



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

## Rochdale MBC's Frontline Staff Reducing Risks With SoloProtect Solution

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Javed Rehman, Senior Support Worker at Rochdale MBC

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# Lone worker security...



Connexion2's Identicom lone worker device is providing Rochdale Metropolitan Borough Council's frontline lone-working staff with a more secure working environment and the technology to gather evidence against tenants who verbally abuse its staff. Such workers are typically facing a range of social risks from verbal abuse, intimidation and attack or assault.

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. Rochdale MBC selected the solution as the work of their frontline operational staff often necessitates them getting involved with tenants who sometimes have a variety of complex housing needs.

Conscious that Health & Safety regulations makes an employer responsible for the health and safety of all its employees regardless of their location, Rochdale MBC wanted to ensure duty of care to its lone workers by putting a robust safety system in place. Following a presentation by Connexion2, Javed Rehman, Senior Support Worker at Rochdale MBC, decided to contract with Connexion2 for the Strategic Housing Department. This proved so successful that the Homeless Service, Building Controls and Revenue & Benefits departments also incorporated the solution. Now the Council has a total of 60 Identicom devices being used by frontline staff.

"Identicom is absolutely fantastic as it looks like a normal ID badge and can be worn round the neck which leaves your hands free", said Javed Rehman "This means there is no need to fumble in our pockets for a mobile phone and everyone feels much safer knowing that they can open up a connection to the monitoring centre and can escalate the response which can involve the police if necessary".

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 who 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 Rochdale MBC include:

- Improved productivity for worker and management
- Discreet alarm reduces lone worker risks
- Evidence capture of verbal abuse
- Greater lone worker peace of mind
- Automatic 'man down' alarm in event of incapacity
- A guaranteed escalation to police where required



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