

<b>Reference:</b>	FOI.16608.25
<b>Subject:</b>	Provision of lone worker devices or apps
<b>Date of Request:</b>	17 February 2025

**Requested:**

1. How many of your employees are defined as lone workers or high-risk staff?
2. Who is your current provider of lone worker devices/apps?
3. How did you procure the service (e.g. tender, direct award, framework)?
4. If framework, which framework did you procure through (GCloud, NHS Framework or other)?
5. How many devices/apps do you currently pay for?
6. How much are you paying per device/app?
7. What is the end date for your current contract?
8. What is the name and job title of the person or persons managing your lone worker devices/apps?

**Response:**

Hywel Dda University Health Board (UHB) is unable to provide you with all of the information requested for question 1 of your request, as it is estimated that the cost of answering your request would exceed the “appropriate limit” as stated in the Freedom of Information Act 2000 and the Data Protection (Appropriate Limit and Fees) Regulations 2004. The “appropriate limit” represents the estimated cost of one person spending 18 hours (or 2½ working days) in determining whether the UHB holds the information, and locating, retrieving and extracting the information.

In order to provide you with the data requested for question 1, the UHB would need to undertake a manual trawl of all staff records, to identify those with lone worker devices that may need additional protection above and beyond other measures such as buddy systems, or any information that may fulfil your request, as this is not recorded centrally.

The UHB is therefore applying an exemption under Section 12 of the Freedom of Information Act 2000 (FoIA), which provides an exemption from a public authority’s obligation to comply with a request for information where the cost of compliance is estimated to exceed the appropriate limit.

However, under Section 16 of the FoIA, the UHB has a duty to provide advice and assistance. Therefore, the UHB provides the accessible information it holds below.

1. The UHB has applied a Section 12 exemption to your request for information. However, the UHB can provide you with the information it holds and can advise that there are approximately 500 lone worker devices across the organisation.
2. The UHB’s current supplier for lone working devices and apps is Skyguard Ltd T/A Peoplesafe.

3. A tender process was undertaken to procure the lone worker device and app services.
4. Not applicable.
5. The UHB currently pays for 512 lone worker devices and apps.
6. The UHB has considered applying an exemption under Section 43 of the Freedom of Information Act 2000 (FOIA), as the costs requested for question 6 relate to a third party, Peoplesafe, and would be prejudicial to 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.

**Against Disclosure:** Disclosure of this information would have a direct impact and may cause substantial harm to the provider, as it would disclose their pricing, 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 and sought the opinion of Peoplesafe for consideration as part of the public interest test, who consented to the disclosure of the costs.

Therefore, the UHB can confirm it is paying £4.95 subscription fee per device.

7. The UHB's device and app contract is due to end on 20 April 2025.
8. The UHB can inform you that Tim Harrison, Head of Health, Safety and Security, is the lead for managing its lone working devices and apps.