



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

# York Housing Association choose Connexion2 for Lone Worker Review package

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Cathy Foot, Team Leader at York Housing Association

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# Lone worker security...



When York Housing Association decided to undertake a root-and-branch review of its lone worker policy it looked for an organisation that would listen to their concerns and understand their requirements. After contacting a number of lone worker training and consultancy companies, York Housing Association contracted with Connexion2 to deliver a bespoke policy and training package.

Connexion2's lone worker security management training and consultancy services focus on working with both the employer and employee to enhance the protection of lone workers, providing education and comprehensive support on all aspects of lone worker protection for the employer, the lone worker manager and the individual lone worker. The review included carrying out risk assessments to identify and better understand hazards in line with specific job roles, undertaking a lone worker policy review and developing a communications strategy.

"We are now able to assess risk more effectively and reduce risks where possible, which is helping improve the safety of our frontline staff", says Cathy Foot, Team Leader at York Housing Association. "We have a better understanding of lone worker issues at management level. This is improving communications, reducing business risk and better facilitating the operations of our lone workers".

As part of its communications strategy York Housing Association carried out an assessment of safety equipment and found that its staff had concerns about the effectiveness of their mobile tracking system. In the light of these findings, the Association decided to review its communication tools and after careful assessment decided on Identicom® as part of a SoloProtect solution package.

The SoloProtect package, a fully managed solution for lone workers, incorporates Connexion2's award-winning Identicom with a range of support services including SIM and Airtime, 24/7 monitoring, Training and Customer Support. As York Housing Association provides a range of housing and support services to over 600 households in Yorkshire and North Lincolnshire, the organisation felt that Identicom would provide frontline staff with additional confidence knowing they could discreetly raise an alarm whilst carrying out their work and travelling between locations.

"York Housing Association felt that the Identicom technology would provide our lone workers with greater peace of mind", said Cathy Foot. "Our staff have much more confidence in the Identicom system as it is extremely practical and easy to use and as it looks like a normal ID badge it can be worn round the neck which leaves your hands free".

When a user is entering a new or potentially hazardous situation, they press the amber alert button, this allows them to leave a quick 15-second voice message outlining whom and where they are, and what risks they are facing. This is accessed by the Alarm Receiving Centre (ARC) should there be a 'Red Alert' subsequently actioned on the device. During such an alert, dedicated staff at the ARC can discreetly listen in to what is happening and make an assessment as to the level of support required – involving the police if necessary. In the event of a verbal confrontation, the centre records the conversation for future use as admissible evidence in court if needed.

As manufacturers of Identicom, Connexion2 supply solutions direct to market through the SoloProtect brand while supplying indirectly through a number of authorised reseller partners. Connexion2 is fully approved against BS8484 through audit and as such all Solutions through SoloProtect are guaranteed an escalation to Police level where appropriate.

## The benefits gained by York Housing Association:

- Greater peace of mind for the lone worker
- Better 'dynamic' risk assessment
- Evidence capture of verbal abuse
- Improved worker productivity
- Better company management of key risks
- Alarm raised discreetly & safely by worker



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