

# Lone working solutions:

**How to improve safety, staff satisfaction, and remain compliant with the Health and Safety at Work etc Act 1974 and the Management of Health and Safety at Work Regulations 1999.**

**CALLCARE**  
INTELLIGENT OUTSOURCING SPECIALISTS



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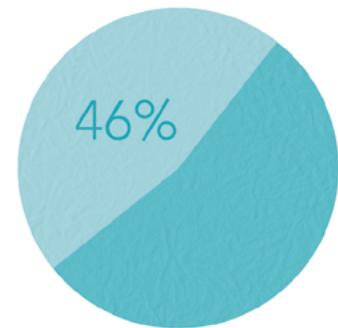
# Are your lone working staff properly supported?

**Lone working applies to more people than those immediately at risk**

We are all familiar with the concept of lone working, and why businesses must provide lone working solutions. However, many people underestimate how many different occupations should be offered lone working support. It is often assumed that lone working support is only necessary for workers in high risk situations, people like social workers and mental health support workers for example.

46%

of the UK's full time workforce view  
themselves as lone workers\*



\*<http://www.peoplesafe.co.uk>

The reality is though the health and safety act "requires employers to consider carefully, and then deal with, any health and safety risks for people working alone". That means that anyone who works alone, even

for a short amount of time or in a safe environment, should be protected by their employer. But there are more benefits to lone worker protection than just complying with the law.



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## Why do lone worker solutions matter?

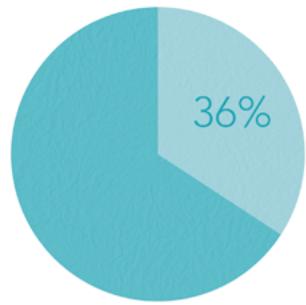
Lone worker solutions are designed to protect workers, whether it is to help provide rapid response to incidents of injury or to provide protection from potentially aggressive members of the public. However, while this is the primary function of lone worker support, there are a number of other benefits to providing lone worker protection.

Offering a competent lone worker solution shows your staff you take them seriously. It shows a commitment from management to protecting the safety of their staff at all times, which in turn will improve staff satisfaction and staff retention rates. In jobs that involve a lot of lone working, it is easy for staff members to become dissatisfied with management due to the amount of time out of the office and lack of regular face to face interaction. By providing good lone worker protection, staff will feel better connected to the hub of the business and they will feel like a respected part of the team.



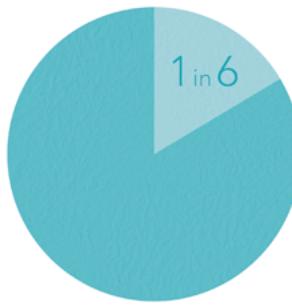
**36%**

of businesses don't adequately protect  
lone workers\*



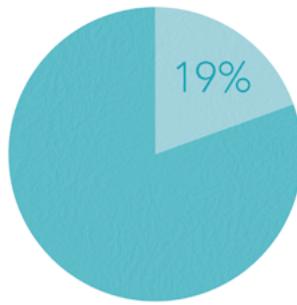
**1 in 6**

lone workers expect it takes over 7 hours  
for an alarm to be raised\*



**19%**

of lone workers said their employer  
never checked on the welfare of staff  
working alone\*



\*<https://daisygroupp.com/>



## Our Lone Working Solution

At [CALLCARE](#) we provide an effective lone working solution based on our 24 hour call handling services. We utilise our team of highly trained operators to receive calls from your lone workers, and even to provide outbound calls that check in with your lone workers on a regular basis. This is an effective method of providing lone worker protection for a number of reasons:



### 1 It is a highly flexible service

The frequency at which your staff work alone might vary from day to day and week to week. And, the level of risk at which they are working could change regularly too. By using CALLCARE as your lone working solution you can easily adjust the level of cover your staff receive by increasing the frequency of calls, so you can provide greater cover when needed. You can then lower the frequency when staff aren't lone working, or when the risk level is lower, to remain cost effective.

### 2 It is an effective method of lone worker protection

Because our lone worker solution utilises real people to answer calls, we can create custom scripts which make sure we know where your worker is, who they are meeting, how long it should take, and where they're going next. We can even answer calls accepting code words as an alert to danger.

3

## It is cost effective

Because lone worker solutions from CALLCARE only require workers to call in or receive calls, it is a cost effective solution compared to lone worker protection devices. A standard lone worker device will require an upfront payment, often over £100 per unit, followed by ongoing payments for the service. CALLCARE's lone worker solutions are handled using your staff member's existing mobile phones and require no further technology to be purchased.

150

lone workers are attacked each day\*

61

recorded fatalities of lone workers in a single year\*

14,000

serious injuries were recorded to lone workers in a single year\*

\* <http://www.castlegroup.co.uk/>

**For more information about how CALLCARE can provide lone working solutions that keep your business compliant with health and safety standards, contact us on 0345 055 8444 or visit [www.callcare247.com](http://www.callcare247.com)**



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