

## case study



**Sector:** Protecting people and property  
**Client:** East Riding of Yorkshire Council

**Application:** Lone Worker  
Protection - Warehouse

### the dilemma

Located in a very remote area, East Riding of Yorkshire Council's Occupational Therapy Store frequently requires staff to work alone, quite often late at night, thus posing the problem of staff safety. So how did the council overcome the safety issues and ease the fears of their employees working alone at the site?



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“It can be a very lonely place to work as we are in the middle of nowhere. It’s very reassuring to know that somebody will be aware if something happened. I now feel happy to leave a member of staff here to work alone when I go home at the end of the day.”

**Dave Hill, Occupational Therapy Assistant,  
East Riding of Yorkshire Council.**



## the need

East Riding of Yorkshire Council's Occupational Therapy Store is a small warehouse located on a remote area at the back of an industrial estate. The building is the council's main store for a wide range of equipment including walking frames, wheelchairs, bathlifts etc and is also used as a repair facility where such aids can be returned to full working order.

The use of the building posed some major safety concerns to Health and Safety officers including the storage of aids on high shelves above walkways and the use of heavy duty and dangerous equipment. They also expressed concerns over the distances staff have to work from fire exits and the methods of alerting these staff in an emergency, especially when they have to wear ear protectors whilst working with the noisy machinery. An issue was also arising from the council's objective to reduce the need for two members of staff to be in the warehouse at all times, causing them to rethink working patterns in line with Health & Safety guidelines.

Under the existing procedure two members of staff were required in case of an emergency or accident, in order for the second member of staff to raise the alarm. Without this rule a lone worker could fall and be left on the cold concrete floor overnight until the morning shift clocked in.

**“Employers have a responsibility for the health and safety at work of their employees. These responsibilities can not be transferred to people who work alone. It is the employer’s duty to assess risks to lone workers and take steps to avoid or control the risk where necessary.”**

**Health & Safety Executive**

The remoteness and the value of the equipment being stored also posed a security issue. This became more prevalent when the council replaced the computer equipment in the office with a new system.

After hearing about the problems being faced, Lisa Sargeson, East Riding of Yorkshire's Lifeline Operations Manager, contacted Dave Hill, an occupational therapy assistant who also acted as store manager, to discuss how she could help.

They agreed to install a Lifeline home unit with additional wireless sensors including PIR's, smoke detectors, a sounder beacon and fall detectors. This solution not only protects the building and equipment from intruders but also provides staff with an early warning to enable them to safely evacuate the building in case of fire. Fall detectors are also available for staff to wear when working alone to automatically raise a call for help if a serious fall occurred, such as equipment falling upon a member of staff. This has enabled them to change the working patterns and allow lone working thus using the council's resources more effectively.

As Dave Hill explains “It can be a very lonely place to work as we are in the middle of nowhere. It’s very reassuring to know that somebody will be aware if something happened. I now feel happy to leave a member of staff here to work alone when I go home at the end of the day.”

Lisa Sargeson commented “The solution is all about making staff quickly aware of dangerous situations and speeding up the process of getting them out or getting help to them if they need it.”

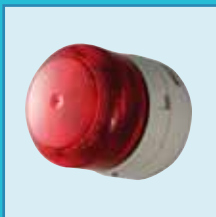
According to Lisa Sargeson “the flexibility and versatility of the solution makes it far greater than conventional monitored alarms, with the ability to offer one combined solution for staff protection, smoke, intruders and falls and the availability of additional sensors that can be added to the system including flood, gas and carbon monoxide detectors.”

“The flexibility and versatility of the solution makes it far greater than conventional monitored alarms, with the ability to offer one combined solution for staff protection, smoke, intruders and falls.”

Lisa Sargeson, East Riding of Yorkshire's Lifeline Operations Manager.



Smoke detector



Sounder beacon



Amie personal trigger

## the solution

At the heart of the solution is the Lifeline home unit, situated on the wall in the office. The unit provides one single point from where the system is simply controlled.

### Protecting property

Key access points are protected using PIR's (movement detectors) in order to protect valuable equipment, stored within the building, from intruders. Connected wirelessly to the Lifeline home unit the PIR's raise an alarm call to the response centre where the operator can instantly access information including which sensor has been activated and where it is located. This enables the operator to take the most appropriate action whether it be calling the store manager or the emergency services. The system is set each time the building is left unoccupied by pressing a button on the Lifeline home unit that gives a sufficient time delay to allow the member of staff to safely get to the exit before the alarm sets. A different method is used to disarm the alarm, this can be done by pressing the Amie personal trigger that is kept on the main bunch of keys using a key ring adapter that clips into the back of the trigger. With the Lifeline home unit being situated in the locked office, this allows

the alarm to be disarmed remotely without the need to rush to the Lifeline unit to key in a pin code. An added advantage is the fact that nobody need remember a pin code, all the member of staff needs is the set of keys for the building. The methods of setting the home unit have been developed to best suit the individual circumstances and can easily be tailored to meet a wide range of requirements.

### Protecting the staff

Smoke detectors, strategically placed around the building, provide an early warning of dangerous smoke levels to the Lifeline home unit which in turn activates the sounder beacon which not only emits a loud warning sound and sends an alert to the response centre but also a visual warning through a bright flashing light. This is especially important when staff are working alone with noisy machinery that requires them to wear ear protectors. Fall detectors have also been supplied for staff to wear when working alone. In the event of a serious fall by a member of staff the detectors will automatically raise a call for help, through the Lifeline home unit, at the 24 hour response centre. They also provide users with a button to raise an alarm manually from anywhere within the building.



The remote warehouse



Employee working with the noisy machinery



Dave Hill wearing a fall detector

For further information please contact  
marketing on 01977 660325



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Covering an area of 241,641 hectares (933 square miles), the East Riding is England's largest unitary authority by area, and provides a home for almost 319,000 people. Over half the population live in rural communities, many of which are small, scattered and geographically isolated.

The East Riding of Yorkshire Council came into being in 1996, and employs the equivalent of about 10,000 full time employees and a budget of £444 million for providing services to local residents and businesses.

The Lifeline monitoring and response centre provides a professional service to its customers 24 hours a day, 365 days a year. It has now extended its service to include security solutions for schools and businesses within the community.

**For further information  
please contact East Riding Lifeline on 01482 881059**

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