

## [ CASE STUDY ]

Product: Ascom a71 alarms

Customer: H.M.P. La Moye



## ASCOM a71 ALARMS DISPERSED STAFF NO ISSUE FOR H.M.P. LA MOYE

### H.M.P. La Moye holds:

- Female prisoners
- Vulnerable prisoners
- Enhanced prisoners
- Convicted remand prisoners
- Young offenders
- External workers

H.M.P. La Moye is Jersey's sole prison; a complex establishment with a diverse mix of prisoners. Holding men, women and young offenders charged or convicted across a wide range of criminal offences, La Moye has a capacity to hold 274 prisoners at any one time.

Ascom started working with La Moye in the 90's and have provided them with a flexible solution and a natural progression in alarming solutions for nearly 20 years.

La Moye first approached Ascom looking for staff protection alarms. The prison's previous solution for protecting their staff consisted of wall mounted push alarms located on either ends of a corridor. Once the alarm was pushed, guards would rush to a central office to ascertain the location of the alarm which would show up on a light board; a solution previously used in prisons around the UK. The amount of time it would take having to go to a central office would add on vital time to situations which could have been fatal. The issue of false alarms being triggered by prisoners whilst officers weren't looking was also a problem, creating an inefficient environment for the prison.

Over time La Moye has grown in size and what used to be a prison under a single block is now segregated into different blocks, splitting prisoners according to their category. La Moye became a sprawling place requiring staff to move from block to block; now facing a problem of having staff scattered and their location being unknown. The question was raised, if a personal attack alarm was triggered, how would they know where that officer was?



La Moye were looking for a solution which allowed every member of staff to have access to their own personal attack alarms; making staff feel protected at all times. They also required the ability to really drill down to where the officer was when an alarm was triggered. Ascom understood their needs and worked alongside La Moye to propose the solution of Ascom a71 alarms using IR locators inside the blocks and LF locators outside. By having this solution, officers' locations would be logged as they passed a locator; if an alarm was then triggered, their newly built Control Room would know the last two locations of the officer and be able to identify where they were at that moment in time by knowing which locators they were in between.

*"Our staff are now confident that they have a system that will raise assistance and that that assistance will be directed straight to them in the shortest possible time, we no longer have the 'Key Stone Cops' scenario where by staff are running from all directions to a central point only to be re-directed to the incident."* Nick Watkins, H.M.P La Moye, Head of Custodial Care.

La Moye strategically placed the mixture of IR and LF locators making sure every part of the prison was covered, they even went as far as placing LF locators under their astro-turf football pitch. The LF locators had a transient looping system placed under the ground, ensuring all external doors and gates were covered and IR locators were placed internally, flush mounted and tamper proof.

La Moye felt the Ascom a71 alarms with Ascom's TP900 system was a natural progression as it displayed text, was user friendly and offered versatility whilst the system was able to integrate with their Genesys Integrated Intelligent Security system; a system which allows them to control every security solution they have in place within the prison, from their perimeter fences to the location of every single CCTV unit.

*"24 hour security of the establishment is monitored from the Control Room and all of the various security systems have been integrated for ease of access, it was therefore critical that Ascom had the capability to integrate. This was fully achieved using the Elise Pro software, this gives a full graphical alarm location interface and individual paging facility from the front operator consoles."* Gordon Mc Laughlin, H.M.P La Moye Engineering Manager

When an alarm is now triggered, all Ascom a71 alarms receive the message therefore all staff within the establishment are immediately made aware of the alarm location. Once the Control Room has acknowledged it, a message is automatically sent to the officer who triggered the alarm advising them help is on the way; providing them with a feeling of reassurance.



**Staff can rest assured knowing:**

- An alarm can be raised at a push of a button
- Receive a response the alarm has been heard
- Know their location is known

The Ascom a71 handsets have been built in to the prison's daily process; upon entering the establishment staff are presented with an alarm which they are required to carry throughout the day. They are all personal issue alarms that carry the individual's details such as name and number which is transmitted if an alarm is triggered. The prison also provides personal attack alarms to visitors such as lawyers and probationary staff.

Ascom's solution was chosen over competitors' products, not only due to the solution and cost but also due to the fact it integrated in to their Genesys Integrated Intelligent Security system. Ascom provided skilled engineers who worked closely with La Moye, walking through routes around the prison to make sure all areas were covered by the solution.

*"The original site layout of the establishment posed numerous issues regarding achieving full site coverage and with the assistance of Ascom's Engineers each issue was overcome to the full satisfaction of the establishment. This continues to this day as the establishment is on Phase 4 of a 12 Phase redevelopment programme."* Gordon Mc Laughlin, H.M.P La Moye, Engineering Manager

ASCOM WIRELESS SOLUTIONS is a world-leading supplier of on-site wireless communication solutions based on VoWiFi, IP-DECT, DECT, Nurse Call and Paging systems. Our expertise and experience allows us to deliver solutions that can contain both message handling, alarm and mobility platforms for speech and data communication. Professionals in industry, hospitals, secure establishments, elderly care, the retail sector and the hotel industry all benefit from the smart integration our tailor-made solutions represent. In turn, they enjoy facilitating mobility, enabling efficiency and increased personal security.

Every one of the 75 000 systems we have installed worldwide is unique, designed to solve specific customer needs and built to last. Thanks to our scalable and modular architecture, as well as the optimal integration of modern wireless and IP applications, some of the systems we originally supplied 20 years ago are still in operation and reliably serving our customers' needs.