

# Reliance Protect delivered for the Durham Tees Valley CRC

**Durham Tees Valley**  
Community Rehabilitation Company



For several years Durham Tees Valley Community Rehabilitation Company (DTV CRC) had used Reliance Protect to safeguard its lone workers.

When the contract came up for renewal in 2015, it was able to procure the service via the Reliance Protect NHS Framework Agreement for the first time, securing multiple benefits, greater flexibility and a cost-effective all-inclusive service.

## Safeguarding staff in the line of duty

DTV CRC supervises 5,000 individuals on probation across 4000km2 of Teesside and County Durham, from the remote north Pennines to urban Middlesbrough and Darlington. Staff, volunteers and peer mentors often work alone with adults who have a community sentence or have been released from prison. As well as field-based community colleagues, staff also work in prisons preparing individuals for their transition into the community.

Following major restructuring, the organisation wanted to refresh lone worker safety training and awareness, create more flexibility for departments to manage their procurement needs, strengthen health and safety compliance and introduce more detailed reporting.

## Powerful protection for probation teams

Following a detailed needs analysis and risk assessment, DTV CRC agreed to a comprehensive package of lone worker device management and emergency response services through

Challenge	Solution
Increase safety and security for lone workers	A fully managed service to give frontline probation staff enhanced emergency protection when they could be vulnerable.
Versatility to support departmental needs	Flexibility to manage procurement at department level in order to respond to local team needs.
Comprehensive compliance reporting	Detailed device usage reports to better equip teams to comply with health and safety rules.
Minimise management and administration	Cost-effective all-inclusive package including support, training and full reporting.

the NHS Framework Agreement. The end-to-end solution, which is available to any NHS or UK public sector organisation or charity, offers enhanced safety and peace of mind for any employee or volunteer potentially exposed to harassment, intimidation or violence in their working day.

Phased implementation began in Spring 2016, with roll-out of initial training and devices to most users completed within five weeks. DTV CRC contracted 280 new personal safety devices for its probation workers, volunteer work officers and programme support workers. The mix is 230 dedicated devices plus 50 pooled devices for use by an additional 300 users. A number of pooled devices are also allocated directly to patrol which makes them easier to account for. All devices are equipped with GPS location technology and added functionality assuring users of a rapid response and access to personal support, wherever they are, 24/7.

## A flexible framework for future needs

Renewing its contract under the terms of the NHS Framework Agreement has made it easier and more cost-effective for DTV CRC to maintain a safer working environment for its colleagues while mitigating risk and meeting its duty of care.

With total transparency about costs, the contract includes all face-to-face training, webinars, e-learning, 24/7 service desk, technical support, reporting and administration. Following significant restructuring, lone worker device training was a key priority as part of the drive to maintain a safe working culture and support the long-term needs of the organisation.

The solution has also delivered the additional flexibility required for departmental device allocation, management and reporting. Department managers now have access to detailed usage reports that make it clear when, where and how the devices are being used, which is enabling them to ensure that team

members continue to get best use from the service.

Compliant with the UK's most stringent regulatory standards, key benefits include:

- Enhanced safety and care for field-based staff and lone workers
- Constant 24/7 incident response, monitoring, management and reporting
- A fully managed service that has reduced in-house administration
- SLAs and KPIs accountable to rigorous NHS benchmarks.

**“ We’ve been consistently impressed with the collaborative approach taken by the Reliance team. Feedback across the organisation has been positive, with both managers and staff understanding the benefits of the Reliance Protect lone worker service and devices. ”**

**Chris Douglas**  
Health and Safety Manager  
Durham Tees Valley CRC

With Reliance Protect a lone worker is never alone



Reliance Protect is the market leading lone worker protection solution with over 30,000 users throughout the UK. A fixed monthly fee, starting at just £5.80 a month, allows customers to easily and effectively budget to protect their lone working colleagues.

### Our all-inclusive managed service provides:

- BS5979 Cat II accredited 24/7 alarm monitoring centre
- Inclusive pricing models including devices and sim card costs
- BS8484 certified solutions
- Dedicated implementation team, face-to-face training and dedicated 24/7 customer support desk
- Management support, extensive reporting and customer web portal
- ISO 27001 to ensure maximum levels of sensitive information security.

For more information on Reliance Protect or to arrange a complimentary lone worker review:

E-mail: [info@rht.co.uk](mailto:info@rht.co.uk)  
Phone: 0800 840 7121 and quote 'lone worker'  
Visit: [www.relianceprotect.co.uk](http://www.relianceprotect.co.uk)

Follow us on:



Delivered by:

