



Totalmobile

CASE STUDY

The Hyde Group



Background

Hyde Housing Association is part of the Hyde Group, a collection of organisations committed to providing great homes, services, and supporting the communities we serve.

Together, we own or manage around 125,000 homes, making us one of the largest and most diverse housing and community services providers in the country. We provide homes and serve communities that people can be proud of across the country.

Making sure people have a safe, affordable, and comfortable homes to be proud of is what drives us and underpins our vision of a great home for everyone.

We also provide a wide of community services and spaces, bringing people and communities together, and offering support where people need it with our partners.

In providing our services, Hyde's customer and community facing colleagues regularly operate alone in our communities, and often visit customers in their homes, as well as attending to maintain and enhance our properties.



The Challenge:

In recognition of the potential risks to colleagues from working alone, whilst acknowledging the legal and moral responsibility to protect them, Hyde sought a proven and trusted lone worker safety solution that meets the complexity of their operations without unnecessarily disrupting day-to-day operations. Hyde needed a solution that not only offered real-time protection but one that also integrated smoothly with operations, supporting a wide range of needs, whilst providing confidence to its users.

Hyde provides income, tenancy, neighbourhood and support services, along with a large team of maintenance professionals, who all frequently working alone. In the course of their work Hyde's lone workers sometimes need to engage with vulnerable or distressed individuals, and on occasion may encounter hostility and other higher risk situations whilst providing services to customers. Approx 620 lone workers.

Key challenges included:

- Colleague safety in isolated or potentially volatile environments
- Potentially inconsistent access to help when it is needed
- Coordination of incident responses and device management
- Meeting statutory requirements and internal safety standards



Tailored Solution:

Hyde chose Totalmobile's lone worker protection solution, opting for both software and devices, which are backed by Totalmobile's expert, round-the-clock customer support. Totalmobile also tailored the software to Hyde's specific operational needs, with key contacts within Totalmobile on hand to manage escalations, deliver training, and provide day-to-day support to Hyde's team.

Key features included:



Red Alert: Instantly connect staff in distress with emergency response teams 24/7.



Buddy Call: Enables workers to stay in contact with a colleague during potentially uncomfortable situations.



Silent Alert: To support discretion in high-tension environments without drawing attention but still providing a layer of support and reassurance.



Custom Reporting: Provides Hyde's health and safety team with usage insights, incident tracking, and audit-ready documentation.



User-friendly Technology: This was an essential feature for Hyde's busy field workers who need protection without added complexity to their roles.

Key Achievements:

Since rolling out Totalmobile's lone worker protection, Hyde has seen real improvements in safety outcomes.

- ✓ Improved colleague confidence when working alone, particularly in unfamiliar or unpredictable situations.
- ✓ Faster response times to incidents through Red Alert and Silent Alert features.
- ✓ Enhanced wellbeing and morale, with colleagues reporting greater peace of mind when delivering services.
- ✓ Reduced administrative burden, as Totalmobile manages device updates, training, and escalation protocols.
- ✓ Stronger compliance and more detailed reports help meet internal safety standards and statutory obligations.
- ✓ Colleagues have embraced the solution and have helped reinforce Hyde's commitment to a zero-tolerance approach to abuse, threats and aggression.

"There have been times that I've found myself in places I've never been before, dealing with unfamiliar people in unpredictable situations. Having a lone worker device & knowing help is available at the click of a button, makes me feel safer, more confident, and never truly alone."

Amy Thomas | Technical Co-ordinator, Asset Management & Sustainability

Keeping our lone working colleagues safe is a top priority at Hyde.

Totalmobile Protect has given our team the confidence and reassurance they need in the field. Features like Red Alert and Safe Check have already made a tangible difference, helping us respond quickly and appropriately when colleagues feel at risk. The rollout was smooth, and our teams have embraced the solution. Protect has not only enhanced safety—it's reinforced our commitment to employee wellbeing.

Yvonne Littlebury | Health and Safety Manager, The Hyde Group



What's Next?

To learn more about our products & solutions , visit

<https://www.totalmobile.com> or contact us on

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