

Date: 01/10/2026
Our Ref: 11756
Enquiries to loth.freedomofinformation@nhs.scot

Dear

FREEDOM OF INFORMATION – LONE WORKER DEVICES

I write in response to your request for information in relation to lone worker devices in NHS Lothian.

Question:

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?

Answer:

1.	Resilience High Tech Limited devices are used.
2.	Yes, through Reliance High Tech Limited
3.	1,609
4.	All 1,609 employees who have been identified as requiring lone working devices, have

	been identified as Category 1 lone workers part of a risk assessment process.
5.	Exempt under Section 33(1)(b) – Substantial prejudice to commercial interests. Information is exempt under section 33(1)(b) if its disclosure would, or would be likely to, prejudice substantially the commercial interests of any person. “Person” includes a public authority, company and partnership.
6.	The current contract ends on 31 December 2027. The contract was awarded by Direct Award via Supply Chain Framework.
7.	No

I hope the information provided helps with your request.

If you are unhappy with our response to your request, you do have the right to request us to review it. Your request should be made within 40 working days of receipt of this letter, and we will reply within 20 working days of receipt. If our decision is unchanged following a review and you remain dissatisfied with this, you then have the right to make a formal complaint to the Scottish Information Commissioner within 6 months of receipt of our review response. You can do this by using the Scottish Information Commissioner’s Office online appeals service at <https://www.foi.scot/appeal>. If you remain dissatisfied with the Commissioner’s response you then have the option to appeal to the Court of Session on a point of law.

If you require a review of our decision to be carried out, please write to the reviewer at the address at the top of this letter. The review will be undertaken by a Reviewer who was not involved in the original decision-making process.

FOI responses (subject to redaction of personal information) may appear on NHS Lothian’s Freedom of Information website at: <https://org.nhsllothian.scot/FOI>

Yours sincerely

ALISON MACDONALD
Executive Director of Nursing Midwifery and AHPs
 Cc: Chief Executive