

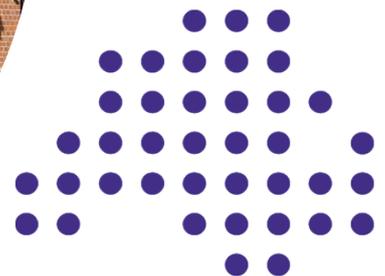


Totalmobile

CASE STUDY

Regenda Homes

Regenda Group manages around 13,000 properties in the Northwest, maintaining and comprehensively regenerating places while working with people in their communities to create the opportunities they need to thrive.



Overview

Regenda Homes, part of the Regenda Group, was formed in 2001 and, within ten years, encompassed five housing associations dating back to 1963: West Pennine and the Limehurst Village Trust in Oldham, Templar in Macclesfield, Wyre in Poulton-le-Fylde, and Maritime in Liverpool.

Today, Regenda is renowned for innovation. In the last few years, their portfolio has grown to encompass 9 different organisations within the Group including: Petrus Community (a homelessness charity), Centre 56 (childcare for those suffering from domestic abuse) and Positive Footprints, offering personal development for young people. Regenda Group now manages around 13,000 properties in the Northwest, maintaining and comprehensively regenerating places while working with people in their communities to create the opportunities they need to thrive.



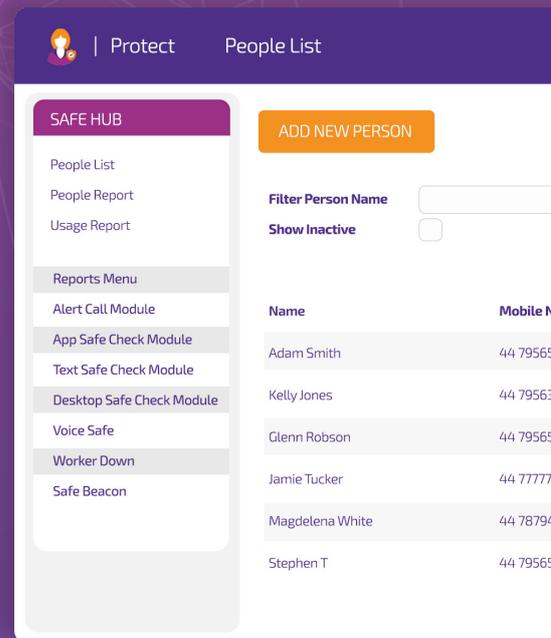
Affordable housing is the core of The Regenda Group's offering. Across Regenda, the organisations in their portfolio perform a dynamic group of functions, each with unique needs and requirements. Operating where they can make a difference, Regenda Group works across the housing and construction sectors, in care and support, training and employment, increasing the diversity and complexity of their field service operation.

Personal safety is at the forefront of The Regenda Group's company strategy. Regenda is implementing a lone-worker approach where each staff member undertakes a lone-worker risk assessment assigned to their job role. Within their job role, all risks are identified and predetermined. In performing their daily duties, staff need access to a practical and easy safety device to use at any point.

The Solution

The Regenda Group went to tender for a new lone worker solution through the CIH framework, of which Totalmobile is a member. Across their workforce, Regenda tested several offerings available in the market.

Totalmobile's Lone Worker solution, Protect, scored very highly with their staff. Protect proved to be cost-efficient with outstanding customer care during their trial, with their team noting the ease of use of the personal safety devices to be exceptional.



The key benefits Regenda were looking for in a solution focused on:

- ✓ Access to a self-service portal for staff in the field
- ✓ Dashboards for management to monitor performance
- ✓ Real-time information and insights to support decision making
- ✓ Easy-to-use SOS FOB devices
- ✓ Ease of access for usage by all staff across all facets of the organisation and skill level.

Protect's fully managed service feature attracted staff and board members. This feature enabled The Regenda Group to have personalised, bespoke dashboards and reports tailored to suit the diverse needs of their enterprise with daily, weekly & monthly options, supporting the monthly board review of their lone worker strategy with better service visibility and insights.

Totalmobile's fully managed lone-worker solution allows lone workers to raise alerts around the clock. Employee contact with our Alarm Receiving Centre (ARC) occurs 24/7, with requests for emergency assistance processed quickly and as required. This service complies with BS8484 standards and enables The Regenda Group to maintain its duty of care to staff and ensures their well-being.



Personal Safety at the Forefront

Personal safety is at the forefront of their business, and SOS fobs protect their workforce across the enterprise. Across the entire operation, The Regenda Group have supplied staff with over 500 SOS Fobs for round-the-clock personal safety. The devices are used across every company function, with a positive reception from all employees.

Protect provides The Regenda Group with a fully Managed Service, 24/7. A fully managed service means the organisation requires minimal resources, with Totalmobile undertaking most of the work, ensuring the lone-worker solution operates as effectively as possible.

“Protect from Totalmobile was chosen as our staff’s number one solution for lone worker protection. It is a quick and easy-to-use solution, and the device has been well received by all our employees”.

“The self-service portal and Managed Service feature have been brilliant in providing us with real-time data when needed.” - Dave Morrell, Head of Health, and Safety for the Regenda Group



What's Next?

To learn more about our products & solutions , visit <https://www.totalmobile.co.uk> or contact us via the details on the back of this document.



Totalmobile

Marketing Team

Pilot Point

21 Clarendon Road

Belfast

BT1 3BG

+44 28 9033 0111