

A photograph showing a healthcare worker with dark hair, wearing light blue scrubs, assisting an elderly man with white hair. The man is wearing a dark blue t-shirt and is leaning on a wooden handrail. The healthcare worker is holding his arm, providing support. They are in a brightly lit hospital corridor with a tiled ceiling and a white wall.

NHS Trust continues journey of investing in staff safety with Reliance Protect



The partnership between Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust (CNTW) and Reliance Protect has just passed a 15-year milestone!

Across both community and inpatient services, Trust staff working alone and in areas of risk have been supported by Reliance Protect for over 15 years. This dedicated support includes fully monitored lone worker devices, body-worn camera solutions, and data integration, to a broad network of overarching support developed in collaborative ventures between the two organisations.

- 2009-2012**
Reliance wins tender to supply NHS with Lone Worker Devices via Framework Agreement. An early adopter, CNTW expands lone worker devices into additional service areas
- 2013**
Reliance wins NHS Framework renewal tender
- 2014-2017**
CNTW 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**
CNTW consolidates all existing contracts into one overarching 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 CNTW develop a strategy to further embed usage and adoption across the Trust. Body-worn cameras are trialled on inpatient wards
- 2020**
Reliance awarded contract to roll out one of the biggest camera deployments in the NHS mental health space
- 2021**
Reliance and CNTW create an automated flow of lone working performance data into the Trust's Power BI framework to support evaluation of usage across teams and services by individual managers
- 2022**
Agreed a 5-year contract for over 3,000 lone working devices, with in-built flexibility to support CNTW's community transformation agenda. With Reliance's support, CNTW becomes first NHS Trust to integrate with other data sources for wider insights, trends and analytics
- 2024**
Agreed a 2-year contract for over 700 body worn cameras, with in-built flexibility to support CNTW's in-patient services review, utilising the latest technology for key high-risk wards to maximise usage and learning
- 2025**
Completion of transition of the body worn video estate to benefit from financial efficiencies whilst moving from VT50 xlr to VT100 as standard with high risk areas benefitting from VB400 with added swarm / Bluetooth technology

United for ongoing progress

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

CNTW. From small beginnings with just 50 devices, the Trust has become one of Reliance Protect's largest customers, with currently over 3,000 lone worker device users and 700 body-worn video cameras - more than a third of the Trust's entire workforce.

Over
3,000
lone worker
devices

Fifteen
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Over
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Highly
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working
relationship



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Over the last 15 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.

Reliance have adapted to our ever changing needs, not just in respect of provision of lone working services and 24 hour monitored response, but also with our digital information agenda, being one of the first external suppliers of safety solutions to adapt their working practices to flow automated data into Trust systems to fully support effective data manipulation, comparison and assessment to support safety improvements across the Trust.

Cumbria, 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 and body worn video systems have adapted over time.

As we move into our 16th year with Reliance Protect and benefit from mutually advantageous flexible contracts for the support of all our 3,000+ lone and at-risk workers and protection and coverage across 4,800 square miles for community workers, and body worn video supporting over 60 in-patient wards and section 136 suites, 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, Associate Director of Safety, Security and Resilience,
Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust.

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Devices, monitoring and training

The Trust first used lone worker devices in 2006, with a pilot project involving some 50 users. A key outcome of the programme was the establishment of the NHS Supply Chain National Framework Contract for lone worker protection solutions. The Trust worked together with other NHS bodies on the assessment of tender responses for the national framework contract, which was won by Reliance Protect.

Through this Framework the user base grew to nearly 500 with additional funding from the Department of Health, in a two-year national programme running from 2009 to extend usage of lone worker devices to a wide variety of NHS staff.

During the two years of government funding, the Trust focused on learning as much as possible about how best to use and manage their lone worker protection devices and service. With a community transformation agenda driving increasing focus on care in the community, the Trust was planning to employ larger numbers of lone and isolated workers.

Today, Reliance Protect provides lone worker coverage for over almost 3,000 staff at CNTW. Each individual has a dedicated device, all of which are GPS-enabled, allowing the Reliance Protect Monitoring Centre to deliver effective help more quickly in the event of an alert. Monitoring Centre staff handle alerts as they occur, where necessary escalating them to the police. Key staff at the Trust are made aware of every alert within 15 minutes of its occurrence, allowing them to act in accordance with Trust procedures.

Due to the large geographical spread of the Trust seen in the image below, it was important that



Reliance Protect could adapt their systems, and in 2019 e-learning training became standard for all lone workers, with a competency assessment prior to issue of devices. This allows individually tailored provision to a widespread workforce operating from over 150 community premises.

"We are extremely proud of our close partnership with Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust and the role we play in supporting their staff. They are an innovative and forward thinking NHS Foundation 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 the last fifteen years.

Traditionally, each customer has a Strategic Account Development Manager – their point of contact for a broad spread of enquiries, addressing contractual and other matters. The Reliance Protect Strategic Account Development Manager for CNTW, takes a proactive approach, with regular review meetings to identify areas in which the Trust can improve results, and look at service innovations going forward.

Additionally, Reliance Protect provides a Customer Experience Manager, who works closely with the Trust on areas such as best practice, structure, device and service usage, and benchmarks. In particular, the Customer Experience Manager 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, the Customer Experience Manager 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. CNTW is a proactive participant in focus groups and product trials to help inform the development of Reliance's roadmap. The online self-service contract management tool was a great example of such collaboration.

A key collaborative focus for the immediate future is the enhancement of data integration. By combining the latest technologies, even more precise location tracking data can be used intelligently to further benefit personal safety, operational efficiency and compliance assurance within the Trust.

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' flowing the information we need into the Trust on a daily basis and responding to any operational issues, 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 55,000 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

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