

Reliance Protect delivered for Rykneld Homes



Delivering maintenance, management and improvements for 8100 homes and neighbourhoods on behalf of North East Derbyshire District Council, Rykneld Homes is committed to the provision of first class housing services. Extending this philosophy of excellence to the protection of its employees, Rykneld Homes adopted Reliance Protect to safeguard employees working across a range of job functions.

An all-inclusive and flexible solution

With engineers often working alone at risk of slips, trips and falls and housing officers facing the threat of verbal and physical abuse, Rykneld Homes needed a flexible and cost effective lone worker solution to improve staff safety. By selecting Reliance Protect, Rykneld

Homes were able to leverage an EU tendered public sector framework and eliminate the need for an expensive and time consuming procurement process.

The framework offered Rykneld Homes an already proven package of services including device, airtime, 24/7 monitoring, training and support all for a fixed monthly fee. As a busy housing association, Rykneld Homes wanted a comprehensive management support package to avoid its own staff spending time managing devices or compiling reports. Reliance Protect ticked all the boxes, comprising a dedicated account manager, comprehensive automated monthly reports and 24/7 service desk

with the ability to replace lost or faulty devices quickly, at no extra cost. With all housing services employees required to wear identification while working in the community, the Identicom™ devices, disguised as ID badges, suited the various working practices of 200 Rykneld Homes staff.

Arriving on site or embarking on a community visit, employees leave an Amber Alert advising the Reliance Monitoring Centre of their location and nature of work. If an operative feels threatened, they can discreetly activate the Red Alert alarm. Upon activation, Reliance staff monitor and record everything that takes place and



Challenge

Solution

To eliminate costly procurement

The Reliance Protect framework agreement provides Rykneld Homes with a trusted package of services and avoided a costly procurement process

To increase the security of frontline staff

Required to wear visible identity, the Identicom™ device, disguised as an identity badge, suited the various working practices of Rykneld Homes staff and ensures help is there at the discreet press of a button

To better manage incidents of slips, trips and falls

Devices equipped with "man-down" functionality automate a Red Alert if motionless for a defined period or tilted through 75 degrees

To reduce management time investigating and reporting incidents

The Reliance Protect solution comprises a comprehensive support package, including automated monthly reports detailing all Red and Amber Alerts with archived recordings available for use in any legal proceedings

respond appropriately. Should the threat begin to escalate to violence, the Reliance monitoring team call the police and other emergency services, while archived recordings are stored for any legal proceedings. Equipped with automatic man down functionality, if the device is motionless for a defined period or tilted through 75 degrees, the unit vibrates continuously and if not acknowledged, automatically opens a Red Alert to the Reliance Monitoring Centre.

Jenny Daff, Senior Procurement Manager, Rykneld Homes, commented,

“The Reliance Protect framework enabled us to eliminate a costly and time consuming procurement process, while offering a package of BS 8484 compliant lone worker services, already tried and tested by the NHS.”

Efficient health and safety

By adopting Reliance Protect, Rykneld Homes has enhanced the safety and security of its lone working staff while

strengthening its health and safety policies providing:

- Ability for staff to safely raise alarms when at risk
- Location of staff in the event of an incident
- Certified BS8484 solution, to guarantee an emergency response
- Legal evidence of verbal and physical attacks
- Improved incident management and reporting
- Duty of care and compliance
- Peace of mind for staff and their managers

Using the Reliance Protect framework, Rykneld Homes has upgraded all 200 of its devices to next generation Identicom Series 8 models. The Reliance Protect framework, available to all publicly funded organisations, has provided unbeatable value and service with an end-to-end management support package.

“ The Reliance Protect service is brilliant; the service desk team is responsive and everything is done in a timely and efficient manner, from training dates for new starters through to replacing devices.

A weight has been lifted off our shoulders knowing staff can be located in the event of an emergency ”

Kaye Jackson,
Human Resources Officer,
Rykneld Homes

Rykneld
HOMES
at the heart of communities

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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