

case study



Sector: Community Safety

Client: MASCOT

Application: Bogus Callers

dilemma

Bogus Callers prey on vulnerable people in their own homes who are often too frightened to challenge their claims. So how can those people feel safer and react positively to suspected bogus callers?



All the reassurance you need



“It is essential that the more vulnerable people in society have support & advice nearby when answering the door to unexpected callers. This back-up is available at the touch of a button when a community alarm is installed in a person’s home. I would like to see more people taking advantage of the security gained by being linked to a 24 hour response centre where trained and experienced staff are on hand to help.”

**Douglas Miles, Manager, MASCOT Telecare,
Merton’s Community Support Service.**

the need

Rose Cole, aged 84, lives in a busy street in Wimbledon. In 1995 she joined a pilot scheme designed to combat bogus callers in the area. The scheme involved fitting a community alarm into her home to provide reassurance and immediate assistance in the event of a problem occurring.

Bogus Callers, often referred to as distraction burglars, make up 3.5% of overall burglary dwelling offences. An analysis of police records over the 1999-2001 period indicated that there are an average of 14,500 reported crimes per year. In a study by Dave Chave of Surrey Police 77% of victims were female, 74% lived alone and the average age of victims was 78 years.

At 7.30pm one evening Rose’s husband Ernest heard the door bell ring. Not expecting any visitors he used the safety chain on his front door and opened it cautiously, as he had been advised to do by MASCOT and the Metropolitan Police. On opening the door a man announced that he was from the local council and needed to put up a fence in his back garden. The man insisted on coming into the house. However Ernest quite rightly asked him for identification. The man then claimed to have left his identification in the office and again tried to persuade Ernest that he needed to enter his house. Rose, on hearing what was going on, noticed another man at her backdoor and immediately pressed the red button on her Tunstall Amie personal trigger that she was wearing around her neck. Ernest then made the man aware of the conversation with MASCOT’s response centre and the two men quickly ran off. Police were immediately called by the response centre and arrived quickly afterwards to further reassure Ernest and Rose but there was no sign of the two bogus callers. However the attempted deception had been foiled and Ernest and Rose avoided what could have been a very distressing incident.

After the event Rose commented “The service is excellent. I feel safe and secure at home and if I need help all I need to do is press the red button. I know I will get a prompt, friendly and helpful reply.”

Rose’s neighbour Millie Thompson joined the scheme at the same time and has also experienced bogus callers. She too asked for identification and refused a man, who was claiming to be from the water board, entry to her house. Although Millie didn’t require immediate assistance she pressed her red button to make MASCOT aware of the man in order for them to contact the police.



Rose (left) with her neighbour Millie wearing her Amie personal trigger



Tunstall Lifeline home units work alongside a standard telephone. The Lifeline is linked to a professional response centre or direct to a Police Operations Control Centre, both of which operate 24 hours a day, 365 days a year.

Personal triggers and bogus caller button

Personal triggers to allow users to raise a call for help from anywhere in their home or garden. The Amie is a discreet, attractive personal trigger, whilst the Gem's slightly larger size makes it especially popular among users with limited dexterity. Both the personal triggers have a range of wearing options so that they can be worn as a neck pendant, on the wrist or clipped to items of clothing. Both are powered by a long life integral battery allowing up to 20,000 activations or up to 5 year's service. The Gem can also be fixed near to the door, creating a neat bogus caller button that is always at hand to raise a call for help when necessary.

Lifeline home unit range

The intelligent Lifeline home unit receives a radio signal from a personal trigger. The unit raises a secure call for help to a response centre where skilled operators are trained to respond as necessary. There is a wide range of home units available that can either be used with a normal telephone or in place of it. A powerful speaker allows clear hands free communication with the response centre from anywhere in the home or garden. When combined with Tunstall's advanced range of triggers and sensors, such as the fall detector, PIR (movement detector), flood detector, carbon monoxide detector and bogus caller button, an extra level of protection and reassurance is provided.

24 hour response centre

Throughout the UK over one million people enjoy the security and freedom that monitoring brings. There are over 300 response centres in the UK including MASCOT, Merton's Community Response Service. MASCOT from its response centre in Merton now provides monitoring solutions to over 3,500 clients and handles over 100,000 calls per year. Each response service has specially trained operators that provide help and protection, around the clock, 365 days a year. Tunstall's response centre technology, PNC5, uses advanced protocols. Which means that when a personal trigger is activated, the operator is instantly informed of not only the user's identity, where they live and the necessary procedure to provide assistance but also which sensor/trigger has been activated and where in the home it is situated. This cuts down valuable time if the user is at risk of serious attack in their home or place of work. The call is automatically recorded so it can be used as evidence if necessary.

"The service is excellent. I feel safe and secure at home and if I need help all I need to do is press the red button. I know I will get a prompt friendly and helpful reply."

Rose Cole, bogus caller victim.

"It's a very good scheme"

Millie Thompson, bogus caller victim.

For further information please contact
marketing on 01977 660206

complete confidence - total reassurance

Tunstall is the world's leading provider of telecare and telehealth solutions, supporting older people and those with long-term needs to live independently, by effectively managing their health and well-being.

Established in 1957 and based in Yorkshire, Tunstall provides a complete end to end solution, from installation through to service and maintenance.

- We lead the market in the quality and reliability of our hardware, software and systems integration.
- We work in partnership with a wide range of organisations to provide essential telecare and telehealth services.
- We are committed to providing excellent customer service and support.
- We provide bespoke solutions that draw on our expertise and resources.
- We are constantly innovating, developing and delivering new solutions to meet the changing needs of a changing population.

Tunstall

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Tunstall is a founder member of the Continua Health Alliance

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