

**Staysafe Procedure**

**(Personal Safety Technology System)**

**Telford & Wrekin Council’s Personal safety system**

Stay safe is the council’s dedicated personal safety system. The system is used to ensure the personal safety of council staff whilst carrying out a function of their job such as lone working or undertaking a high risk activity with the potential to have an impact on their safety.

The provision of this technology ensures staff safety is of paramount importance and demonstrates that all our employees are adequately protected. The system uses GPS (Global Positioning System) technology to enable the devices to activate a rapid response should staff need support, assistance or emergency help by identifying a location with accuracy, reliability and real time movements, even when the employee moves between a series of different environments. Should, in the event that someone cannot be contacted or goes missing, the system can provide a history of their previous locations.

In order to ensure our employees safety as a Lone Worker or whilst undertaking a high risk activity (see Lone working risk assessment) the system will give them:

* The knowledge that their safety is our priority whilst at work
* Always have the ability to raise an alarm
* Less likely to feel isolated whilst working alone
* Feel valued as an employee
* Have access to a discreet alarm activation
* Get an escalated response from emergency services if needed.
* Have the confidence of being able to locate them if assistance is needed
* Verbal abuse can be captured
* Can form part of dynamic risk assessment
* The employee has the control and initiates the response as required.

By providing the system, Telford & Wrekin Council as the employer will be able to:

* Demonstrate ‘Duty of care’ to staff, in context of severe financial penalties
* Protect the reputation of Telford & Wrekin Council
* Reduce risk of employee on employer litigation
* Improve staff morale,
* Reduce risk of staff turnover
* Help define managerial responsibilities to Lone Workers and those undertaking high risk activities.
* Have a Police and emergency services Level 1 (highest) response guaranteed where appropriate
* Manage an alarm more efficiently by using the location function.

The data collected by the personal safety technology system will only be used for its specified purpose; as stated above and must be relevant to that purpose.

StaySafe is British Standard Accredited to BS8484 2016, and will assist with our responsibility to ensure we are protecting our employees with a high quality solution that meets stringent safety standards.

**Staysafe Lone Worker Safety Procedure**

You need to provide Staysafe with the following details for every member of your team that need to use the Staysafe personal safety technology.

* First Name
* Surname
* Email Address
* Mobile Telephone number ( both work and personal ) indicating which phone the application is being used as the prime one.

You will then need to provide your teams desired escalation process please (see below for templates and suggested timescales)

**Normal operating procedure (Timed Sessions):**

Employees are able to start a timed session before they start a period of lone work or defined activity. This triggers a countdown, if an employee fails to end their session safely, a session expiry alert will be sent to the monitor.

* Alarm Receiving Centre (ARC) will Contact USER if:
  + Session has timed out
  + No movement
* If no response they will wait 10 minutes – then contact USER again
* If NO response, ARC will contact escalation point of contact
* No response from UER or from escalation contact – the emergency services will be contacted

**Panic Alarm Activated: (**i.e. in the event an alert is raised)

The panic button allows an employee to send an immediate panic alert if they are in trouble and need assistance. This alert can be triggered in the app at any time, even if a lone worker session is not running.

* ARC will try and contact the user.
* Failing contact with the user, they will wait 10 minutes and try again.
* If ARC cannot reach the user after a second attempt they will contact the emergency services
* ARC will then leave a further message with the USER
* ARC will then inform user’s’ line manager on 01952 3xxxxx and ask for instructions .

**Other Functions**

**Duress PIN**

* If an employee was forced by an attacker to terminate the app, a ‘false pin’ can be entered to appear as if the session has been cancelled when in fact a panic alert will be triggered.

**Low battery**

* Low battery warnings allow you to remind an employee to charge their phone if it is running low.

**How to use the StaySafe App**

**Check-in**

Employers can set fixed check-in periods within a session. Employees are able to check-in at any point within this time to confirm that they are safe and reset the clock. Failure to do so by the end of the timed period will raise a missed check-in.

**Discreet panic**

A panic alert can also be triggered discreetly using the phone’s power button, allowing an alert to be raised discreetly from the user’s pocket or handbag.

**Man down**

If an employee has not moved for a prolonged period of time and has not checked-in a non-movement alert is triggered in case there has been an accident.

**What your Welcome email looks like:**

# Hi User,

We're very excited to have you on board with StaySafe.

This email will outline all the details you will need to use the StaySafe Business App and cloud-based Hub

## Your Account Details

You will need your sign in details to access the StaySafe Business App and Hub, which are as follows:

Hub ID: **telfordandwrekinEXAMPLE**   
Username: [User.name@telford.gov.uk](mailto:User.name@telford.gov.uk)   
Password: **users to determine**

## Accessing the Hub

You have been setup with administrator access to the Hub, which allows you to monitor users and configure your Hub settings.

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We recommend you bookmark your Hub URL which is  
<https://telfordandwrekin.staysafeapp.com/>

## Download our App

You can download the StaySafe Business app for free for your Android, iOS or Windows device.

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| [Android](https://play.google.com/store/apps/details?id=uk.co.oneresult.staysafe.enterprise) |

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| [iOS](https://itunes.apple.com/gb/app/staysafe-business-lone-worker/id635316797?mt=8) |

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| [Windows](https://www.microsoft.com/store/apps/9nblggh4q52t) |

## Getting Started

We have a whole host of material online to help you get started.

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| [Getting Started Guides](https://www.staysafeapp.com/user-guide/)  Getting Started Guides |

Let us know if you need any help getting up and running.

Good luck!  
The StaySafe Team