

Reliance Protect delivered for Lincolnshire County Council



Recognising the risks faced by frontline workers from its Children's Services and Youth Offending Services, Lincolnshire County Council took advantage of the Reliance Protect public sector framework to safeguard staff working in the local community.

Inherent risk of working alone

Lincolnshire County Council supports its citizens through a wide range of services, including the work undertaken by Children's Services and Youth Offending Services to safeguard and promote the welfare of children, young people and their families.

Often working alone or in pairs, frontline staff perform vital, yet often sensitive and difficult work while in the community, involving an inherent level of risk. Compounded by rural areas and the large geographic spread of the county, Lincolnshire County Council looked

to support its already robust policies and procedures with an additional layer of security in the form of lone worker protection technology.

Unbeatable service and pricing

After careful evaluation, Lincolnshire County Council selected to use the Reliance Protect public sector framework, eliminating the need for a costly and time-consuming procurement process.

The competitively EU tendered framework, used by the NHS nationally, provides a trusted package of accredited and compliant Reliance Protect services

including a lone worker device, airtime, 24/7 monitoring, training, and support.

Lost or faulty devices are replaced quickly at no additional expense, while Reliance Protect offers all-inclusive airtime, regardless of how often Lincolnshire County Council staff activate amber or red alerts. In this respect, Reliance Protect presented Lincolnshire County Council unbeatable value for money and service, with no hidden costs.

The Reliance Protect team rolled out the initial 343 Identicom™ Series 8 devices within the first two weeks of the contract, including face-to-face training for all users. The BS8484 compliant devices,



Challenge	Solution
To eliminate costly procurement	Using the Reliance Protect framework agreement Lincolnshire County Council avoided an expensive and lengthy procurement process
To increase the safety of staff often working alone in rural areas	The latest GPS-enabled Identicom™ devices, disguised as identity badges, provide help at the press of a button for nearly 500 Lincolnshire County Council frontline staff
To avoid hidden or extra costs	The Reliance Protect solution comprises all air-time and a comprehensive support package including the replacement of lost or faulty devices
To provide an emergency response	Reliance Protect is a fully-compliant and accredited BS8484 solution, so that when a red alert is activated, the Reliance Monitoring Centre team respond appropriately including calling out the police or emergency services

disguised as identity badges, feature GPS, two-way audio, amber and red alert buttons as well as battery power and signal check functionality.

Lincolnshire County Council staff use the amber alert function before each home visit to record their precise location and nature of work. Supporting GPS information, these details are later retrieved by the Reliance Monitoring Centre in the event of an incident. If the wearer feels threatened or at risk, they discreetly press the red alert button on the back of their device to open a live audio channel. Highly trained Reliance operators then listen in, locate the user and respond appropriately depending on the severity of the situation — including calling out the emergency services, alerting colleagues/supervisors and archiving recordings as evidence for any legal action.

Increased safety and peace of mind

Lincolnshire County Council personnel have also adopted Reliance Protect as they travel to and from work, using their

devices for reassurance while walking to vehicles in the dark and at others times should they feel uncomfortable. Since the Reliance Protect contract began in November 2013, Lincolnshire County Council has extended the number of lone worker devices to 480 for all front line staff. Early benefits of rolling out the Reliance Protect solution include:

- Increased protection and safety of front line staff
- Elimination of expensive and lengthy procurement process
- BS5979 accredited monitoring which ensures a police and emergency response
- Legal evidence of verbal and physical attacks
- Duty of care and compliance with health and safety standards
- Peace of mind for managers and their staff

“ By using this solution our frontline staff are assured that help is at hand should they need it, while managers and senior executives have peace of mind that our workers are safe while carrying out often difficult yet vital work in the community. The Reliance Protect framework has also precluded the need to embark on an expensive tendering process. ”

Jonas Gibson,
Commissioning Manager,
Children’s Services,
Lincolnshire County Council

Lincolnshire
COUNTY COUNCIL
Working for a better future

With Reliance Protect a lone worker is never alone



Reliance Protect is the market leading lone worker protection solution with over 50,000 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 and 24/7/365 Monitoring Centre
- BS8484 certified devices or smartphone applications
- Mobile network connection and all airtime (for supplied devices)
- User introduction, face-to-face training and dedicated 24/7 support desk
- Management support, scheduled reporting and customer web portal
- ISO 27001 to ensure safe handling of sensitive data

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

E-mail: info@rht.co.uk
Phone: 0800 840 7121 and quote “lone worker”
Visit: www.relianceprotect.co.uk

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