

Case Study

BUILDING SAFER PARTNERSHIPS WITH EXCEL HOUSING SOLUTIONS



ENHANCING LONE WORKER SAFETY IN THE SOCIAL HOUSING SECTOR

Excel Housing Solutions is a Registered Provider of Supported Social Housing, committed to supporting individuals with complex needs, including those facing tenancy breakdowns, mental health challenges, substance misuse, and offending behaviour. Their frontline staff play a vital role in delivering this support, often working alone in unpredictable environments.

Recognising the increasing risks to lone workers, Excel Housing Solutions sought a reliable, scalable solution to enhance staff safety while maintaining service continuity.

THE CHALLENGE

Like many organisations in the supported social housing sector, Excel recognises the importance of protecting lone workers who may occasionally face high-risk situations. While such incidents are not part of day-to-day duties, staff can sometimes encounter:

- Potential violence or verbal abuse
- Working in environments where immediate support may not be available
- Emergency medical or welfare concerns
- Mental health crises or unpredictable behaviour from residents

Excel is committed to ensuring the safety and wellbeing of its team. To uphold this, the organisation sought a lone worker safety system that was not only cost-effective and compliant, but also easy to use, reliable in the field, and capable of offering reassurance to both staff and management.

THE SOLUTION: SECOM'S SOLOGUARD

Following discussions with Excel's Director of Services, SECOM CareTech introduced the SoloGuard lone worker solution, an intelligent, discreet personal safety device supported by SECOM's BS8484-accredited Alarm Receiving Centre (ARC), available 24/7.

AT A GLANCE

COMPANY

Excel Housing Solutions

INDUSTRY

Public Sector

SOLUTION

SoloGuard

"Working with Excel Housing Solutions has been a fantastic example of how technology can truly enhance staff safety in high-risk environments. This partnership reflects our shared commitment to protecting frontline workers and providing peace of mind through smart, reliable solutions. We're proud to support Excel's vital work and look forward to continuing our journey together."

DAN WILKINSON

Technical Director, SECOM

WHY SOLOGUARD WAS THE RIGHT FIT

- Discreet and lightweight devices worn on lanyards or keyrings
- One-touch SOS button for instant emergency response
- Automatic fall detection (Man Down functionality)
- Roaming SIM cards that ensure connection to the strongest available network
- Real-time tracking and live audio feed to assist in emergency situations
- Voice reminders and cloud-based device monitoring to manage usage and performance

SoloGuard allowed Excel to implement a safety-first approach, backed by SECOM's cloud platform for visibility and reporting across their operations.

DEPLOYMENT AND RESULTS

Excel Housing Solutions initially ordered 61 SoloGuard devices. The deployment was smooth and the feedback overwhelmingly positive. Staff immediately felt more secure and better supported in their daily duties. Based on this success, Excel has since placed six additional orders, a testament to the impact and trust built through the solution.

CONCLUSION

- Increased staff confidence and wellbeing
- Reduced organisational risk and improved duty of care compliance
- Streamlined incident response and reporting
- Strengthened internal lone worker policy with technology integration

With SECOM's SoloGuard, Excel Housing Solutions has embedded a culture of safety across its workforce, giving lone workers the tools and support they need to perform their roles confidently and safely. This partnership showcases how innovation, care, and collaboration can protect people and empower organisations.



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