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**Derry City & Strabane**  
District Council

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Comhairle  
**Chathair Dhoire &  
Cheantar an tSratha Báin**

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**Derry Cittie & Stràbane**  
Destrict Cooncil

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Ref: FOI / 721

19 August 2016

Ms

Email: @outlook.com

Dear Ms

### **Freedom of Information Act 2000 Request Lone Working-Safe working practices**

I refer to your FOI request as above.

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

Response: Yes, through the risk assessment and safe system of work process, hazards are identified within service area work activity. If lone working is identified as a risk within a work activity, then appropriate control measures are agreed and implemented within the service. It is the responsibility of service managers to implement these control measures.

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

Response: Less than 50, as a percentage this is 5.2%

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

Response: As part of the corporate training tender, dealing with conflict and difficult people is offered to service areas that have lone working as a risk. Also Lone Working training is being sourced at present for higher risk staff.

#### **Derry**

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98 Strand Road  
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#### **Strabane**

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47 Derry Road  
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BT82 8DY

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info@derrystrabane.com  
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@dcsdcouncil

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

Response: Mobile phones, personal alarms where deemed appropriate by the risk assessment.

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

Response: Mobile phones are council issued. Strabane Environmental Health team have contract with Guardian 24.

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

Response: 0

**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?)**

Response: Corporate Health and Safety-Oonagh O'Doherty  
Head of Service Environment-Conor Canning  
Head of Service Planning-Maura Fox  
Head of Service Capital Development & Building Control- Frank Morrison  
Head of Service Culture-Aeidin McCarter  
Head of Service Health & Community Wellbeing-Seamus Donaghy  
Head of Service Community Development & Leisure-Barry O'Hagan

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

Response: Mrs Oonagh O'Doherty, Tel: 028 7125 3253 ext 6710  
Email: [oonagh.odoherty@derrystrabane.com](mailto:oonagh.odoherty@derrystrabane.com)

If you are dissatisfied with our response you have rights of review and appeal; these rights consist of two review processes.

Firstly our internal review procedure is available by contacting:

John Kelpie  
Chief Executive  
Derry City and Strabane District Council  
98 Strand Road  
Derry BT48 7NN  
Tel 028 71253253 or email [john.kelpie@derrystrabane.com](mailto:john.kelpie@derrystrabane.com)

Secondly, you can appeal directly by contacting the Information Commissioner at:

Information Commissioner

Wycliffe House

Water Lane

Wilmslow

CHESHIRE SK9 5AF

Tel: 0303 123 1113 (local rate) or email: [casework@ico.org.uk](mailto:casework@ico.org.uk)

Yours sincerely

**Lead Assurance Officer**



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