

Reference:	FOI.21119.26
Subject:	Lone worker protection arrangements
Date of Request:	23 July 2026

Requested:

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).
2. Is the system (if used) monitored by an Alarm Receiving Centre (ARC) or any other system to respond to alarm activations?
3. The number of staff currently registered to use these lone-worker devices or systems.
4. How do you monitor percentage of use by your staff?
5. The annual cost of the lone-worker system(s) or service(s), including any licensing, subscription, or maintenance fees.
6. Contract details, including:
 - Contract start date
 - Contract end date
 - Whether there are extension options
 - The procurement route used (e.g., direct award, framework, tender)
7. If applicable, please confirm whether the Trust is considering changing or introducing a lone-worker system(s) in the next 12–24 months?

Response:

Hywel Dda University Health Board (UHB) has applied an exemption under Section 43 of the Freedom of Information Act 2000 (FoIA) to the annual cost requested for question 5, as it relates to a third party and disclosure would be prejudicial to their commercial interests. Section 43(2) exempts information, where disclosure would or would be likely to prejudice the commercial interests of any company.

Commercial interests may be prejudiced where disclosure would, or would be likely to:

- Weaken a company's position in a competitive environment by revealing market sensitive information or information of potential usefulness to its competitors
- Damage a company's business reputation or the confidence that customers/users, suppliers or investors may have in it.

This exemption is qualified; therefore, even if information falls within Section 43, public authorities must then apply the public interest test set out in Section 2(2)(b).

The information can only be withheld if the public interest in maintaining the exemption outweighs the public interest in disclosure.

The UHB has therefore considered the following:

In favour of disclosure: There is a public interest in transparency and in the accountability of public funds. Furthermore, it is in the public's interest that public funds be used effectively and that public sector bodies obtain the best value for money when contracting for the provision of services. Private sector bodies engaging in commercial activities with the public sector must expect some information about those activities to be disclosed.

Against Disclosure: Disclosure of this information would have a direct impact and cause substantial harm to the suppliers, as it would disclose their pricing and products/services provided to the UHB, and it would be likely that this would damage their ability to work within a highly competitive sector. The information being requested is likely to be used by their competitors to gain a competitive advantage.

Decision: The UHB has consulted with the third-party supplier and having taken their comments into consideration, has decided that releasing the information under the FoIA, to which the UHB is subject, will give an unfair advantage to the suppliers' competitors. The UHB believes that there is wider established public interest in companies not being prejudiced merely because they have contracted with or are bidding to contract with a public sector body, and that there is a public interest in ensuring that there is competition for public sector contracts.

Therefore, the public interest in withholding the annual costs is greater than the interest in disclosing it and thereby giving unfair commercial advantage to competitors of the company to which this information concerns.

1. Hywel Dda University Health Board (UHB) confirms it uses the MySOS compact personal safety alarm lone working device, supplied directly by Peoplesafe.
2. Yes, the devices are monitored by an Alarm Receiving Centre (ARC) to respond to alarm activations.
3. The UHB currently have three hundred and seventy-five (375) MySOS lone working devices assigned to staff.
4. The UHB monitors staff usage via the Nexus dashboard, provided by Peoplesafe.
5. An exemption under Section 43 of the FoIA has been applied.
6. The current three (3) year contract start date was 12 May 2026 and has an end date of 11 May 2029, with an option to extend a further (12) twelve months. The contract was awarded following a formal competitive tender process in accordance with the UHB's procurement procedures.
7. The UHB is not considering changing its lone-worker system in the next twelve (12) to twenty-four (24) months.