

Longhurst Group – providing reassurance for their lone workers

Longhurst Group is a leading regional housing organisation that manages in excess of 16,000 homes in and around 40 local authority areas. The Group's reach spans the Midlands, East of England and Yorkshire and Humberside regions; it includes major cities, deprived coastal towns and many rural areas.

The Group's mission is to lead and inspire growth, based on providing excellent services.

'Highlighted as the most "at risk" employees within the development department, our Clerk of Works personnel needed a small, uncomplicated lone worker device that had the flexibility to offer an emergency call function, fall detection capability and the capacity to pinpoint the users locality and allow communication in an emergency – the Smartling phone fits all of these criteria and gives us, as managers, the peace of mind that help is at hand should an unfortunate accident or incident occur.'

Andy Patchitt, Development & New Business Manager, Longhurst Group

Key challenges

The protection and well being of staff who are potentially vulnerable is a key issue. With the introduction of the Corporate Manslaughter Act 2007, the employer has a duty of care and responsibility to protect their staff.

Following a review by the Longhurst Group, it was found that members of the Construction Services Team who were often lone workers on building sites needed additional protection. The product required for their continued wellbeing would need an emergency contact function with a two way communication facility, be capable of detecting falls and have the ability to locate the user should an accident or incident occur whilst working alone.

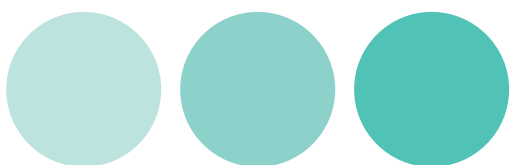
The approach

Having already used CarelineUK with Longhurst and Havelok Homes for social alarm monitoring and out of hours

service, Longhurst Group were aware of the consistently high service levels delivered and had a strong and trusting professional relationship with CarelineUK.

CarelineUK were asked to assess which alternative product with additional features would fulfil the needs of the Construction Services Team and its lone workers, taking into account the cost efficiencies of their existing equipment. CarelineUK worked with one of its technology partners to propose a suitable hardware solution with monitoring provided as part of its core service offering.

The suggested device offers a greater level of peace of mind to both the employer and employee as it provides GPS Tracking, Time-sensitive alerts, a Man-Down feature and Safety-Zone locations. The device is not only used for commercial Lone Working but can also be used as a pendant outside the home safe in the peace of mind that CarelineUK is there as a back-up if required.



CarelineUK recommended the Smartling device because its features offer cost and/or risk reduction benefits to the Longhurst Group including:

- Increased worker productivity
- Reduced staff turnover
- Reduced time off work due to illness or stress
- Reduced risk of litigation from workers claiming negligence
- Improved employee liability insurance
- Reduced cost in staff employment costs and recruitment
- Reduced management time spent investigating incidents
- Recorded audio assists in more credible legal action against aggressors
- Faster response to robbery related situations

Why CarelineUK?

CarelineUK added real value to the project tailoring the programme to suit the needs of the Longhurst Group; individual training was organised with the Head of Development/New Business. Robust individual procedures were delivered including Clerks of Works Safety Zones and their checking in and out of appointments.

A 'Guardian' feature was also set up by CarelineUK on each device;

the feature is beneficial because if a situation occurs, as well as CarelineUK being informed, the Longhurst Group will receive an email & text alerting them to the type of situation and the location.

The future

There are already developing opportunities for the Longhurst Group and its associated companies to partner with CarelineUK in the future with the provision of additional tailored equipment and services.

CarelineUK key facts

- CarelineUK offers a comprehensive range of call response and monitoring services from Telecare, Out of Hours and Lone Worker monitoring to Service Control solutions
- With over 20 years experience CarelineUK is the leading provider of social alarm monitoring in the UK
- CarelineUK handles over 30,000 emergency 999 calls each year
- CarelineUK is compliant with the Telecare Services Association (TSA) code of Practice Part One and manages false alarms (Fire & Ambulance) in-line with BS 5979
- Resilient infrastructure and two dedicated disaster recovery centres ensure continuity of service
- CarelineUK's cover is nationwide and is available 24 hours a day, 365 days a year.

T: 0845 034 7070 • www.carelineuk.com

The services described in this publication are subject to availability and may be modified from time to time. Services and equipment are provided subject to CarelineUK Monitoring Ltd trading as CarelineUK respective standard conditions of contract. Nothing in this publication forms any part of any contract.

© CarelineUK Monitoring Ltd 2010

Registered Office:
Queensway House, 11 Queensway, New Milton, Hampshire, BH25 5NR

CUK-1002-0510

