

Nicola Hesketh
Project and Information Co Ordinator

Our Ref: FOI4081/NH/02
Please ask for: Nicola Hesketh
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[name redacted]

22nd August 2016

Dear [name redacted]

Freedom of Information – Request for Information

With regards to your recent enquiry for information held by the Authority under the provisions of the Freedom of Information Act. Please find the information you requested below with reference in the box to your original enquiry for clarity where multiple answers are required.

Details of Your Request

I am currently conducting some research for a dissertation on safe working practices and the impact of single manning / lone working on employees within the public sector. My research so far has led me to understand that single manning / lone working has become far more prevalent in recent years due to cost cutting measures and streamlining. Therefore, under the terms of the Freedom of Information Act, I would like to request answers for the following...

Q1: Does your local authority issue guidance to those who work on their own?

Q2: Approximately, how many employees of your local authority are now classed as lone workers? As a percentage of total number of employees?

Q3: Are those employees who undertake lone working provided any form of specialised training, such as conflict avoidance or De-escalation techniques?

Q4: Are lone workers issued any PPE safety equipment or means for signalling an emergency (i.e. personal alarms, pagers, mobile phones?)

Q5: Does the Local Authority provide this equipment / service or is it outsourced to private sector companies? If so, whom?

Q6: How many assaults were reported by staff to the Local Authority in 2015 (if no stats known, then for the year 2014).

Q7: Please provide the name and job titles of the person(s) responsible for the safety of your local authority's lone workers or lone worker policy and lone working risk assessments (health and safety manager?)

Q8: Please list the contact details (phone, email) of these person(s) responsible.

The response to your request as follows:

Q1: Yes

Q2: 40%

Q3: Yes

Q4: Yes

Q5: We provide the equipment

Q6: None

Q7: Lone working risk assessments are completed by individual managers. The policy / procedure is completed by H & S Team which is provided by a shared service between Lichfield District Council, Stafford Borough Council and Tamworth Borough Council.

Q8: Managers can be reached by enquiries@tamworth.gov.uk or 01827 709 709

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Details of Tamworth Borough Council's internal review and complaints procedure are attached, in accordance with the provisions of the Act.

Yours Sincerely

Nicola Hesketh

Project and Information Coordinator