



Identicom • 24/7 Manned Monitoring • Mobile Network • Training • Support

Identicom Usability Prompts Community Gateway's Switch to SoloProtect

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Leigh Bentley, Facilities Manager at Community Gateway

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 **SoloProtect**[®]

Community
GATEWAY
Association

Developing neighbourhoods in Preston

Lone worker security...



Faced with the problem that its 74 frontline personnel were reluctant to use the bulky lone worker safety devices allocated to them, Community Gateway Association, a community housing association in Preston, looked for an alternative solution which their staff could deploy without having to carry around an extra piece of equipment. The solution came with Identicom®, the award-winning and only ACPO accredited lone worker device from Connexion2, which looks like a normal ID badge and can be worn either around the neck on a lanyard or with a lapel clip. Connexion2 is also approved through audit against BS8484, the British Standard for lone worker device services.

Purchased as part of SoloProtect, the market leading lone worker protection solution includes the Identicom lone worker device with a 24/7 manned monitoring service accredited to the highest UK standard, BS5979 Cat II. SoloProtect provides end user training, which has been delivered to thousands of lone workers.

The Community Gateway Association is a not-for-profit community business set up to meet the housing needs of people in Preston and the surrounding area. The housing association has around 6,000 high quality homes for people in need.

Connexion2 has supplied 74 Identicom® lone worker devices through SoloProtect to Community Gateway personnel whose roles encompass Neighbourhood Officers; Rental Recovery Officers; Community Assistance Officers; Customer Liaison Officers; Support Line Response Officers and other frontline staff.

When an employee is entering a new lone working situation, they use the device to leave an amber alert message (a short voice message facility); this provides important location information to SoloProtect's Alarm Receiving Centre (ARC) in the event of a red alert. If a red alert is activated the ARC's support staff can discreetly listen in to what is happening and make an assessment as to the level of support required— involving the police if necessary and verifying the user's location through the amber alert and location positioning technology. In an incidence of verbal abuse the ARC can also record the conversation for future action.

"From time to time our staff do face instances of aggression and we need to ensure they have a means of raising an alarm if they are faced with a potentially hazardous situation", said Leigh Bentley, Facilities Manager at Community Gateway. "We like the functionality of Identicom as it is simple to operate, very user friendly and provides a win, win, win situation for the organisation, workers and their families".

Last year Community Gateway participated in the BBC1 TV programme "Neighbourhood Watch", which highlighted the good work undertaken by the housing association's frontline staff in dealing with problem families, abuse and fly tipping. The programme showed officers dealing with extraordinary and difficult situations with incredible calm determination and perseverance.

*Connexion2 is compliant through audit with BS8484, the British Standard for lone worker device services.

The benefits gained by identicom users include:

- Greater peace of mind for the lone worker
- Discreet wear & covert use
- Evidence capture of verbal abuse
- Automatic alarm if worker becomes 'man down'
- GPS enabled devices
- Integrates with Online Tracking Application*

*t-Series Identicom only



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