

Email: foi.tsdfd@nhs.net
Our Ref: TSD10767

Dear Sir/Madam

Request for Information

We are writing to confirm that we have now completed our search for the information you requested.

A copy of the information is below:

Please provide the following details regarding your organisation's lone-worker protection arrangements:

1. What lone-worker device(s), system(s), or service(s) your Trust currently uses (e.g., dedicated lone-worker alarms, smartphone apps, GPS tracking devices, SOS fobs, monitoring platforms, etc.).

*** Please include the supplier's name, product name, and type of solution (e.g., hardware device, mobile app, integrated security system).**

Total Mobile Lone Worker Solutions. App Via Mobile Phone. SOS Badge GH5200, SOS FOB 2G GPS Device EV07BG-2G, SOS FOB 2G GPS Device Pre 2025 TE207.

2. Is the system (if used) monitored by an Alarm Receiving Centre (ARC) or any other system to respond to alarm activations?

Yes

3. The number of staff currently registered to use these lone-worker devices or systems.

134 People Registered.

4. How do you monitor percentage of use by your staff?

Using the client web interface.

5. The annual cost of the lone-worker system(s) or service(s), including any licensing, subscription, or maintenance fees.

Fob device: £4.58

Badge device: £5.44

6. Contract details, including:

a) Contract start date

November 2022

b) Contract end date

November 2026

c) Whether there are extension options

One year

d) The procurement route used (e.g., direct award, framework, tender)

Direct award

7. If applicable, please confirm whether the Trust is considering changing or introducing a lone-worker system(s) in the next 12–24 months?

Yes

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If you wish to discuss any of the above, please contact us, quoting the FOI reference number above.

If you are unhappy with the way in which we have handled your request, please contact the Data Protection and Freedom of Information Lead in the first instance. If you wish to make a formal complaint, you should write to our Complaints Manager at Torbay and South Devon NHS Foundation Trust, First Floor Bowyer Building, Torbay Hospital, Torquay TQ2 7AA or by email to tsdft.feedback@nhs.net

If you are not content with the outcome of your complaint or the internal review, you may apply directly to the Information Commissioner for a decision. Generally, the Information Commissioner will only make a decision once you have exhausted the complaints and/or internal review process provided by us. The Information Commissioner can be contacted at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or through this link <https://ico.org.uk/global/contact-us/>

Yours sincerely,

Freedom of Information Team