



## 'Protecting your staff from physical violence, saving you money'



# SAFETELL

Protecting your staff from physical violence



- Supply and installation of staff protection products, including:
  - Attack resistant glazing
  - Reactive security screens for open counter working
  - Counterwork
  - Ballistic resistant windows or screens
  - Anti-vault hampers for low risk sites
  - Specialist designs to meet your requirement
  - Access control

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Police forces across the UK are under great pressure to deliver a professional, quality service to all members of their communities; while the interaction between staff, officers or civilian, and members of the public continues to be unpredictable with a constant risk of aggression or assault on staff in many areas.

Safetell has worked with Police and Government Agencies for 15 years, and has established a reputation for delivering timely and cost effective solutions for many of the UK's police forces; based on a thorough understanding of the issues concerned.

Much public police interaction takes place at front enquiry desks, and Safetell say that there are two key features required by all forces they work with: 'security for staff and the ability to transact easily'.

All Safetell security screens and counters are designed to be secure. The challenge is to deliver secure solutions whilst enabling easy communication and simple transactions.

In 2005 Safetell was engaged by the Metropolitan Police to design and provide a secure counter for the new Safer Neighbourhood offices. The design brief stipulated a number of key features including: a focus on clear communication, provision of public accessibility in accordance with the disability discrimination act, the need for open counter working but with ability to close the counter when necessary .

Safetell designed and developed a counter/screen combination with the Metropolitan Police which has now been successfully installed at over twenty five Safer Neighbourhood Offices.

Together with DDA requirements, privacy and confidentiality have, and continue to be, an essential consideration when constructing front counters. Crime reporting, register-signing and the passing of personal or sensitive information need to be achieved without observation by other members of the public.

Safetell has recently worked with Surrey and Thames Valley police forces in the refurbishment of several front counters and introduced a separate secure privacy area in which visitors can be dealt with in a confidential manner.



The initial installations have been completed and feedback from both staff and the public has been extremely positive. The concept to incorporate privacy areas at the front counter is now well established with a number of forces and continues to develop.

For more information please contact:

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