

Peoplesafe Service Description

Peoplesafe is a dedicated lone worker safety system. It has been designed specifically for the lone worker and is therefore a fit for purpose solution. Regardless of your job role or the environment in which you work, the Peoplesafe Service can assist you while you work alone.

Core elements

24/7 Remote Monitoring

All calls are monitored 24/7/365 to ensure help is always there when you need it. We are fully compliant to BS5979 Cat II.

Red Alerts direct to Lone Worker Operator

All Red Alerts are answered immediately by trained lone worker operators and calls are recorded.

Escalation to the Emergency Services

In the event you raise a red alert and criminality is in progress we can use the latest ACPO guidelines to place a direct call to your regional Police control room who will assist in a response to your difficulties. We will also notify your nominated colleagues.

Pre-Alert Messages and Timers

Pre-Alerts allow you to leave a brief description/location of the lone working situation that you are about to enter. A timer on the device will allow you to confirm a safe conclusion to your activity.

Ability to Find Your Location

In the event of an incident we can locate you by various methods. LBS - Mobile Phone Tracking, GPS - Accurate to within 20 metres and Pre-Alert - Where you have told us your location.

Service Analysis

When your staff log an issue with us you will receive a report that allows you to measure how we are performing, ensuring that we are responding in a timely manner to any issues.

Dedicated Service Team

We have a dedicated and experienced service team that are available Monday to Friday 8am to 6pm, our team are always ready to assist with refresher training, device operation and explain the different features available.

Group Training

Expert Training can be carried out Face to Face with training booklets, over the phone for individual users or we can carry out refresher training to integrate new lone workers in your organisation or to bring existing staff up to date.

Individual Device Configuration

As each of our devices are highly configurable, we will ensure that each unit meets your requirements, from extending pre-alert periods to the sensitivity of panic buttons.

Free Issue of consumables during contract

Throughout your contract we will re-issue you with replacement lapel clips, rip alarm pins and lanyards free of charge.

False Alarm Management

Every day, each Red Alert is analysed, anyone that has activated a false alert will receive a phone call to offer advice and support to help reduce false alerts.

Spare Device Usage Analysis

If a staff member leaves your organisation, this leaves a lone worker device free. We will pro-actively monitor spare devices and if we receive an activation we will contact you immediately to ensure all details are current.

Online Access to User Details

We will provide you with login details to allow you to change your details or those of your staff on our system.

Detailed Usage Reports

Every month you will receive a detailed breakdown of how your lone workers are performing and this ensures good working practice and effective usage.

Individual Training

Each user will receive training orientated towards their job role and relevant lone worker activities. We can also supply refresher training on an individual basis over the phone at no extra cost.

BS8484 Compliance

We will ensure that your lone worker systems are BS8484 compliant, BS8484 is the British Standard for the code of practice that Lone Worker Service Providers should adhere to.

Optional services

Fast & Reliable Device Repair/Replace Process

If a device develops a fault or is damaged, we can organise a 24 hour advance replacement as well as our standard 5 day service. *Charges may apply for the 24 hour service.

Ability to design, print and supply ID Cards

If you do not already have your own ID cards, Rocksure can print and supply these for you, from simple and effective logos right through to ID Cards with pictures and names.

Risk Analysis

We can provide in-depth risk analysis surveys for your company to help you understand your lone worker requirements in more details.

Lone Worker Audits

We can audit your organisation against current lone worker procedures and also assist you in implementing new policies and procedures.