Ref No. SG8909

Date: 18 November 2019

REQUEST:

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

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

3. Is your organisation's lone worker device reliant upon a sim card for reporting? Yes/No

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

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

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

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

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

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

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

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

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

OUR RESPONSE:

1. Yes

2. N/A

3. Yes

4. 500

5. No

6. Nearly all

7. Yes, lone worker devices are not operational until the user has completed training.

8. Yes, lone working is managed by the Health and Safety Compliance Team which includes security management.

9. Yes, teams manage devices and individual physical inspections should be carried out prior to every use.

10. Training for lone worker devices is supplied by the contractor. The Local Security Management Specialist (LSMS) works with teams to complete lone worker risk assessments and implement controls within teams. The LSMS reports to the Health and Safety Committee.

11. Risk assessment, safe systems of work, buddy systems and supporting managers.

12. Devices are used as part of a buddy system. In the event that a device fails, the user would report via mobile phone and risk assess future work until the fault is rectified or the device is replaced. This may require 'doubling-up' or seeing patients at a health centre or other appropriate base.