



SUBJECT: Reliance – Lone Worker Devices

RECIPIENTS: All Service areas (including schools)

ISSUE DATE: Jan 2016 **REF:** HSB60



100 Berkshire Place,
Winnersh Triangle, Reading, Berkshire RG41 5TP

Telephone: 0845 121 0802 Facsimile: 0845 121 0803
E-mail: info@relitech.co.uk Website: www.relitech.co.uk

Update On Police Response to Lone Worker Alarms From BS 8484 Providers

Dear Service User,

The effective escalation of alarms to the Police Force is a crucial part of the overall service we deliver to our clients through our Reliance Protect lone worker safety solutions. Over the last few months there have been detailed discussions between the National Police Chief's Council (NPCC), formerly known as the Association of Chief Police Offices (ACPO) and the lone worker industry about how the Police should respond to different alarms. This has led to a clarification of how lone worker alarms are prioritised to ensure the Police response is in line with the seriousness of lone worker protection.

Lone worker solution providers that meet all elements of BS 8484 Provision of Lone Worker Device (LWD) services – Code of practice, have always had the ability through the Alarm Receiving Centre (ARC) to escalate lone worker alarms to the Police via a lone worker Unique Reference Number (URN) where an escalation to the Police is needed and crucially to request a Level 1 response.

This is the highest priority response from the Police and is associated with situations where the user of the LWD, or people in the vicinity of the user of the LWD are at risk or a serious crime is being committed. Reliance was one of the first companies to be accredited to BS 8484 and have the ability to escalate alarms to the Police via lone worker URNs to obtain Level 1 response.

As lone worker solutions have developed and found applications in a wide range of sectors including retail environments and manufacturing sites, it has necessitated discussions between the industry and NPCC around the priority of Police response.

These discussions have led to updates to the NPCC Guidelines for Police Requirements & Response To Security Systems (issued October 2015). Lone worker alarms will now be escalated to Police Forces via lone worker URNS, 999 or 101 depending on the nature and severity of the situation. This is to ensure that the Police can prioritise and respond promptly with the right level of resource.

The fundamental principle and advantage of BS 8484 accredited solution providers being able to request Level 1 responses quickly and efficiently via lone worker URNs remains for those high risk situations. Less serious incidents such as shop lifting will be escalated via 999 or 101 as appropriate.

Reliance have taken the lead on the new processes by training our lone worker alarm team to operate to these guidelines. Our Reliance Protect users will not see any difference to the alarm service we provide and can be assured that our ARC alarm team will continue to monitor people working alone to the highest standards within the industry. We will escalate alarms rapidly and work in partnership with the Police to ensure a high priority response to critical situations.

For reference, the NPCC guidelines can be downloaded from
<http://www.securedbydesign.com/security-systems-policy/>

Please do not hesitate to contact me if you have any questions or concerns around these changes.

Yours sincerely,

Chris Allcard

Head of Lone Worker Services

Reliance High Tech Limited

Email: chris.allcard@rht.co.uk

If you require further assistance or clarification on the subject please contact:

Corporate Health & Safety Advisers (see George section: Corporate > Information for Working > Risk Management > H&S Advisers)