



GIG
CYMRU
NHS
WALES

Bwrdd Iechyd
Addysgu Powys
Powys Teaching
Health Board

Information Governance Team
Monnow Ward
Bronllys Hospital
Bronllys
Brecon
Powys LD3 0LY

Email: Powys.FOI@wales.nhs.uk
Tel: 01686 252170 / 01874 442071

Our ref: IG/FOI/FOI.295.26

20 August 2026

Sent via email to: [REDACTED]

Dear [REDACTED]

Request under the Freedom of Information Act 2000

I write further to your request for information which was received on 23 July 2026, to confirm, in accordance with S.1(1)(a) of the Freedom of Information Act 2000, that Powys Teaching Health Board (PTHB) does hold the information that you require, but have applied an exemption to elements of this request. For ease of reference your request is set out below and the Health Board's response follows each question individually.

Your Freedom of Information (FOI) Request and Powys Response (Bold):

I am writing to request information under the Freedom of Information Act 2000. I look forward to hearing from you in next 20 working days (20th August 2026)

Please provide the following details regarding your organisation's lone-worker protection arrangements:

Q1. 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). **Powys Teaching Health Board (PTHB) currently uses the PeopleSafe MySOS lone-worker solution, supplied by PeopleSafe. This is a hardware lone-worker alarm device.**

Q2. Is the system (if used) monitored by an Alarm Receiving Centre (ARC) or any other system to respond to alarm activations? - **Yes**

Q3. The number of staff currently registered to use these lone-worker devices or systems. - **47 members of staff.**

Q4. How do you monitor percentage of use by your staff? - **Usage is monitored by Service leads who have access to a dashboard which shows usage. There is also a weekly usage report provided.**

Pencadlys
Tŷ Glasbury, Ysbyty Bronllys,
Aberhonddu, Powys LD3 0LU
Ffôn: 01874 711661

Headquarters
Glasbury House, Bronllys Hospital
Brecon, Powys LD3 0LU
Tel: 01874 711661

Q5. The annual cost of the lone-worker system(s) or service(s), including any licensing, subscription, or maintenance fees. - **I can confirm that Powys Teaching Health Board (PTHB) is withholding this information as it is considered exempt under Section 43 Commercial Interests of the Freedom of Information Act. This section of the Act sets out an exemption from the right to know if releasing the information is likely to prejudice the commercial interests of any person (a person maybe an individual, company, the public authority itself or any other legal entity).**

This exemption was considered by the Health Board when deciding whether to release this information because it was felt that, in doing so, it could create a significant risk in prejudicing the commercial interests of the Health Board and third parties we work with.

As this is a qualified exemption the Health Board must consider the public interest in deciding whether to withhold or disclose the information. The Health Board accepts that there is a public interest in ensuring openness and transparency. However, the Health Board believes that disclosure of information in a manner which fails to protect the interests and relationships arising in a commercial context could discourage third parties from dealing with the Health Board because of fears that the disclosure of information could damage them commercially. In turn, this could jeopardise the Health Board's ability to compete fairly and pursue its function to bring forward development in the area and obtain value for money. As a result, exemption Section 43 is engaged as it is not considered in the public interest to disclose this.

Q6. Contract details, including:

- Contract start date - **24th November 2025.**
- Contract end date - **23rd November 2028.**
- Whether there are extension options there will the opportunity to extend- **Yes.**
- The procurement route used (e.g., direct award, framework, tender) – **Direct Award.**

Q6. If applicable, please confirm whether the Trust is considering changing or introducing a lone-worker system(s) in the next 12–24 months? - **Not applicable.**

If you are dissatisfied with the handling or response to your request, you have the right to ask for an internal review. Should you wish an internal review, please quote the reference number and send your correspondence to the above address.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at:

Address: Information Commissioner's Office (Wales), 2nd Floor, Churchill House, Churchill Way, Cardiff, CF10 2HH.

Telephone: 0330 414 6421

Complaints Portal: www.ico.org.uk/foicomplaints

Web site: <https://ico.org.uk/>

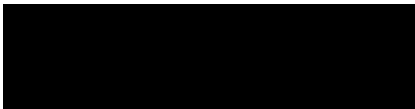
Re-use of Public Sector Information

All information supplied by the Health Board in answering a request for information (RFI) under the Freedom of Information Act 2000 will be subject to the terms of the Re-use of Public Sector Information Regulations 2015.

Under the terms of the Regulations, the Health Board will licence the re-use of any or all information supplied if being used in a form and for the purpose other than which it was originally supplied. This license for re-use will be in line with the requirements of the Regulations and the licensing terms and fees as laid down by the Office of Public Sector Information (OPSI). Most licenses will be free; however, the Health Board reserves the right, in certain circumstances to charge a fee for the re-use of some information which it deems to be of commercial value.

Further information including a sample license terms and fees can be found at Open Government Licence.

Yours sincerely



Paul Hooton

Executive Director of Nursing, Quality, Women and Family Health

Rydym yn croesawu derbyn gohebiaeth yng Nghymraeg. Byddwn yn ateb y fath ohebiaeth yng Nghymraeg ac ni fydd hyn yn arwain at oedi.

We welcome receiving correspondence in Welsh. We will reply to such correspondence in Welsh and this will not lead to a delay.