In 2019 Northumberland, Tyne and Wear NHS Foundation Trust (NTW) and Reliance Protect are celebrating their successful 10-year partnership supporting Trust staff working alone and in areas of risk, through fully monitored lone worker devices and a broad network of over-arching support, much of it developed in collaborative ventures between the two organisations.
Playing the long game – together

Reliance Protect has always seen the building of long term, mutually beneficial client relationships as a high priority. Running through the company culture in every department, at every level, this focus has resulted in numerous fruitful engagements, among which a shining example is the company’s work with NTW.

From small beginnings with just 50 devices, the Trust has become one of Reliance Protect’s largest customers, with over 2,000 lone worker device users – more than a third of the Trust’s entire workforce.

Over the last 10 years NHS worker safety has seen significant cultural change. It has been an absolute privilege to have shared that journey with Reliance Protect as we have continued our learning and improvement methodology together.

Northumberland Tyne and Wear NHS Foundation Trust, a Care Quality Commission outstanding rated NHS Provider, and Reliance Protect, a lone working solutions industry leader, have worked closely together to understand the changing needs of our organisation – our lone working system has adapted over time.

As we celebrate 10 years with Reliance Protect and our recently signed new contract for the support of all our 2,000 lone and at-risk workers, we look forward together as we continue to collaborate on further improvements, keeping our staff safe as they do their jobs, to improve the quality and safety of care we provide across the North East and Cumbria.

Tony Gray, Head of Safety, Security and Resilience, Northumberland, Tyne and Wear NHS Foundation Trust

Timeline

2009
- Reliance wins tender to supply NHS with Lone Worker Devices via Framework Agreement

2009-2012
- An early adopter, NTW expands lone worker devices into additional service areas

2013
- Reliance wins NHS Framework renewal tender

2014-2017
- NTW further expands lone worker devices via the second Framework, across multiple contracts and Reliance develops bespoke device usage reports to pull all contracts under central reporting

2018
- NTW consolidates all existing contracts into one over-arching renewal with lone worker device upgrades, becoming the first customer to go live on the new Reliance portal, having played a key role in its development

2019
- Reliance Key Account Manager and NTW develop a strategy to further embed usage and adoption across the Trust

Over 2000 lone worker devices

Ten year client relationship

Highly collaborative working relationship
We are extremely proud of our close partnership with Northumberland Tyne and Wear NHS Foundation Trust and the role we play in supporting their staff. They are an innovative and forward thinking NHS Trust, with a real commitment to staff safety. Their feedback, thoughts and genuine partnership approach are hugely valued and continue to play a significant part in shaping the development of our services and service delivery as we move forwards.

Chris Allcard,
Lone Worker Services Director,
Reliance Protect
Partnership, going above and beyond

While Reliance Protect has unrivalled experience, understanding and expertise in lone worker protection devices and Monitoring Centre services, it is its partnership approach that sets it head and shoulders above its competitors. This approach lies behind the enormous value the Trust has gained through its relationship with Reliance Protect over last ten years.

Traditionally, each customer has an account manager – their point of contact for a broad spread of enquiries, addressing contractual and other matters. Fay Wilcock, Reliance Protect Account Manager for Northumberland, Tyne and Wear, takes a proactive approach, with regular review meetings to identify areas in which the Trust can improve results.

Additionally, Reliance Protect provides a Key Account Manager, Katrina Wilkinson, who works closely with the Trust on areas such as best practice, structure, device and service usage, and benchmarks. In particular, Katrina provides support for the Trust’s contract administrators and device users, helping create processes to keep device users safe, and helping the Trust extract actionable intelligence on device usage. “If we need any additional reports, beyond those in the standard suite, Katrina can create them very quickly,” Tony Gray, the Trust’s Head of Safety, Security and Resilience, noted.

The partnership has been two-way in nature. Not only does Reliance Protect provide the Trust with superlative support and expertise; the Trust has also been deeply involved with helping Reliance to develop key aspects of its service offering. The recently launched online self service contract management tool is a great example of such collaboration.

Taking the safety of its workforce seriously, the Trust has been supported and led from the outset by Gary O’Hare, its Executive Director of Nursing and Chief Operating Officer. He has championed lone working arrangements at board level to ensure that resources are available to keep staff safe.

The system within the Trust has won a national award and received exemplary scores in both internal and external audits – results which would not have been possible without the deep and far-reaching partnership with Reliance Protect.

“Reliance have created high quality, well thought-through tools and systems,” said Tony. “They just work’ presenting the information we need to make the right decisions, fast, protecting our users, and, ultimately, protecting the Trust.”

A lone worker is never alone

The UK market leader in lone worker protection, with over 40,000 users, Reliance Protect seeks to build a deep, long term relationship with every client. Our all-inclusive, managed protection service is available with fixed monthly fee pricing, facilitating easy, effective budget management.

Get Protected

Contact us to find out more.
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