


Reliance Protect delivered for the Durham Tees Valley CRC

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, 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 costeffective 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.

5000

individuals supervised

4000km²

of Teesside and
County Durham

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.

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 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 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

A lone worker is never alone

Reliance Protect is the UK market leader in lone worker protection. Over 40,000 users throughout the UK enjoy our all-inclusive, managed protection service, with fixed monthly fee pricing facilitating easy, effective budget management.

Get Protected

Contact us to find out more.

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