

# Taking the call that matters / making the call that counts

## About Astraline

Astraline was launched by "Johnnie" Johnson Housing to provide customer-led, flexible safety services. We were delighted to achieve audited compliance with the TSA Code of Practice in August 2002 and continue to achieve this high standard year upon year.

## Other services from Astraline

- Telehealth Services
- Telecare Services
- Repairs Reporting Service
- Anti-Social Behaviour Logging Service

## Contact

For more information on any services from Astraline, please contact us on:

**Tel:** 0845 057 7091

**Fax:** 01625 870115

**Email:** [astraline@jjhousing.co.uk](mailto:astraline@jjhousing.co.uk)

**Website:** [www.jjhousing.co.uk/astraline](http://www.jjhousing.co.uk/astraline)

This publication is available in large print, audio, braille and alternative languages formats. Please contact the marketing team on 0845 604 1095

### Other brochures in the series

(Please visit [www.jjhousing.co.uk/astraline](http://www.jjhousing.co.uk/astraline) to download pdf versions):



Information Helpline:

**0845 057 7091**

[astraline@jjhousing.co.uk](mailto:astraline@jjhousing.co.uk)



"Johnnie" Johnson Housing Trust is a non-profit making organisation. We are an Exempt Charity Registered under the Industrial and Provident Societies Act 1965 No. 19198R

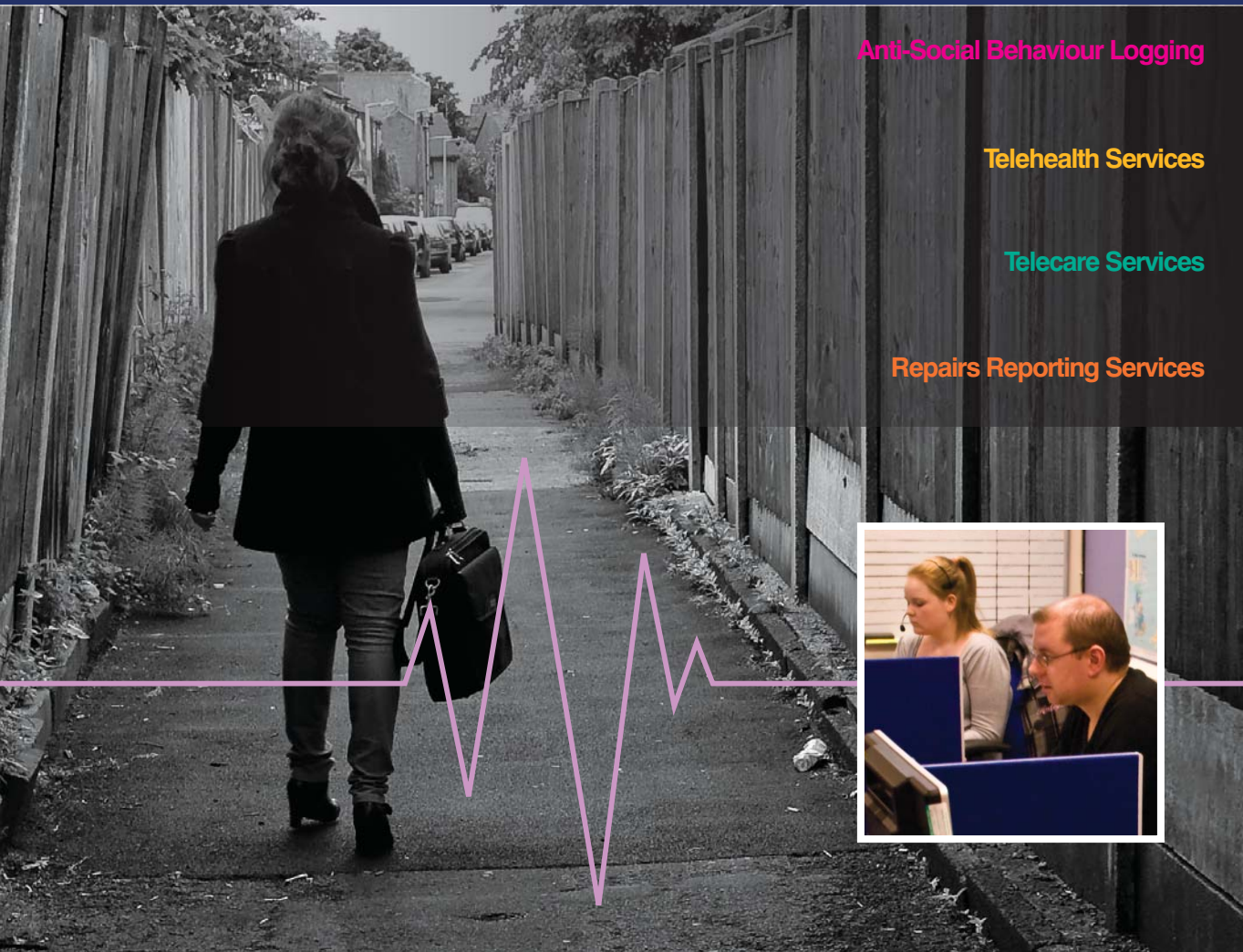
Jun 2009 A





A part of "Johnnie" Johnson Housing Trust

# Lone Worker Safety Services



Anti-Social Behaviour Logging

Telehealth Services

Telecare Services

Repairs Reporting Services



Lone Worker Safety Services

Taking the call that matters / making the call that counts

# Lone Worker Safety Services

Astraline can alleviate the problems of your Lone Worker needs from its state of the art 24 hour Alarm Receiving Centre based in Poynton.

The ARC (Alarm Receiving Centre) is staffed at all times and undertakes an independent audit each year to ensure that high quality service standards are met across all areas of the operation.

It is now a key recommendation of the government that any Lone Worker solution used by organisations should have a dedicated response 24 hours a day, 7 days a week.

Astraline understands that every organisation is different and there is not one Lone Worker support system that fits all. Astraline can provide a variety of Lone Worker solutions, dependent on the requirements of your team.

There are several factors that may dictate the best solution for your organisation; cost, accessibility, dependability and volume.

Ours is not a philosophy of “one size fits all” and for this reason Astraline is continuously striving to deliver the latest technological solutions to provide you with different choices for Lone Workers dictated by their needs. By developing these systems with our partners, we can also deliver the best value and most cost effective solutions to benefit your organisation.



“To be the people who always deliver the most res

## We currently offer these Lone Worker Services:

### Service 1

#### SMS Text-Based System

No specialist equipment is needed; users send a text message with their location and the duration of the visit. This very cost effective system can also be used to raise a "Panic Alarm"



### Service 2

#### Integrated Voice Response (IVR) System

Users ring a free phone number to leave details of location and duration of visit. This system is ideal in areas where mobile phone coverage is limited as workers can use client, or office landlines with no call costs



### Service 3

#### GPS Tracking System

Using the latest GPS tracking systems workers can be tracked by satellite and raise an alarm at any time. A special GPS tracking device is required for this service.



Changes to the Corporate Manslaughter & Corporate Homicide Act 2007, which came into force in April 2008, means that organisations have a responsibility to provide management procedures to ensure that peripatetic staff are fully trained and aware of the systems and equipment provided for their protection when working alone or in vulnerable situations.

Astraline will work with you to develop these systems so that they are suitable for your organisation, and will provide comprehensive training in all aspects of the equipment and response.

For further information about these services or to talk about how Astraline could assist you, please contact us and we will be happy to help.

ponsive, customer focussed call handling service”