



Guardian Angel



Southdown Housing Association

Southdown Housing Association is a not-for-profit organisation that works with 8,500 vulnerable people across East and West Sussex and Brighton and Hove.

Southdown Housing Association provides accommodation and practical support to help its clients have more control over their lives, listening to what they want and working with them to achieve their goals.

Most of their clients have mental health problems or learning disabilities with a smaller number of people having addiction issues or physical disabilities. All are offered the support they need to lead a more fulfilling and independent life.

Southdown Housing Association has been recognised as one of the best organisations to work for in the UK. As well as being in the 2008 Sunday Times 100 best companies to work for, it is rated in the Top Ten UK businesses for its 'giving something back' factor and its 'good feeling around what it does.'



Following a review of its staff lone working policies in 2007, The Association undertook a successful trial of BTS' Guardian Angel bureau service and their lone workers now make full use of Guardian Angel.

Lone workers briefly record visit details on their existing work mobiles at the start of the day. If the lone worker does not close a visit at the end of the expected time the Guardian Angel calls the worker to check on the circumstances. If they are unable to make contact the Guardian Angel service will call the lone worker's office and then, if necessary, the relevant manager.

Feedback from both the lone workers and team leaders has been very positive. A Support Officer and a Supervisor from the Brighton Team said: *"I have found this to be a good service, and it is very prompt in calling you to confirm your status if allotted time has expired"* and *"It is reassuring to know there is a system in place to help make my working environment safer."*

Guardian Angel is now an integral part of the Southdown Housing Association Health and Safety Policy for Lone Workers. Every member of staff whose role involves lone working, is now registered with the BTS Guardian Angel Bureau.

During a review of the service, Jo Whitehead stated: *"The implementation of Guardian Angel has been a complete success in my view"*. Jo went on to say *"...Guardian Angel provides us with a solution that is fit for purpose without any problems, we are able to administer user details easily and the BTS Guardian Angel team are always very helpful"*.