



29 September 2025

Email:

Dear

FREEDOM OF INFORMATION REQUEST

Request No: 36269-25
Subject: provision of lone worker devices or apps
Date Received: 25/02/2025

Thank you for your request for information received on 25th February 2025 which was dealt with under the terms of the Freedom of Information Act 2000. Northern Ireland Ambulance Service (NIAS) Health and Social Care Trust has now completed its search for the information you requested and that is detailed below.

FOI QUESTION(S)	ANSWER(S)
<p>Please could you respond by email to the below freedom of Information request regarding the provision of lone worker devices or apps within your Trust.</p> <p>Your response will help me complete some research required as part of my degree.</p> <p>Further Clarification;</p> <p>A lone worker is someone who works by themselves for all or part of their working day (e.g. District Nurse making home visits).</p> <p>A high-risk worker is someone completing high-risk tasks whether that is because they are interacting with members of the public, the environment they're working in (e.g. rural area, in people's homes) or the task they are completing (e.g. working with dangerous machinery or consistently working at height).</p> <p>What I'd like to know is how many lone and high-risk workers you have, if they're provided with a lone worker service and who the provider of that service is.</p>	
1. How many of your employees are defined as lone workers or high-risk staff?	There are 45 RRV Paramedics who are defined as lone workers.
2. Who is your current provider of lone worker devices/apps?	NIAS uses digital trunk radio DTR (similar to Airwave) as a lone worker / safety device for all front line staff.
3. How did you procure the service (e.g. tender, direct award, framework)?	<u>Refusal Notice – Section 24 – National Security</u>
4. If framework, which framework did you procure through (GCloud, NHS Framework or other)?	I can confirm that NIAS holds the information relevant to your request for Question(s) 2 to 8. However, this information is exempt under



5. How many devices/apps do you currently pay for?	<p>Section 24 (1) (National Security) of the Freedom of Information Act. With Section 24 being a prejudice based qualified exemption there is a requirement to articulate the harm that would be caused in confirming or not whether the information is held as well as considering the public interest.</p> <p>In determining whether or not the public interest in withholding information outweighs the public interest disclosing information, NIAS considered the factors favouring disclosure and the factors against disclosure. The application of the Public Interest Test is set out below.</p>
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?	
Exemption claimed in respect of Section 24 – National Security	
Considerations in Favour of Disclosing	Considerations in Favour of Not Disclosing
<ul style="list-style-type: none"> - Openness and transparency regarding the use of public monies and how NIAS protects its IT network capabilities. To confirm what processes we use to protect computer systems would enable the general public to hold NIAS to account ensuring all such breaches are recorded and investigated appropriately. 	<ul style="list-style-type: none"> - Extreme prejudice to the NIAS operations which would be caused by any malicious action taken against the NIAS IT systems if the information is provided on monitoring of web filtering - It could identify vulnerable computer systems thus allowing someone to compromise our systems, website and potentially allow access to personal data - Disclosure of the information has to be access as disclosure to the wider public and not just to you for personal use - Prejudice to the public of Northern Ireland which could result from this ie failure to deliver emergency service - Impact on public trust and security.

I hope the above fully assists you.

Please note that, under the Re-use of Public Sector Information Regulations, if you wish to publish or otherwise use this information besides for your own means, you will need to seek our permission to do so.

If you are dissatisfied in any way with the handling of your request, you have the right to request a review. You should do this as soon as possible, or in any case within two months of the date of issue of this letter.

If you require an internal review to be undertaken, please request this via the email address: information.governance@nias.hscni.net

Or submit via

Director of Planning, Performance and Corporate Services, Northern Ireland Ambulance Service (NIAS) HSC Trust, Site 30, Knockbracken Healthcare Park, Saintfield Road, Belfast, BT8 8SG.

If following an internal review, you remain dissatisfied in any way with the handling of the request, you may make a complaint under Section 50 of the Freedom of Information Act, to the Information Commissioner's Office and ask that they investigate whether the Trust has complied with the terms of the Freedom of Information Act.

You can write to the Information Commissioner at:

Email: ni@ico.org.uk
Website: [ICO Website](#)
Post: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, CHESHIRE SK9 5AF
Telephone: 028 9027 8757 or 0303 123 1114 (Belfast based Office)

Please be advised that NIAS replies under Freedom of Information may be released into the public domain via our website @ <https://nias.hscni.net> Personal details in respect of your request will have, where applicable, been removed to protect confidentiality.

Yours sincerely

(not signed – issued by email)

Information Governance Team