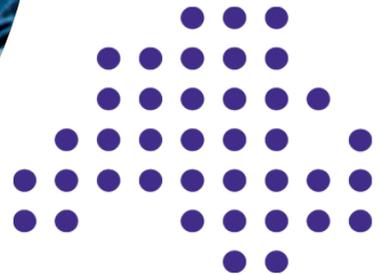


## CASE STUDY

# The Calico Group

Protecting lone workers across multiple projects and sites



“Our lone workers attend Personal Safety Training, and we take the view that nothing is so important that we can’t take the time to do it safely. But the very nature of our work means that challenging and unpredictable situations can and do occur. That is when the added security and peace of mind offered by the SOS Fob comes into its own.” - Thomas Berry (Calico’s Health & Safety Manager)



Totalmobile has been contracted by The Calico Group to protect their community-based staff who work by themselves or out-of-sight of colleagues, often in challenging circumstances. Protect from Totalmobile has been deployed using SOS Fobs, which Calico deemed the most appropriate device for their staff needs. The system offers state-of-the-art emergency and reactive support.

The Calico Group’s purpose is to improve the quality of life for individuals and the wider community across the region. To do this, they provide accommodation for families and older people, housing for disadvantaged young people, for people with addictions, women’s refuges, supported housing and services for homeless people. In each of the departments, Calico staff work directly with service users who may be vulnerable or who have challenging needs. To ensure the safety and monitor the wellbeing of staff working in the community, Calico wanted to provide team members with an efficient lone worker protection platform.

## SOS Fob Meets all Lone Worker Requirements

The committee selected SOS Fob as the best device for workers who wanted an easy to locate emergency function. SOS Fob is a lightweight, compact and waterproof lone worker device; it features a prominent emergency button, high-quality 2-way audio, and a motion and shock sensor which can automatically raise an alert if a fall is detected. These functions use GSM (Global System for Mobile communications), which transmits mobile voice and data services. User-friendly and convenient, SOS Fob has an extensive standby time, rechargeable battery, and micro USB charger.



## Health and Safety

Thomas Berry, Calico's Health & Safety Manager, chairs the Health & Safety Representatives Committee, a team of 15 volunteers from across The Calico Group. The committee meets bi-monthly to discuss issues around worker safety. This team were tasked with trialling two competitive devices and providing their feedback via a questionnaire. Ease of use and relevant functions were two of the primary areas of investigation.

# Wide- Ranging Services

The Calico Group places an emphasis on supporting their staff teams just as those teams support the group's clients. The nature of Calico's work means that staff come from across the Group:

- Calico employs a Responsive Repairs team of professionals across the construction trades who take care of the group's 4,600 properties
- Neighbourhood Officers work directly in the community, responding to tenants' needs, while Floating Support Officers help vulnerable adults and people experiencing a difficult period in their life
- Bury Rough Sleepers is a rapid response team who work throughout the night to help rough sleepers access a place of safety
- The team at SafeNet provide women's refuges in three locations across the region, where staff support women who can be escaping from domestic violence
- Acorn Recovery Projects is a team that works with people recovering from alcohol or drug addictions in Stockport, Oldham and Burnley
- The Elizabeth Street Project is a hostel for homeless people who have been referred by local councils
- Calico also provides sheltered accommodation in individual flats for clients aged over 55



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Our SaaS based software provides a range of innovative products that deliver a step change in field service performance, mobile worker empowerment and management control.

This unlocks transformative cost savings, capacity gains, productivity improvements and empowers allows mobile workers to focus on consistently delivering the best service.

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