

case study



Sector: Community Safety

Client: Lancashire Police

Application: Domestic Violence

dilemma

Domestic Violence leaves a trail of misery in its wake. So what more can be done to protect those people affected, reduce the threat and save lives?

the need

Megan* had been with 44 year old David Evans* for 12 years, they have three sons aged seven, five and four.

David Evans has a long criminal history including dishonesty, firearms offences, indecency and violence dating back to 1975. He also has convictions for failing to surrender to bail.

There had been a number of instances of domestic violence between the couple.

On one occasion, while they were living apart, Evans had entered Megan's home and struck her on the back of the head with a hammer. He then hit her in the face and left the house, taking their child with him. Thankfully, the child was safely reunited with his mother and Evans was arrested.

In July 2001*, Megan complained to the police that she had been violently sexually assaulted by Evans, who by that time was back living with her.

Evans was arrested and charged with indecent assault. He was also charged with assaulting police.

* the dates and names of the individuals above have been changed to protect their identity.

All the reassurance you need

Tunstall

“Our approach to domestic violence in Lancashire is to protect, prevent and enforce. Issuing Tunstall alarms to victims assists us in achieving all of these principles. They provide a practical and effective response, ensuring the safety and well-being of victims and their children. Domestic Violence victims have a right to remain in their homes in a safe environment and these alarms help to achieve that.”

Inspector Joyce Green, Domestic Violence Co-ordinator, Lancashire Police.

the need

He was bailed to a hostel in Manchester but failed to attend.

Fears for Megan’s safety increased and she was provided with a Tunstall Lifeline home unit with remote trigger from a DVPAK (see opposite for a description).

In the early hours of 9 August 2001, whilst still on bail for the previous assault on his wife, Evans broke into Megan’s home.

The paraphernalia of terror he carried with him - a knife, plastic ties and surgical gloves - left Lancashire Police officers in no doubt as to his ultimate deadly intentions.

He was clearly intending to carry out his promise made in earlier frightening telephone calls during which he threatened to slash and kill his terrified wife.

He dragged Megan out of bed and into the front room and ordered their eldest son to bring a tape recorder to record her final pleas. Fortunately, Megan, who had been living in fear of such an event, had taken to sleeping with the Lifeline remote personal trigger. Simply by pressing this trigger, Megan alerted the police before she was seriously harmed.

Evans, aware that the police was on their way, fled the scene, but was subsequently arrested and charged with threats to kill. In February 2002 at Preston Crown Court he was sentenced to five years imprisonment.

The officer in the case, Detective Sergeant Ian Critchley said, “This was a particularly distressing case. Megan had previously suffered horrific abuse and she was in real danger. She was adamant that she wanted to stay in her own home and we respected her decision. I am convinced that the Tunstall home unit saved her life.”

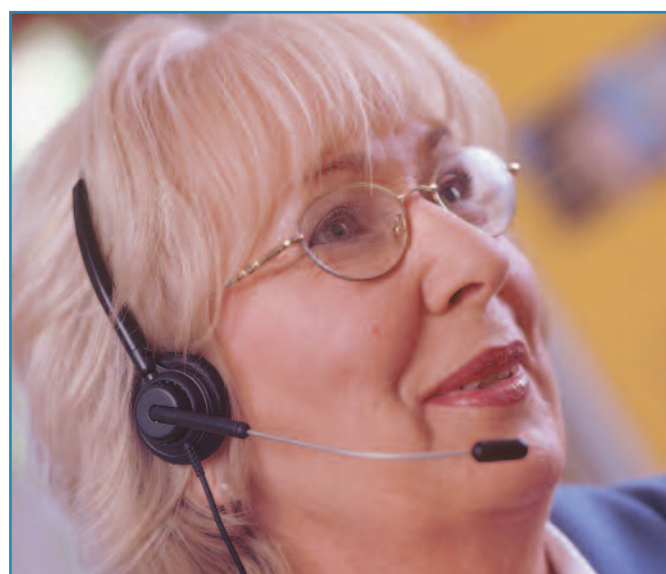
Tunstall Lifeline home units work alongside or in place of, a standard telephone. The Lifeline is linked to a professional response centre or direct to a Police Operations Control Centre, both of which operate 24 hours a day, 365 days a year.

the solution

DVPAKs (Domestic Violence Positive Action Kits)

Lancashire Constabulary treats domestic violence seriously. This clear message is promulgated at all levels of the organisation and fully supported by the Chief Constable. The Constabulary has a clearly defined policy, which directs strong action in dealing with domestic violence cases, whilst ensuring that victims of domestic violence and their children are protected.

Operational officers have access to DVPAKs which each contain a Tunstall Lifeline home unit with remote trigger plus several other useful items all based on offering protection and practical support. When officers are called to an incident at crisis point they can assess the individual’s needs and where appropriate install a Lifeline home unit to offer immediate protection.





“The Lifeline is a really good thing. I feel comfortable with it and a lot more relaxed now when I’m at home. The Lifeline is there in the background when I need it. I don’t have to think about it at all.”

Megan Evans, who has been affected by domestic violence for 12 years.

Lifeline home unit range

Intelligent Lifeline home units receive a radio signal from a personal trigger that can be worn around the neck, on the wrist or attached to an item of clothing. 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 and a half million people already enjoy the reassurance and freedom that this solution brings. Each response centre has specially trained operators that provide help and protection, around the clock, 365 days a year.

Tunstall’s response centre technology, uses PNC5 software, 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.



For further information please contact
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complete confidence - total reassurance

Established in 1957, 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.

- We lead the world in the quality and reliability of our hardware, software and systems integration.
- We work in partnership with organisations to provide essential services such as the monitoring of telecare sensors, enabling rapid and appropriate assistance.
- 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 - the fully integrated solution provider

The solutions we provide include:

- Personal and home reassurance
- Telecare and community telemedicine
- Supported housing
- Response centre
- Homecare management systems
- Building management & community protection
- Workplace, schools and lone worker protection
- Nursecall
- System design consultancy
- Total project management
- Installation and commissioning
- Maintenance and field support
- Monitoring service
- Service repair centre
- Training
- International technical helpdesk

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Tunstall is a founder member of the Continua Health Alliance

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