

CIH ideas lab:

Tenant safety starts on the doorstep – innovations to make residents feel safer

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About Alertacall

- ▶ Founded in 2004 and based in the North West
- ▶ Provide services to around 50 housing providers across the UK
- ▶ Deployed in around 20,000 properties
- ▶ Suppliers of the award winning housing management service Housing Proactive
- ▶ Designed for properties occupied by older residents and other higher needs groups
- ▶ Deliver Digital Switchover ready solutions at substantially lower costs

95%

of customers surveyed would recommend our service to a friend

Policy paper

The charter for social housing residents: social housing white paper

Updated 22 January 2021

**‘A home should always be
more than just four walls and a roof.’**

‘A home should provide safety, security and dignity.’



Components of a comprehensive plan to deliver safety and security

Ease of Contact
(24/7)

Fire/Smoke
/CO2
Detection

Response
times

Construction
Materials

Secure
Door entry

Personal
Alarms

CCTV

ASB
Management

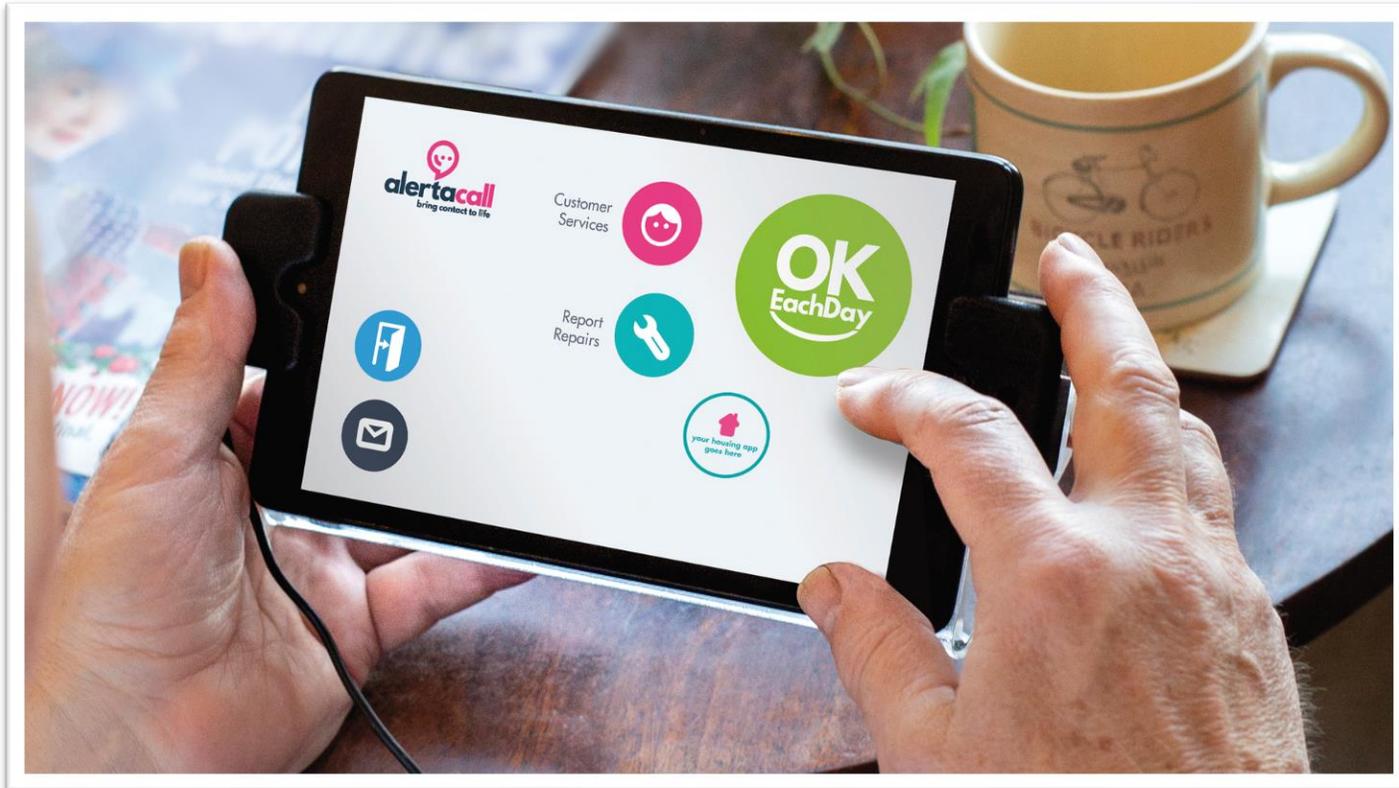
Scam/
Bogus
Callers

Assistive
Technology

Customer
Communi-
cations

Homes Fit
For Human
Habitation

Housing Proactive offers daily contact, 365 days a year



- 1) Improve resident engagement with your own customer portal
- 2) Increase digital inclusion
- 3) No hard wiring or WiFi required
- 4) Whilst reducing social isolation

Keep residents informed with routine or urgent messaging

'Our maintenance teams will be visiting during the week of 28th June to install new fire and smoke detectors in your home. They will carry ID that includes their photograph.'

Message to be picked up by residents in affected areas on their next 'check in'

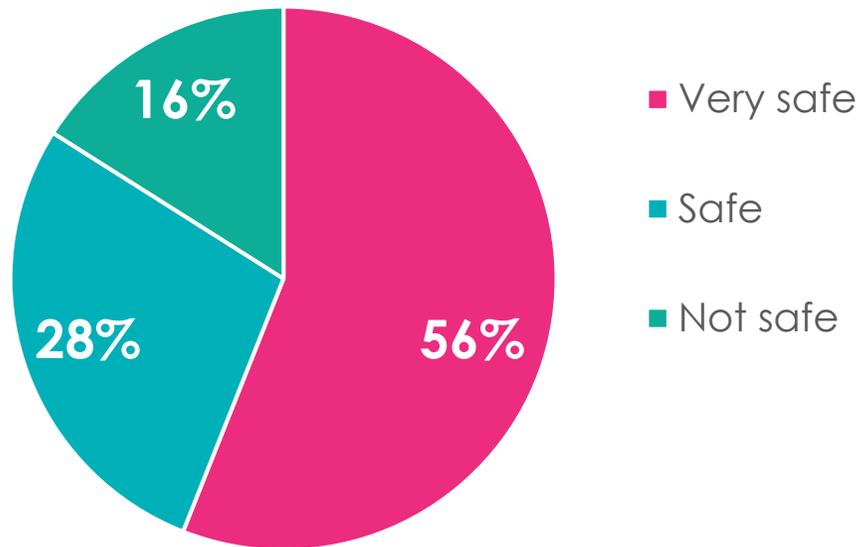
'We have been made aware that a team of people are cold calling at our properties claiming to work for Torus and /or the council and are assessing homes for repairs. Please do not allow anyone access to your property without valid ID and a pre arranged appointment.'

Sent to all residents in affected areas within half an hour.

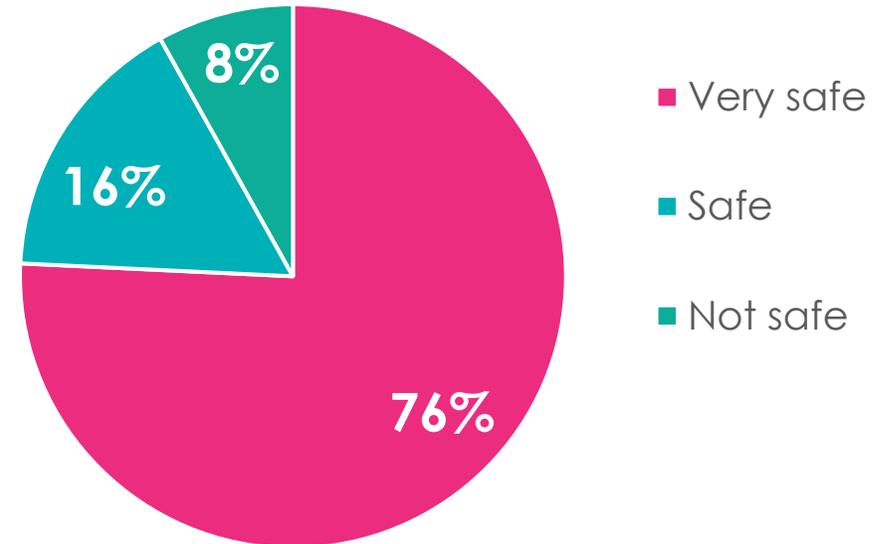
Feelings of safety rise significantly after the introduction of Housing Proactive

Halving the numbers of those not feeling safe

Before Housing Proactive

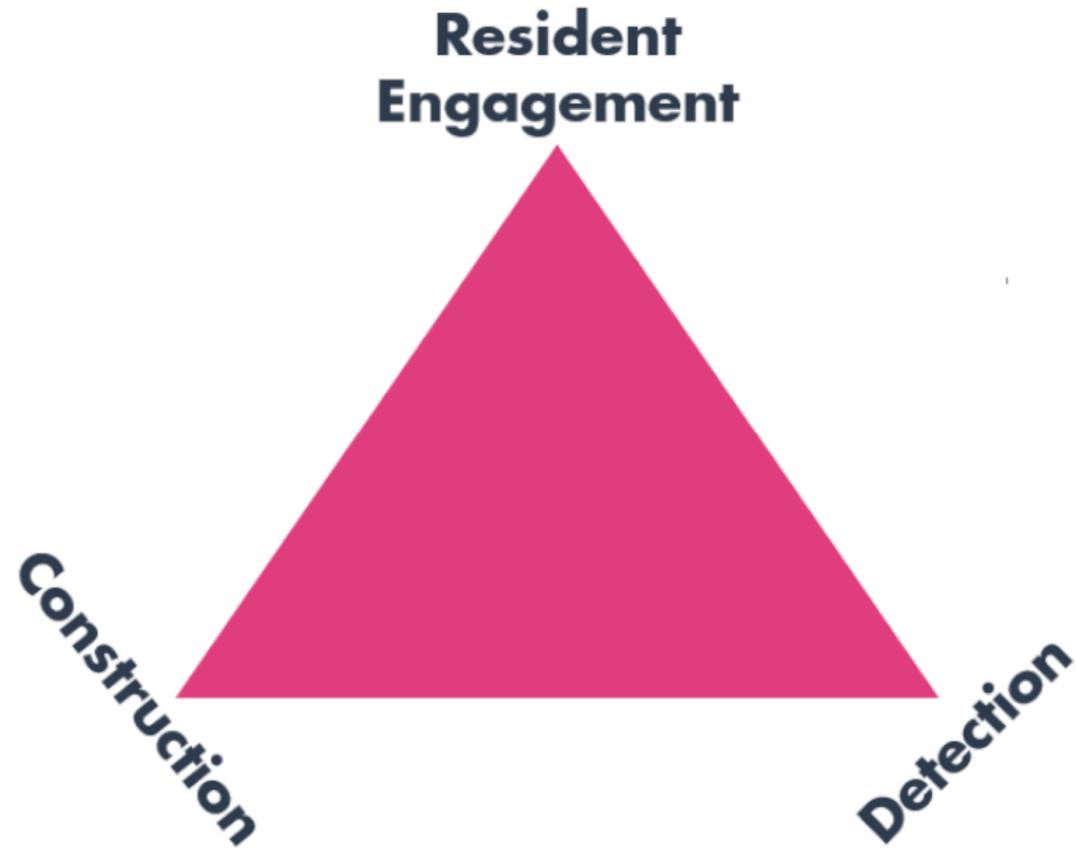


After Housing Proactive



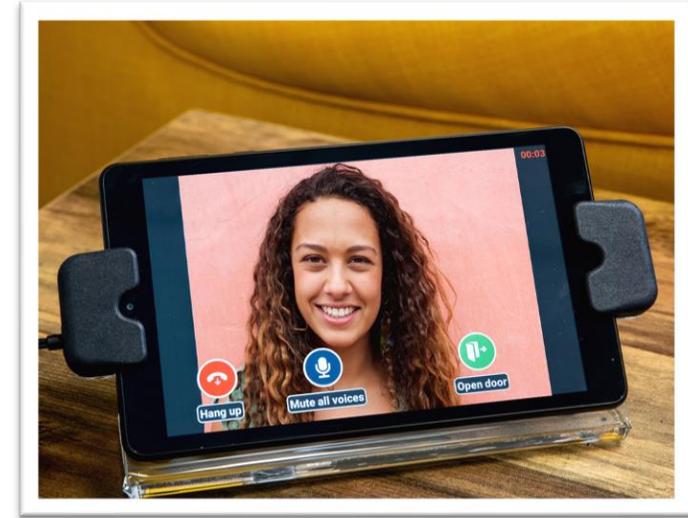
Note:
Rating out of 10, where 9/10 is very safe, 7/8 safe, and 6 or less not safe. 2021 survey amongst residents of a top 50 social housing provider.

The 3 essential elements of fire safety management

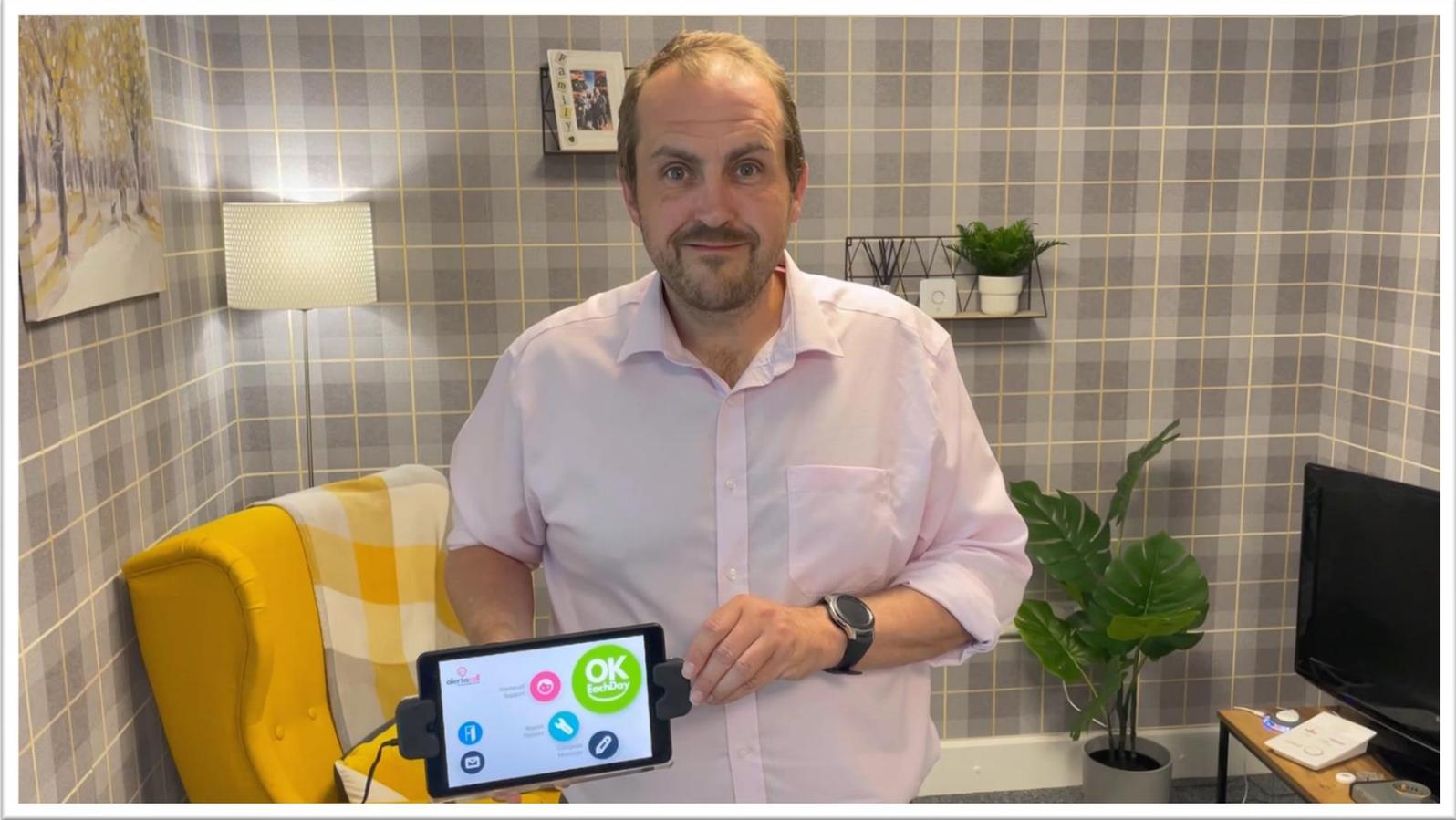


Advanced door entry systems increase the ways to improve safety

- ▶ WiFi solution that is easy to install
- ▶ Video to be relayed to touchscreen
- ▶ Talk and open door without getting up
- ▶ Video to minimise tailgators
- ▶ Audit trail of callers – even when you are out



How video door entry enhances tenant safety



Summary

- ▶ The social housing regulator now has an explicit focus on safety
- ▶ Safety is as much about perception and that improved communication that keeps residents informed and provides reassurance is critical
- ▶ New door entry systems can dramatically improve feelings of security with features such as reducing tailgating and audit trails on video
- ▶ WiFi enabled systems are both more cost effective and are substantially more convenient
- ▶ Solutions exist today, like Housing Proactive, that deliver advanced access control, enhance fire safety approaches and reduce security risks

Thank you for
joining us!



For any questions or follow up, please get in touch:

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**CIE Group in Association with Alertacall and
Chartered Institute of Housing**

Benefits of IP Door Entry Systems



What is an IP Intercom?

An IP intercom system is a two-way communications device used to grant access to a building



IP stands for Internet Protocol

Therefore, an IP system is set up and operates via an existing internet connection

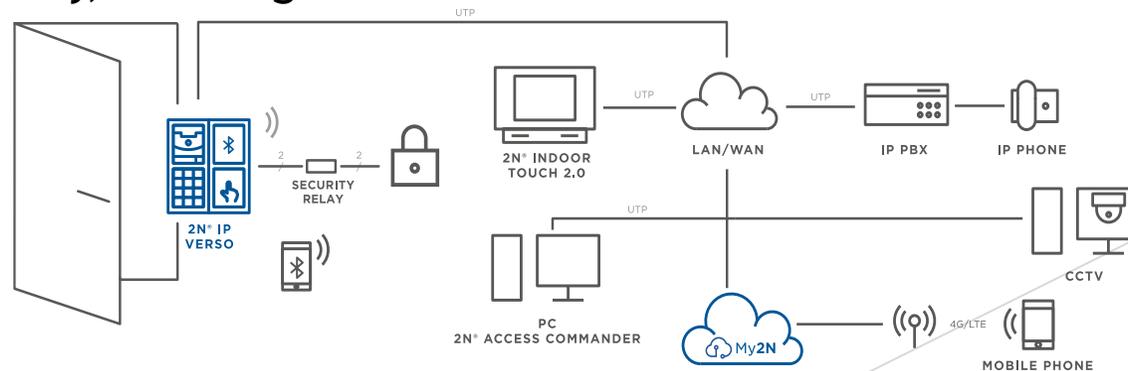
How do IP Intercoms work?

IP intercom systems work via the transmission of voice and images over ethernet

This means the intercom system runs via a properties existing network infrastructure

Audio communication and images are converted into digital signals and are delivered over the IP network

For many properties this has cost advantages and allows for easy scalability, allowing them to add more devices to the network easily



Benefits & Advantages of IP Intercoms

Security

IP based video intercom systems allow residents/staff to see who is at the front door before letting them in. Effective access control systems are imperative to a business's efforts in keeping its residents and staff safe and protected

Ease of Installation

Compared to outdated analogue systems, IP based intercoms are far easier to install as they are connected over your existing IP infrastructure

There is no need for extensive cabling or large amounts of time on site and this results in a faster installation, and less disruption to the premises

Crime Prevention

Door Entry intercom systems provide an extra layer of security for those looking to manage access to their premises

Access is only granted when the operator is satisfied an authorised visitor is looking to gain access to the property

Data Capture

IP intercom systems can be used to track and log staff, resident and visitor data. This can help with resolving incidents and also managing health and safety effectively. If you know who is in the building and who isn't, you can manage security threats accordingly and effectively

System Quality

Older analogue systems can suffer from system outage and poor audio & video quality. As IP intercom systems are connected to the existing IP infrastructure, images and audio quality are no longer an issue

Scalability

If the premises grows, so can your intercom system. With an IP intercom, you can easily assign and implement new call points without the need for new cabling. New users can be added to the system easily, therefore reducing the need for large amounts of additional cabling, costs and disruption to the premises

Integrations

Use of API's for ease of integration into 3rd party systems i.e the integration of door entry systems into the Alertacall "OK Each Day" Device also making this an answering unit



Access Control

There are various methods of access control options for staff/residents to enter their premises



Keypad

Uses a code to access the premises, a generic code can be used by all, or a different code can be given to each staff member/resident



RFID Reader

The most common method of access control using a card/fob to access the premises. Each card/fob has a unique ID assigned to it to identify who is accessing the premises at any time

Access Control



Biometric Reader

Considered one of the most secure methods of authentication as this uses a unique credential i.e fingerprint meaning this cannot be shared with anyone else



Bluetooth Reader

Rapidly growing in the access control market, this uses bluetooth from your mobile phone to gain access to a premises

Alertacall's proposed IP Door Entry solution features numerous methods of authentication for staff & residents



IP Video Door Entry System with Digital Phone Book & Keypad Module, and RFID and Bluetooth Reader

With much focus on Covid Secure solutions, both RFID and Bluetooth offer **contactless** points of access control

Thank you for listening

Should you have any questions I will be happy to answer these in the Q & A session when all speakers have finished



Saffron Experience

- Saffron redesigned its Older Person Housing Offer
- This resulted in looking at how we provided support to our tenants
- It needed to provide VFM for tenants and Saffron alike
- We currently have 237 users
- No negative feedback
- Provided more flexibility on our wellbeing offer
- Direct Support into areas where required
- Tenants and Team feel safer