, operation device and conducting appropriate risk assessment before lone working.

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

Answer: If the device should fail during an incident, report it immediately to the local security management specialist and line manager. For visits to higher risk locations (for example, areas with high-crime rates, isolated rural areas etc.) an assessment of the situation and needs should be made before leaving and any additional checks that may be required should be made. You can leave a message on the device. A voice memo can provide vital information to the controller when you are entering an area with poor or no signal or if you entering a block of flats. A voice memo can be left by pressing the Call 1 button for three seconds. The GPS light will start to flash to confirm the request. Speaking clearly, leave your voice message when prompted. To end the memo, press the SOS button.