



Argyll

UK Leaders in Lone Worker Care & Protection

Accreditation

Argyll & the Islands Telecom Ltd was formed in 1998 and is accredited to ISO 9001:2000 by UKAS. The company is recognized as an Investor In People (a Prince2 Project Management practitioner) and a member of the British Security Industry Association and the Telecare Services Association.





About Argyll

Argyll currently supports over 200 discrete clients with duty of care responsibility for almost 25,000 subscribers.

Argyll is the UK-leader in lone worker monitoring. We continuously invest in research and development and deploy the most robust and advanced risk monitoring technology.



A close-up photograph of a man's face, smiling and looking slightly to the right. He has short dark hair and blue eyes. The background is a soft, out-of-focus yellow.

The Company is proactive in setting standards for the lone worker industry and works closely with ACPOS (Association of Chief Police Officers in Scotland) and BSIA (British Security Industry Association) to develop and improve its software and assesses and works closely with manufacturers to introduce new safety device products within the UK.



Argyll Services

Argyll owns and develops 'Communicare' it's open standard software and provides an integral failsafe platform which is then used as the basis for client service provision.

This platform is integrated with available mobile and Internet technologies and bespoke GSM; VoIP and IP devices that enable the client to operate and upgrade their solution as they choose and as the market and technology evolves.





Lone Worker Solutions

- Argyll's award winning risk management solution is simple to use and operate
- Modular by design, it discreetly monitors the day-to-day health, safety and wellbeing of lone workers
- Our technology ensures user safety and enables them to summon urgent assistance from colleagues, friends or emergency response providers if the situation arises.





Incident Management

Effective incident management is vital to maintain the integrity of any individual. Our customers expect the continuous support and monitoring and that action will be taken in the event of any incident or emergency.

Employers must be able to demonstrate they are capable of delivering a rapid and effective service at any time during the working pattern. Not just to staff but to HSE inspectors if necessary.

Argyll recommend the use of an Alarm Receiving Centre (ARC).





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- Duty of Care *“to ensure...the health, safety and welfare at work of all employees”*
- Well established workplace liabilities, but definition widening
 - Corporate Manslaughter Act 2007
 - Health & Safety Offences Act 2008
 - Occupational Road Risk
- Precedents evolving to make duty of care more onerous
- Increase in ‘no-win-no fee’ and Union funded “out of court” settlements
- Increasing technology enables employers to *“provide an adequate means of response”*
- Growing media interest in duty of care breaches

Lone working – gamekeeper four dead following accident

Summary and Action

The trustees of a Borders country estate sustained a health and safety breach in connection with the death of a gamekeeper.

The 53-year old, who was employed as a gamekeeper, sustained serious injuries to his pelvis and back when his vehicle overturned on a slope. However, his accident occurred later, at which point a search was initiated for his body, yards away from the scene of the accident.

He had no means of raising the alarm and the normal gamekeeper (who was also working alone) was not equipped with a phone.

It appears the injured gamekeeper was unable to seek help and had opened a fire which was prosecuted because the injured gamekeeper was not immediately and if he had a means of summoning help.

Lone workers claims £100,000 damages

Prosecutions and Claims | 01.03.2006

A television repair worker who was knifed while attending a call-out is suing his employer for damages for not protecting him adequately while he was working alone. John McGinnes claims that Endeava Service had cut staff numbers and removed a requirement for staff to work in pairs in unsafe areas. McGinnes was returning to his vehicle from a repair call in the Easterhouse district of Glasgow on 23 June 2003 when he was attacked and stabbed several times. McGinnes had worked for Radio Rentals for more than 20 years before the company merged its repair business with Granada to become Endeava Service. At the Court of Session in Edinburgh on 17 February he claimed the new company had ended previous practices designed to protect lone workers, such as sending them in pairs and using unmarked vans.

Endeava Service (which has since gone into receivership) has agreed to take steps to ensure McGinnes' safety and claimed engineering problems. The judge, Lord Emslie, will rule on the case.

Attacked shop worker 'too afraid to report' story.

dict who threatened her with a knife has been ordered to stay.

Mr Neath has also handed in his notice to Endeava Service.

Mr Neath has had to pay for improved security to Endeava Service, as he could not have people working alone.

Mr Neath was jailed for three years for the attack.

Mr Neath was ordered to stay when Newbury came in to work.

Mr Neath will be on the till — but Ms Batumalay will be on the till.

Core Principles:

- Risk Management
- Location Management
- Solution Management
- Incident Management
- Compliance Management

- BS8484 Compliant Service Provider
- Integrated Location Monitoring
- Internet Administration Services
- Integral ERC & ARC – BS5979 CATI & CATII
- Assists with all current H&S Legislation issues
 - Corporate Manslaughter Act 2007
 - Health & Safety Offences Act 2008
 - Occupational Road Risk

- Green, Amber pre-Alert, Amber Managed, Red & Duress risk features
- Full voice recording
- Live Operator assistance 24/7/365
- Full incident management (overtime and Duress) by live operators
- Technical support 24/7/365
- Customer Services 24/7/365

- Staff Vetting to BS7858 (10 yr prior employment history)
- Registered with DPR
- Single Data Control source – no third party involvement
- Full DR and Data Back Up processes
- Data stored within ISO27001 environment

"...the benefits of the Communicare system are felt every day by our officers out in the field."

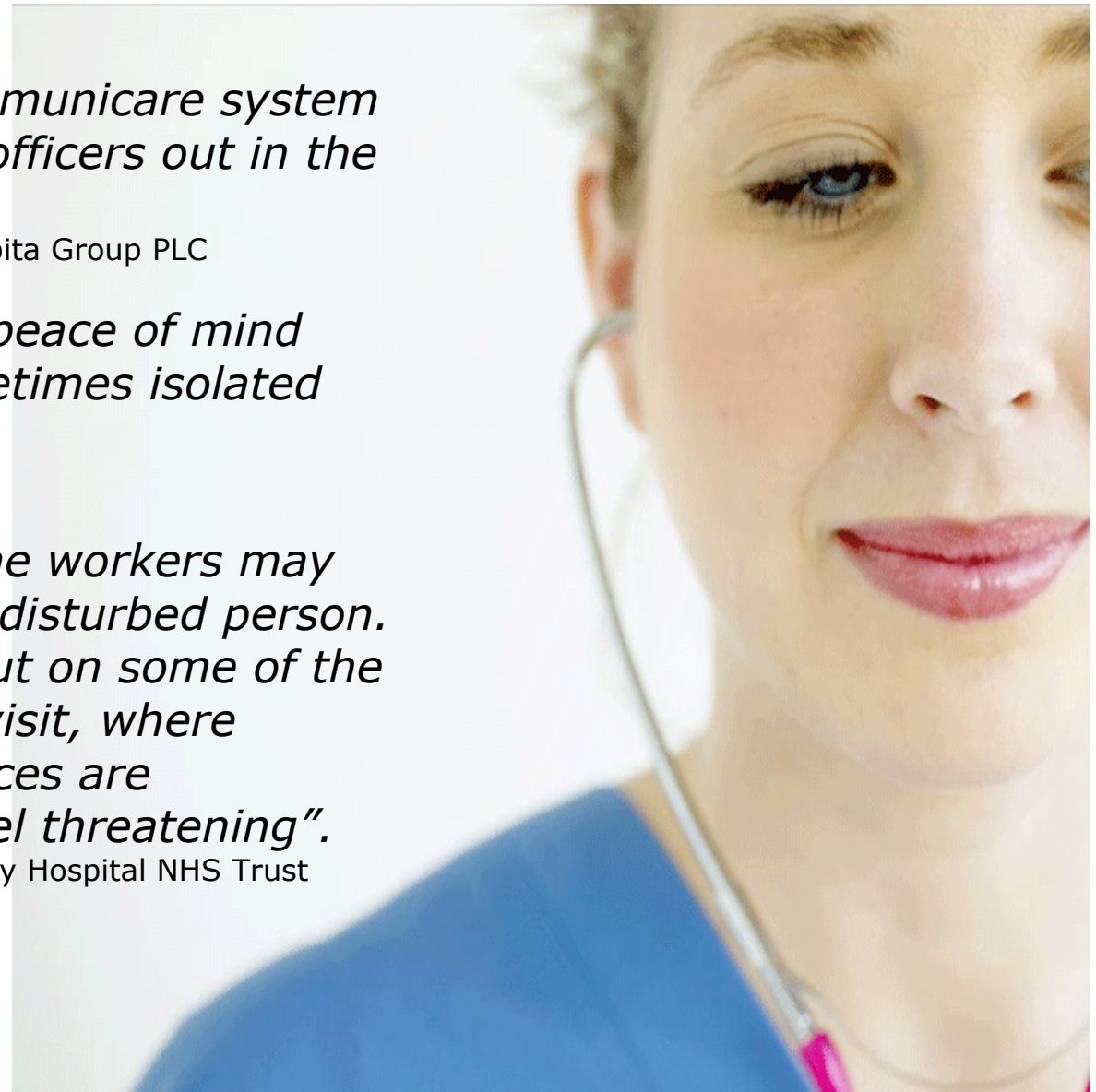
Tim Upton, Field Support Manager, Capita Group PLC

"It gives my family and I peace of mind about working in the sometimes isolated areas that I work in."

Marie Curie Cancer Care Nurse

"There are times when lone workers may be faced by an extremely disturbed person. Simply being out and about on some of the estates our staff have to visit, where alcohol and other substances are consumed, can in itself feel threatening".

Henry Grant, North Middlesex University Hospital NHS Trust



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Communicare Options

- Meets the Duty of Care and aids compliance with current Health & Safety legislation
- Enables individuals to control risk and match services and devices against individual risk profile
- Provides a consistent risk management solution

Integrated location services and mapping tools

- Accurate location information is available to assist responders in the event an incident occurring
- Enables compliance with BS8484 (new standard for lone working)
- Fully configurable monitoring profiles can identify the locus of individual devices at anytime

Green Risk

- Confirms individuals safety at the end of a pre-defined time period

Amber Pre-alert

- Individuals dynamically update change of status e.g. when temporary risk activities are undertaken; change of location etc.

Amber Managed

- Individuals can manage risk exposure time of Amber Pre-alert activities to ensure safe completion or egress

Red Risk

- Automatically identifies the individuals exposure to risk and alerts nominated persons if problems occur

Duress

- Enables individual to summon immediate assistance
- Enables others to listen in, assess and summon appropriate localised assistance

Incident management options

- 24/7/365 duress and red risk support
- Provides valuable support and reassurance to individuals
- Linked to emergency responders such as Police, Ambulance, Fire etc
- Voice link direct to live operator
- Call recording via Argyll servers can be used in evidence

Mobile Phone & PDA compatible

- Use familiar or existing technology
- No need for additional equipment or capital outlay

Bespoke Safety Devices

- Choose the most appropriate safety device to suit the individual and ensure health, safety and well-being
- Match device to the application and need of risks being encountered
- Can be deployed for hazardous applications or where discretion is required
- Special features (eg. Fall-detection/Man-down, High IP rating, GPS etc)

GPS device range

- Use GPS devices to provide more accurate location information (eg in higher risk scenarios)
- Can provide location, movement history and audit trails

Management reports

- Highlights training issues
- Demonstrates adherence to Health & Safety legislation
- Demonstrates compliance with internal policy
- Identifies individual and group activity profiles

Solution allows NCVO members to deliver Duty of Care

Jointly developed by Class telecom and Argyll

Delivered by Class telecom approved partner to NCVO

Unique Offering for NCVO Members

care

How to find out more
Contact Class Telecom
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www.classtelecom.com

