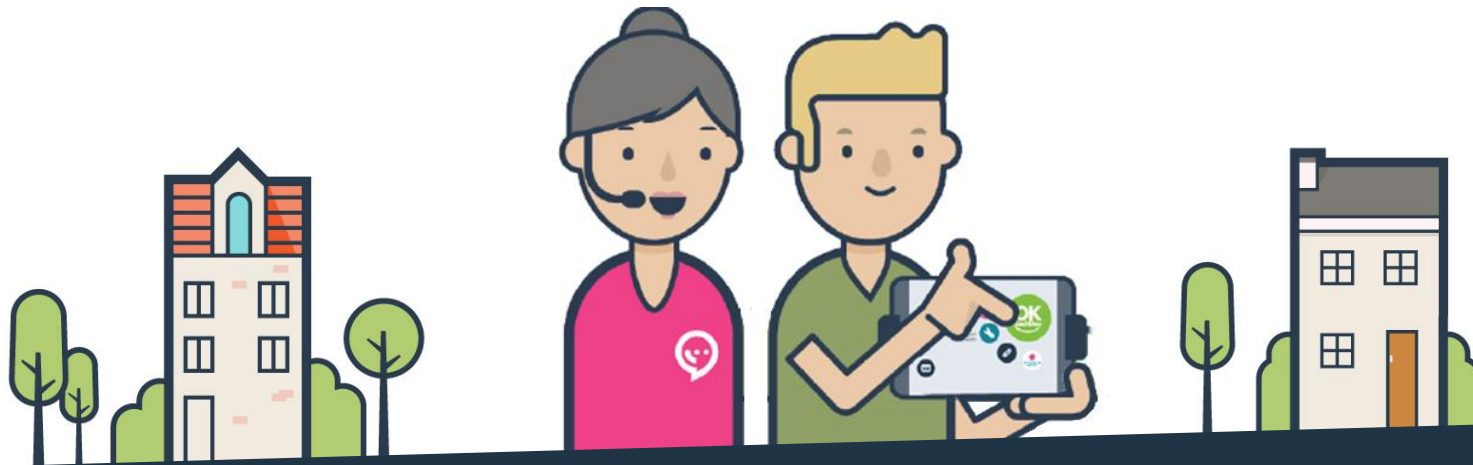


Social Housing White Paper:

Practical approaches to increasing resident safety through two way engagement



What we're looking at today...

- ▶ Drivers for change
- ▶ Social Housing White Paper
- ▶ Dare to be different?
- ▶ Case Studies: Torus & Winner
- ▶ Improving resident engagement



Drivers for change

**End of life for
Hard Wired**

Homes Act
Fitness for Human
Habitation

**Social Housing
White Paper**

**Digital
Switchover**

**Ageing
population in
General Needs**

**Digital
Inclusion**

Covid

**Updated fire
safety
standards**



Ministry of Housing,
Communities &
Local Government

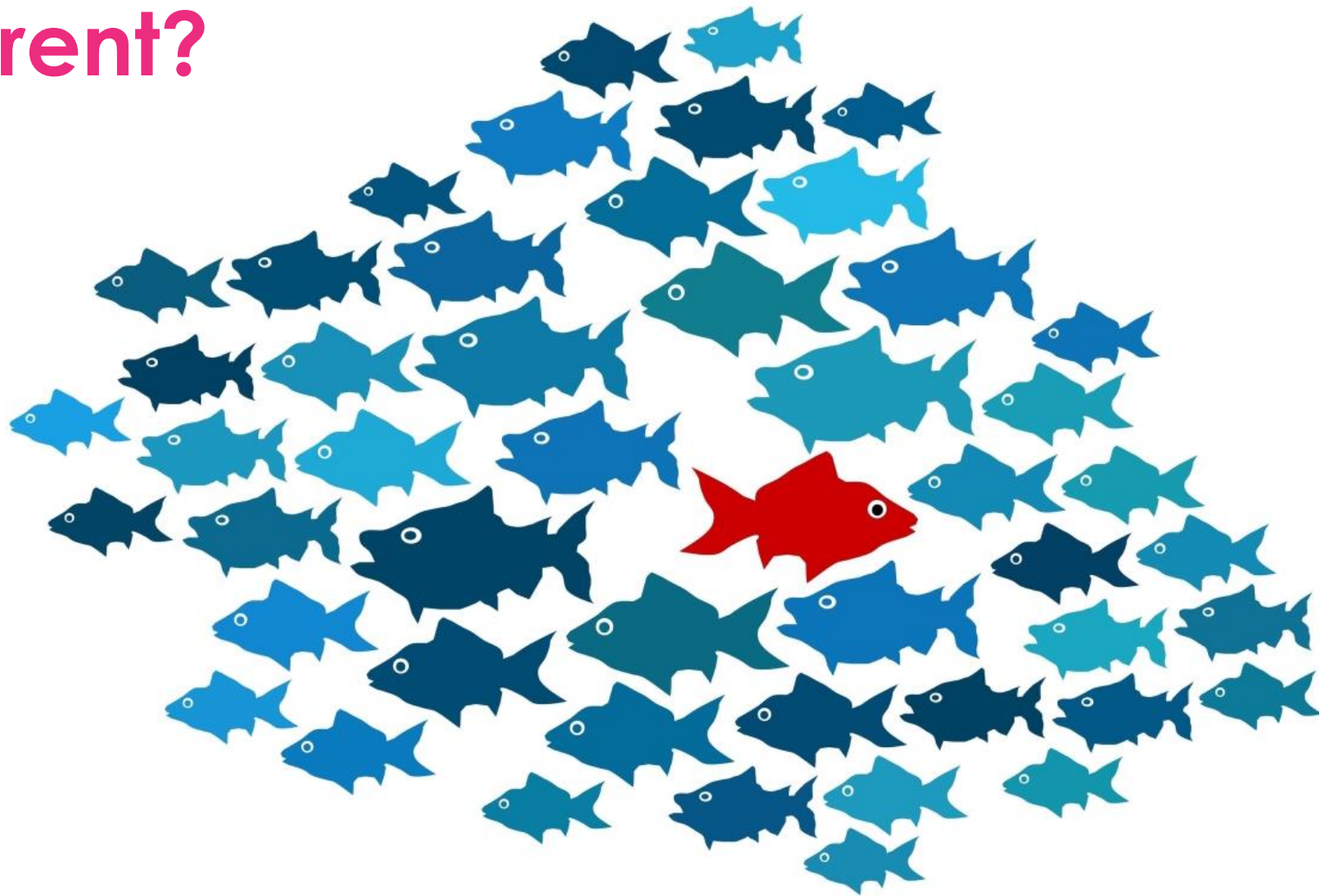
The Charter for Social Housing Residents

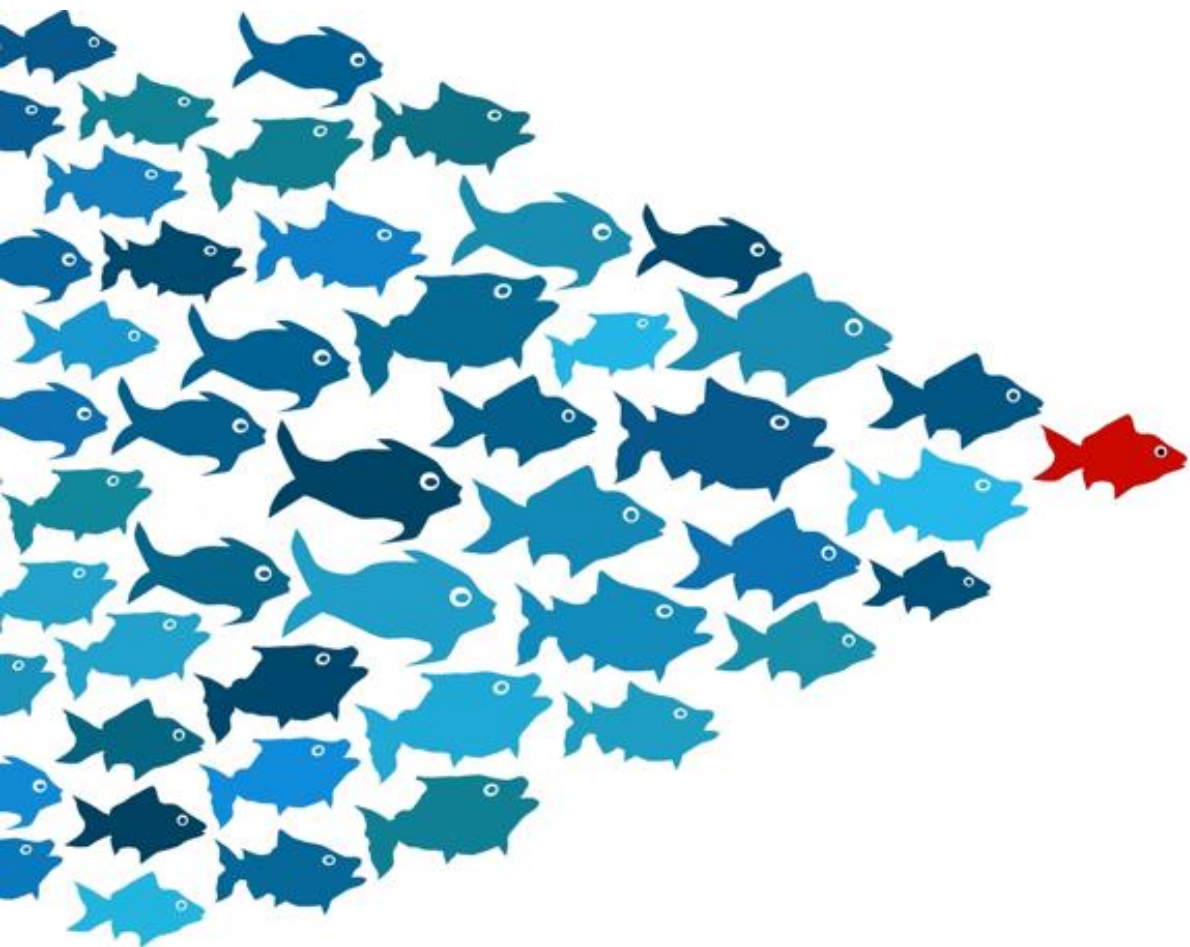
Social Housing
White Paper



- 1. To be safe in your home**
- 2. To know how your landlord is performing**
- 3. To have complaints dealt with promptly & fairly**
- 4. To be treated with respect**
- 5. To have your voice heard by your landlord**
- 6. To have a good quality home & neighbourhood to live in**
- 7. To be supported to take your first step to ownership**

Dare to be different?







Jacqui Byrne - Torus

Support Network

Extra Care

Specialist supported housing

26 Sheltered Schemes 1,180 units 868 with alteracall

Staying Home 2017 with alertacall

Tenant Voice- Engagement with residents

Torus has signed up to the [National Housing Federation's 'Together with Tenants' charter](http://www.gght.org.uk/customer-area/get-involved/social-housing-white-paper-2020-and-together-tenants) www.gght.org.uk/customer-area/get-involved/social-housing-white-paper-2020-and-together-tenants



Tenant Voice – Engagement with residents

- The Tenant Voice Strategy was developed in partnership with tenants, we want our tenants to feel they are listened to and see what a difference their involvement can make.
- Tenant Voice Strategy sets out how we will involve tenants to help shape our services and hold us to account. <https://www.gght.org.uk/sites/default/files/images/TORUS%20TENANT%20VOICE%20STRATEGY%20APRIL%202021.pdf>



Tenants Voice

<https://www.gght.org.uk/sites/default/files/images/TORUS%20TENANT%20VOICE%20STRATEGY%20APRIL%202021.pdf>



www.torus.co.uk/theteam/landlord-operations-committee-loc/

Tenant Voice

<https://www.helenahomes.co.uk/press-office/releases/your-home-your-safety-tenants-safety-guide>

www.torus.co.uk/news/bathroom_kitchen_consultation/



Torus & Alertacall



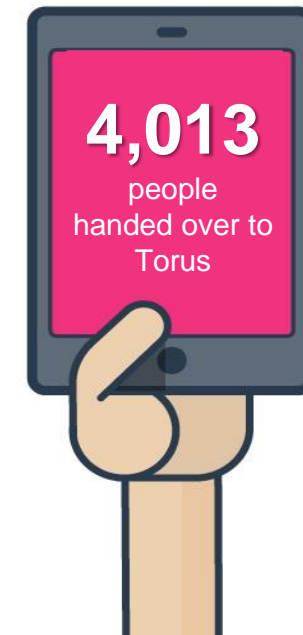
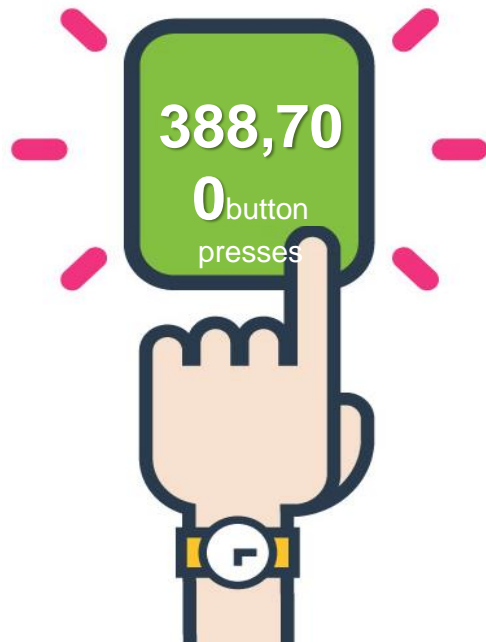
Touch point – April - September 2021

$$\begin{array}{rclcl} \text{calls in} & & \text{calls out} & & \text{button presses} & & \text{touch points} \\ 8,818 & + & 200,120 & + & 388,700 & = & 597,638 \end{array}$$



Touch points = any interaction between Alertacall and a customer (or staff member on behalf of a customer) including button presses, where customers are confirming that everything is OK at their property and don't require anything from staff.

Torus - Key Service Interactions April – Sept 2021



Button presses = customers confirming everything is OK at their property and they don't require anything from staff. **Calls made** = Alertacall calling customers who didn't press/confirm everything was OK at their property. **Handed over** = customers who despite being called didn't respond & therefore passed to staff or friends/family to take action as required

Key Interactions from Q1 (Torus combined)

	April	May	June	TOTAL
OKEachDay Button Presses	65,506	67,460	64,103	197,069
People called who didn't press	3,685	3,764	3,763	11,212
People handed over after no response	638	594	679	1,911



- ▶ In addition to the core service interactions above, there have been:
 - ▶ 706 calls to hospitals to check for early discharge (11 discovered to have left early)
 - ▶ 387 calls relating to repairs completed (all other repairs calls completed via Special hotline button)
 - ▶ 31 messages sent to residents, including 10 emergency messages
 - ▶ On average 377 people each month were flagged because their pattern of usage changed highlighting a potential imminent change in their housing needs, which may require potential investigation

Key Interactions from Q2 (Torus combined)

	July	August	September	TOTAL
OKEachDay Button Presses	64,099	64,808	62,724	191,631
People called who didn't press	4,356	4,394	4,366	13,116
People handed over after no response	703	697	702	2,102



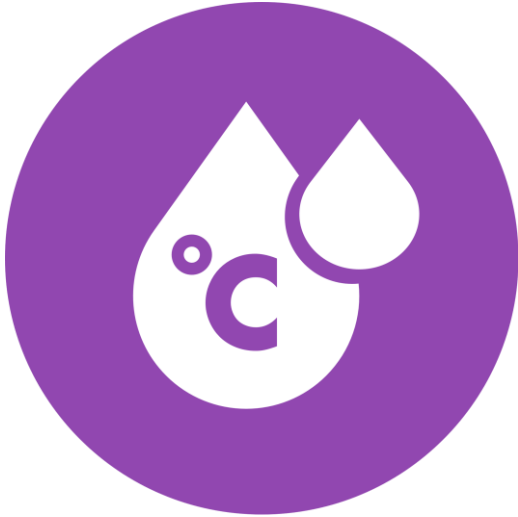
- ▶ In addition to the core service interactions above, there have been:
 - ▶ 603 calls to hospitals to check for early discharge (8 discovered to have left early)
 - ▶ 387 calls relating to repairs completed (all other repairs calls completed via Special hotline button)
 - ▶ 85 messages sent to residents, including 8 emergency messages
 - ▶ On average 353 people each month were flagged because their pattern of usage changed highlighting a potential imminent change in their housing needs, which may require potential investigation

Other key Interactions: Torus April – Sept 2021

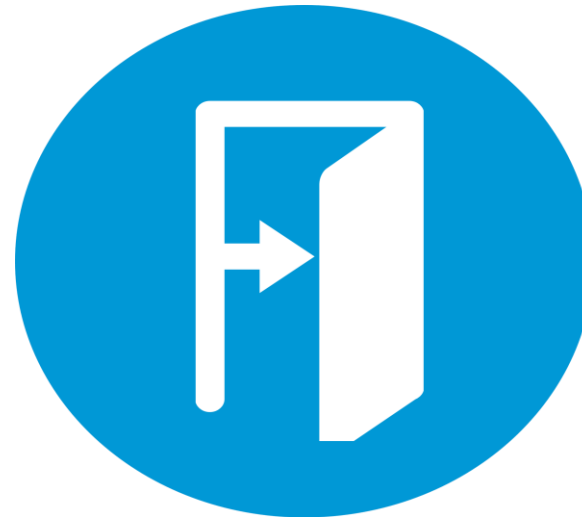
- ▶ In addition to the core service interactions above, there have been:
 - ▶ **1,309** calls to hospitals to check for early discharge (**19** discovered to have left early)
 - ▶ **774** calls relating to repairs completed (all other repairs calls completed via Special hotline button)
 - ▶ **116** messages sent to residents, including **18** emergency messages
 - ▶ On average **365** people each month were flagged because their pattern of usage changed highlighting a potential imminent change in their housing needs, which may require potential investigation



Torus & Alertacall



Environmental sensor



Door Entry



Touchscreen

What our tenants tell us:



I think it's smart, I like it. You can get everything on it - you've got your repairs and messages all in one place. They let us know if there are any scams and if there's anything else happening through the messages. When we talk to the team, they are really very friendly.

What I like about Alertacall

“ When I forget to press
(which sometimes
happens when I go out
volunteering) they call
me and they are always
really nice and friendly,
Its important to know
the service is there”
Resident of Padgate



What I like about Alertacall

“ They make me feel safer and I feel happier now as I used to worry that something would happen to me and it could be months before anyone checked on me. Now I wouldn't go longer than a day “

Resident in the Town Centre,
Warrington



Winner, the Preston Road Women's Centre



Providing services for women and children in Hull



Women's centre
offering integrated
service model from
crisis intervention
to recovery



- Specialist domestic abuse support
- Safe dispersed accommodation
- Affordable Justice Ltd Family Law firm
- Nursery 0-5s
- Accredited training
- Volunteering programme
- Charity shop
- Young Women's participation and Empowerment Project





Specialist housing service

- We have over 200 dispersed properties across Hull for women and families – we provide emergency temporary accommodation and supported and general needs housing, our focus is on providing safe homes for women fleeing or who have experienced domestic abuse
- The recent White Paper really resonated with us as a house is truly more than 4 walls and a roof
- We work to empower women to live safe and securely in a home and as part of a community and to develop their independence and reach their goals

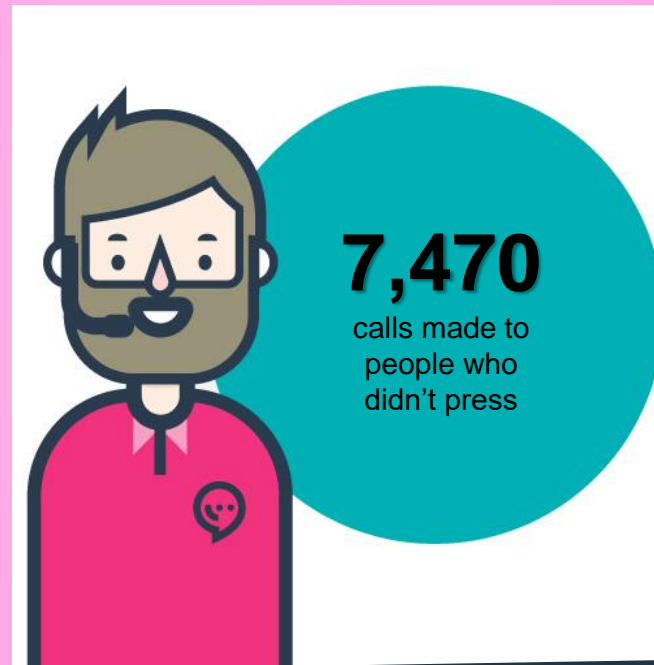
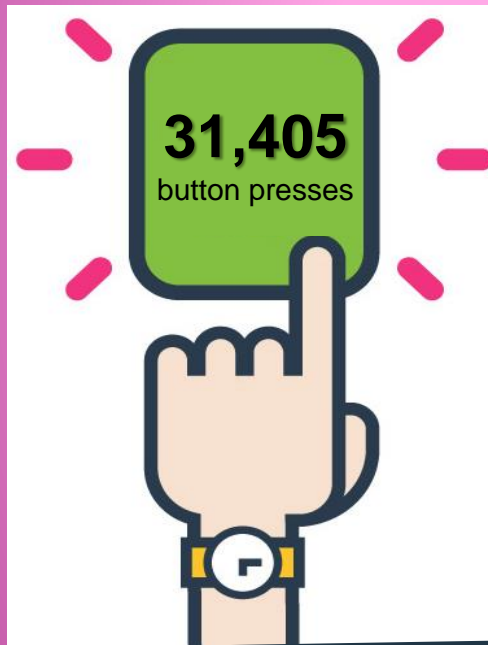


How have Alertacall services benefitted us

- Overcome communication barriers with tenants
- Provided additional level of safety by the means of always having a means of contact
- Allowed tenants to engage with us in different ways
- Repairs reporting
- Safety of buildings
- Envosense monitoring



Winner - Key Service Interactions April – Sept 2021

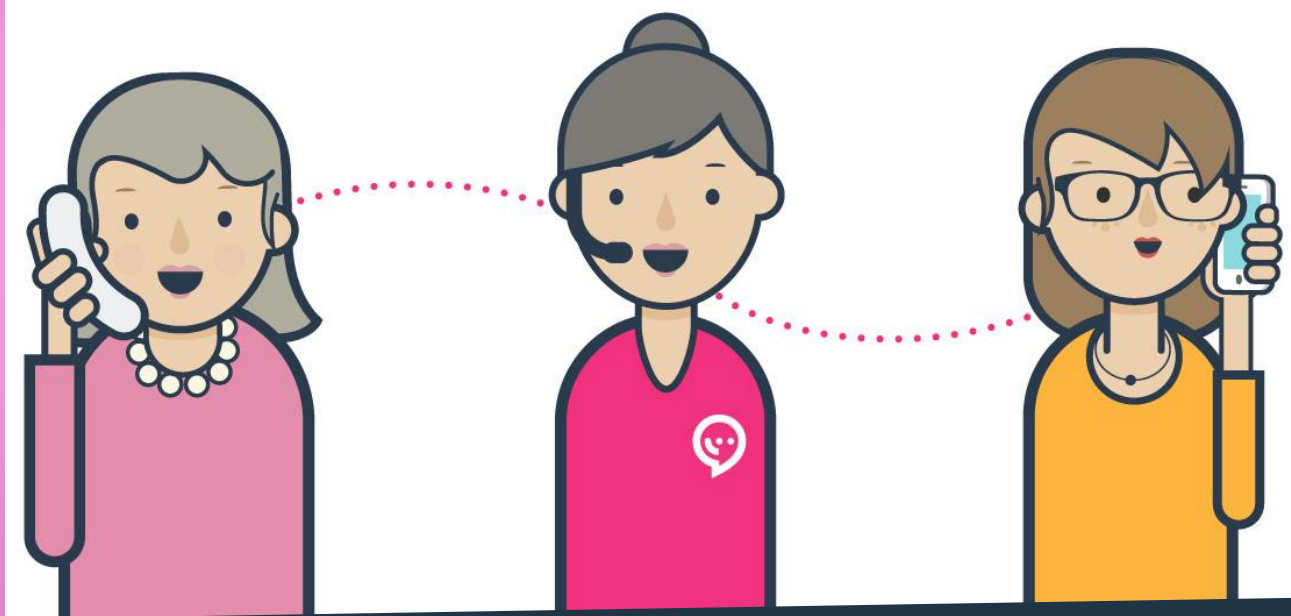


Button presses = customers confirming everything is OK at their property and they don't require anything from staff.

Calls made = Alertacall calling customers who didn't press/confirm everything was OK at their property.

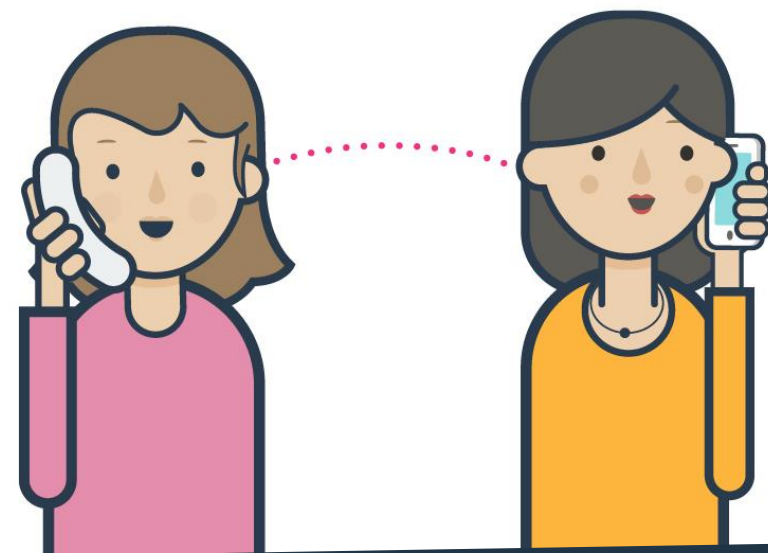
Handed over = customers who despite being called didn't respond & therefore passed to Anchor Hanover to take action as required.

$$\begin{array}{rcccccc} \text{calls in} & & \text{calls out} & & \text{button presses} & & \text{touch points} \\ 823 & + & 44,336 & + & 31,405 & = & 76,564 \end{array}$$



Touch points = any interaction between Alertacall and a customer (or staff member on behalf of a customer) including button presses, where customers are confirming that everything is OK at their property and don't require anything from staff.

Flexible contact 365 days a year





“A home should always be more than just four walls and a roof.

A home should provide safety, security and dignity.”

Social Housing White Paper 2020