

Johnnie Johnson Housing future-proof their Warden Call System

Helping residents feel safe and connected

Johnnie Johnson Housing is named after World War II fighter James Edgar Johnson, who founded it in 1969. Johnson became famous for battling the Luftwaffe during some of the key battles of the Second World War before leading the housing association for 20 years.

Today Johnnie Johnson Housing is a not-for-profit organisation with nearly 5000 homes across the North of England and has over 7000 customers. It pledges to use the most innovative, efficient and cost-effective ways to keep people safe and independent in their homes. It is also focused on maximising the use of new technology to enhance engagement with residents.

The Challenge

Johnnie Johnson were looking for a new and improved 'Warden Call' as part of their digital upgrade plan. Alertacall's **Beyond Warden Call™** solution met their needs, including a state-of-the-art door entry system and digital dispersed alarms. Finningley Lodge, near Sheffield, consists of 38 properties and includes a block of flats and several bungalows which were part of pilot scheme for different systems across the wider estate.

Johnnie Johnson wanted a safe, secure and reliable new digital system which is easy to use and install with minimal disruption to people and their homes. The project team was particularly interested in Alertacall's approach because we offer a resilient, easy-to-install, low-cost wireless solution with the option for additional services.

As an organisation that values engagement and communication, Johnnie Johnson wanted to ensure all of the changes were clearly and consistently communicated to its residents.

"Installing Alertacall in our scheme has been such a positive experience not only for JJH residents but for colleagues as well. It's allowed our Community Housing Officer to focus his time on those vulnerable residents who require more face-to-face support and enabled other residents to maintain their independence without waiting for a morning call. We've received wonderful feedback from residents about how this has enhanced their digital skills and how easy the system is to use. It's great to see how Alertacall is aligned to our residents' digital service offer and we look forward to seeing how new functionality can continue to drive efficiencies and service improvement for JJH residents and colleagues."

Kate McArdell-Broome
Assistant Director of Customer
and Neighbourhoods

How did Alertacall help?

Providing our products and services:

The natural solution for Johnnie Johnson and Finningley Lodge was to deploy Alertacall's **Beyond Warden Call™** service.

The system incorporates Alertacall's door entry panel and video door entry, combined with our portable touchscreen and digital telecare alarm systems. We managed these changes as a phased installation at Finningley Lodge.

Phase one involved installing a resilient WiFi network infrastructure and providing scheme-wide 'Flood Filled' commercial-grade WiFi. The installation of a second broadband line provided resilience, quality and consistency of service. Whilst the touchscreens come with their own multi-network SIM cards using the cellular network for most of the features, the WiFi enabled Johnnie Johnson to benefit from video door entry and video calling as well.

We replaced the broken door entry panel with a brand new video-based door entry system, which has multiple secure entry methods, including fob, pin code, Bluetooth and concierge options. We also supplied each resident with our easy-to-use portable touchscreen, meaning there was no need to fix devices to walls, no excess cabling and minimal disruption for the customer, and no need to 'make good'.

Resident's Comments

"I will be so secure knowing the door entry system is working and I'm in control of who I let in or not."

"I feel happy that I can have a face-to-face call with the Community Housing Officer when I need to and he is not on site."

By connecting the door entry system to the touchscreen using video, residents are able to speak with and importantly see visitors from the comfort of their armchairs, before choosing whether to permit access. The system also keeps a photographic log of visitors for extra security.

This approach feeds directly into the Social Housing White Paper push for creating safe and secure homes for residents.

Solution Installed



Smoke Alarms



Touchscreen Device



WiFi System



Video Door Entry



Digital Telecare



Door Entry Panel

The Touchscreen Device



In **phase two**, we installed our dispersed digital telecare alarms in residents' properties and in communal areas. These included an easy-to-install base unit (only requiring mains power, instead of miles of hard-wired cabling) and a wearable pendant. Each base unit has dual independent multi-network 4G signalling paths per property, creating much more resilience than the previous two landline connections supporting the whole site. Finally, we removed and recycled all the old redundant analogue equipment following the Waste Electrical and Electronic Equipment Recycling Regulations (WEEE).

In addition the touchscreen comes with a whole host of different features, including:

- **OKEachDay button** - offering flexible regular contact for residents
- **Messaging** - enhanced two-way communication allowing staff to send text, audio or picture messages
- **Video Calling** - enabling people to speak with staff via audio and video feeds
- **Reminders** - including fire safety & other housing related reminders
- **Portable device** - meaning that residents are much more likely to engage compared to screens bolted to the wall (in the hall)

Communication with Residents and Staff

As part of Alertacall's fully-managed project planning offer, we took responsibility to make the transition as smooth and easy as possible.

We organised two presentations over one day at Finningley Lodge, attended by 90 per cent of the residents. We put together a visual presentation to introduce people to the equipment and how it works, talked them through it in detail and answered all of their questions.

Following the equipment installation, we visited each resident in their property to check that they were happy with the system. Ahead of any resident communication we wanted to make sure that all relevant staff members were fully informed on the new service and feeling positive about the changes. Several of the Johnnie Johnson team visited our demo suite in Warrington to see the kit in action and really get into the finer details. We also carried out online training sessions for other staff members and had weekly check-ins with the project team. In addition, we gather feedback from residents on an ongoing basis.

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What Next?

We've received excellent feedback from both staff and residents at Johnnie Johnson, who are very happy with the service and products they received from Alertacall. Both the Johnnie Johnson project team and front-line staff have been a real pleasure to work, and it is very satisfying to know the residents are now safely back in control of their door entry system, as well as enjoying all the benefits of **Beyond Warden Call™** through staying connected and informed via our touchscreen.

We are already in talks with the project team about the next group of sites to receive their digital upgrade to our **Beyond Warden Call™** system. And we've started to engage with other teams in the wider business who will also benefit from the new service - for example, Customer Comms & Engagement making use of the surveying tool to capture Tenant Satisfaction Measures.

"We're extremely satisfied with the new digital Beyond Warden Call system provided from Alertacall. It has proven to be an easy-to-install and maintain solution, which has not only saved us valuable time, but also resources. The project team have been amazing to work with, offering expertise, support, and a seamless implementation and mobilisation process. I highly recommend their solution to anyone in the social housing sector looking to enhance resident safety and streamline operations and improve their digital offer. Overall, this has been a fantastic investment and pilot for our organisation and we look forward to introducing their system at our other independent living sites in the future."

Lauren Courty
Head of Homes and
Building Safety



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