

# Reliance Protect delivered for Slough & Reading Borough Councils

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 Borough Council

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Slough Borough Council and Reading Borough Council operate independently, but when both needed a leaner, more cost-effective way to procure lone worker protection, they joined forces to find a best-in-class solution.

When they made the switch to the Reliance Protect Framework, each council was able to benefit from a highly agile approach with all the flexibility needed to each meet their different requirements while improving staff safety.

## Stepping up staff safety

Together Slough Borough Council and Reading Borough Council are responsible for the management and delivery of a broad range of local civic services for more than 300,000 residents. Like councils nationwide, they are under intense pressure to stretch public funds ever further, safeguard staff from the growing risk of work-related abuse and ensure compliance with the health and safety responsibilities of an increasingly mobile workforce.

Reflecting socio-economic changes, both councils wanted to step up

24/7 lone worker protection for field workers, community employees and other staff in higher risk areas such as Young People's Services, Mental Health Support, Social Care, Waste and Environment, and Housing. However, the two councils had quite different procurement preferences: Reading wanted a centralised system with a single contract, whereas Slough wanted clearly defined parameters but with separate contracts for different departments. The Reliance Protect Framework, which is available to all publicly funded organisations in the UK, offered the flexibility to easily accommodate both councils' requirements.

### Challenge

Simplify procurement and eliminate costs

Maximise flexibility in line with local requirements

Increase safety and security for lone workers

Minimise management, administrative and reporting time

### Solution

The Reliance Protect Framework agreement enabled both councils to significantly streamline their lone worker protection procurement processes.

A nationally agreed framework with the scope and flexibility to be tailored and scaled to meet a full range of central and local team requirements.

State-of-the-art technology that assures frontline staff of guaranteed responses in a wide range of scenarios.

Comprehensive inclusive package of services including 24/7 customer support and training, backed by guaranteed SLAs and KPIs.



## State-of-the-art protection

By combining state-of-the-art personal protection devices with a fully managed service, lone workers are assured of immediate back up and support in the event of a threat. Within the first few months, more than 470 devices had been rolled out in Reading and 170 in Slough, with more continuing to be adopted. Compliant with the UK's most stringent regulatory standards, the devices give employees the peace of mind that emergency support is available at their fingertips. Via a discreet touch of a button, the user can activate a live audio link to the dedicated 24/7 Reliance monitoring centre. There a dedicated Reliance alarm handling operator can ascertain the user's location, listen in and, if necessary, notify the emergency services while recording everything that takes place.

## Flexible, fully managed service

Implementing Reliance Protect has given Slough and Reading Borough Councils all the convenience of a flexible, fully managed service that can be customised to their specific needs while minimising costs and administration. The service, which has been widely welcomed by employees, is making it much easier for the councils to mitigate risk, meet their duty of care and create a safer working environment.

The framework can scale to support rising demand and changing usage patterns, such as greater workforce mobility, more round-the-clock working and developments in management information reporting. Combining 24/7 customer support with face-to-face training events, e-learning, local engagement and helpdesk support, the service is backed with guaranteed SLAs, KPIs and fully transparent delivery standards that are constantly

monitored and accountable to rigorous public sector benchmarks.

Key benefits include:

- A flexible framework for fully managed services
- Enhanced health and safety policies and practices
- Improved incident management and reporting
- Statutory compliance in line with best practice.

**“ After conducting a detailed risk assessment and comprehensive review of potential solutions, Reliance Protect offered all the flexibility we were looking for to ensure the highest standards of lone worker protection and peace of mind for our employees. ”**

**Robin Pringle**  
Health & Safety Manager  
Reading & Slough Borough Council

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)

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