

Karbon Homes & Secureshield

From Stabilisation to Innovation

TSA Webinar

24 November 2020

Jon McDonald

Retirement Living Manager

Karbon Homes



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About us

At Karbon we build, manage and look after affordable homes for people across the North. And then we go further, we give them the strong foundations they need to crack on with life.

Our three strategic aims:

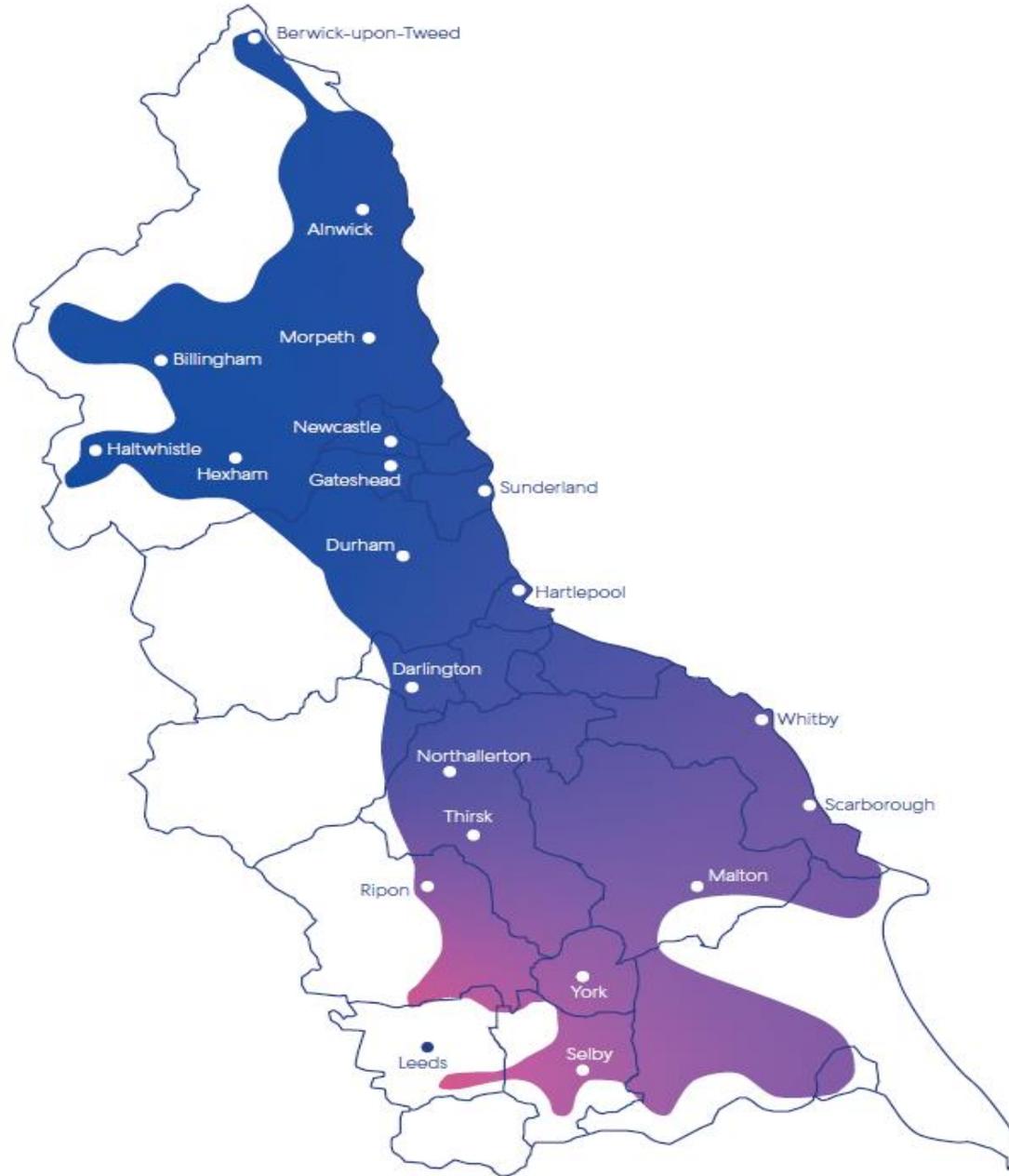
- ✓ **To provide as many good quality homes as we can**
- ✓ **To deliver excellent service to our customers**
- ✓ **To shape strong, sustainable places for our communities**

Our footprint covers the North East of England and Yorkshire, with almost 30,000 homes across diverse communities.

Some customers just need an affordable home, or a way onto the property ladder. Others might need a bit more – financial advice, community services, sheltered accommodation or training that can lead to a new job. Whatever people need to feel more secure, confident and happy with where they're at, we work our heart out to provide it.

By combining a sound business head with a strong social heart and staying true to our values, we hope to build strong foundations for even more people.

Where we
operate...



Planning and delivery



**Partnership
working with
contractor
(Secureshield)**



**Clear
communication
with residents**



**Risk Assessments
and Covid secure
measures put in
place**



**Schedules made
with Secureshield
and residents**



**Successful
completion of
works**

Before



After



Modern Upgrades



Why important?

**Increased
reassurance
for residents
and families**

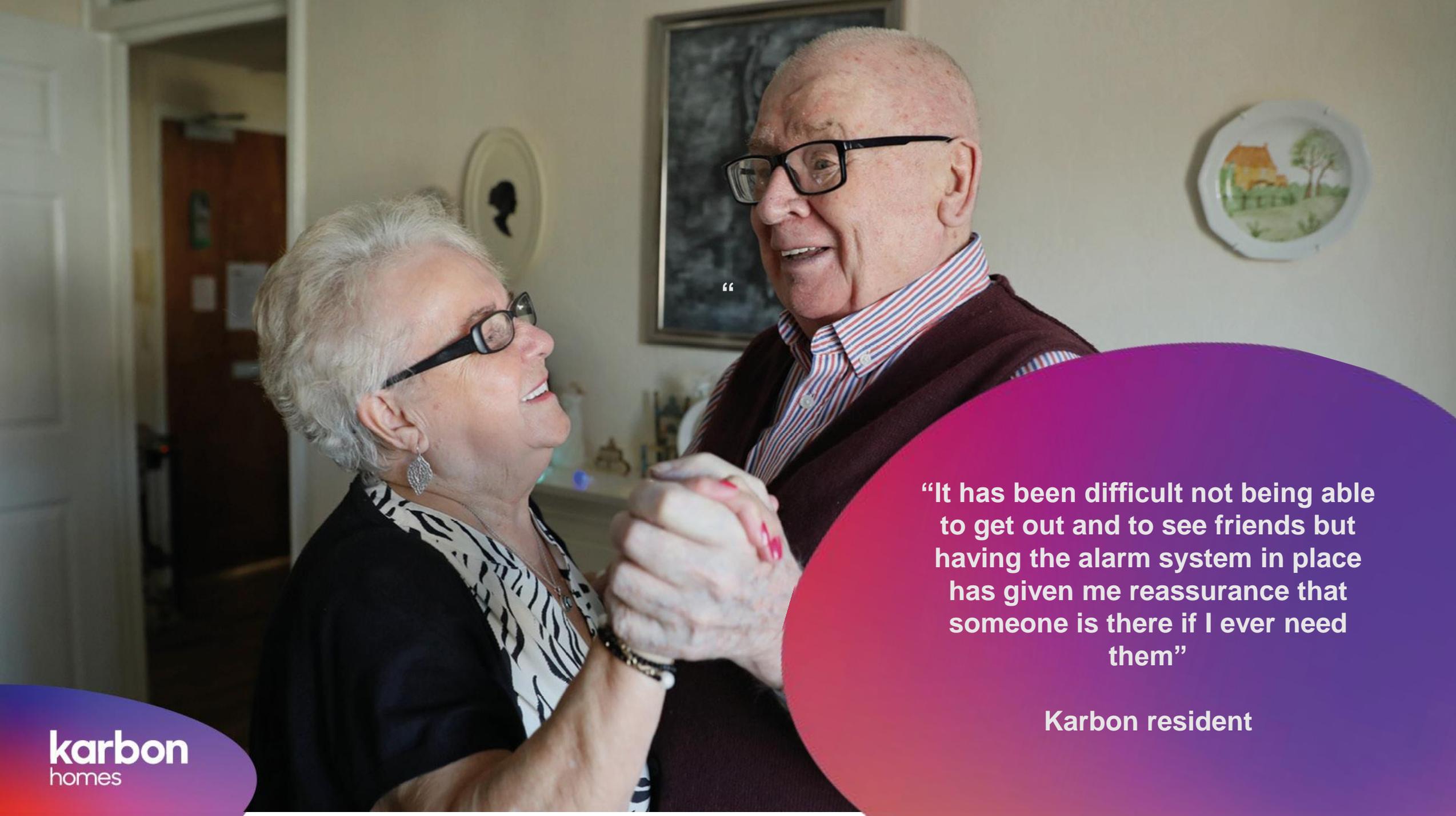
**Quality
improvements**

**Customer
safety**

**Increase
in use of
systems**

**To minimise
social contact**





“

“It has been difficult not being able to get out and to see friends but having the alarm system in place has given me reassurance that someone is there if I ever need them”

Karbon resident

“I’d be lost without it. When I accidentally pressed the button, they called to check on me to make sure I was OK. The service was very good and they were excellent on the phone to me and reassured me.”

Karbon resident



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Mark McGreevy
Divisional Sales Manager
Secureshield Ltd



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About Us

Secureshield is one of the UK's leading providers of Social Alarms, including; Emergency Call systems for retirement and assisted living properties.

We support these by utilising the latest generation of Door Entry, Access Control, Smoke Detection and Digital IP Cordless phone technology. All of our products are 'open protocol' which provides freedom and flexibility for on-going Servicing and Maintenance.

Our relationships with our clients are built on our Core Values of:

- 🛡️ **Respect**
- 🛡️ **Integrity**
- 🛡️ **Collaboration**
- 🛡️ **Innovation**
- 🛡️ **Experience**

Members of both TSA and NHC, Secureshield are currently delivering both Reactive/Planned Maintenance and full Social Alarm Upgrades within Karbon Homes Retirement Living developments.

Objectives



- 🛡️ **Ensure existing equipment is fully compliant, by carrying out digital audits, planned inspections and recommendations back to client**
- 🛡️ **Carry out partial upgrades to schemes, enabling additional supporting features for example; remote access and I'm OK facilities**
- 🛡️ **Full system upgrades to legacy analogue systems in preparation of the analogue to digital transition (2025)**
- 🛡️ **Design and implementation of additional Fire Safety works (BS-5839-6)**

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Challenges

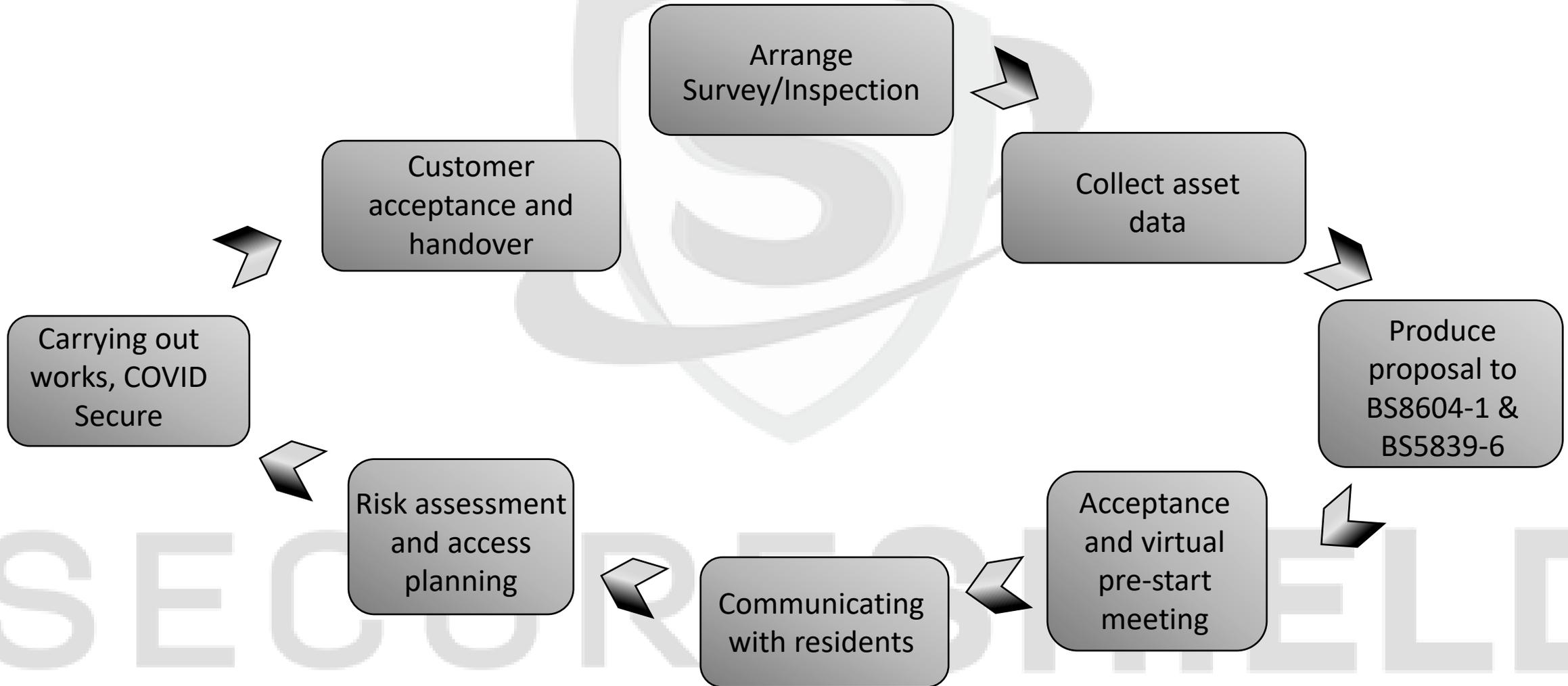


COVID-19

- ✦ Supply and distribution of PPE
- ✦ Access to developments
- ✦ Supply Chain and network
- ✦ Access to individual properties
- ✦ Information sharing

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Planning & Implementation



Delivery



🛡️ **Digitally Enabled Advent XT2 group living systems provided where analogue systems were currently in operation**

🛡️ **Upgrade of existing Door Entry and Access Control**

🛡️ **All apartments provided with smoke and heat detection to BS5839-6 grade D1 category LD1**

🛡️ **Partial upgrades to other developments enabling greater remote monitoring**

🛡️ **Full inspections on retirement living stock across the North of England**

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Outcomes



- 🛡️ **Allowed Karbon Homes to continue to provide their service to clients**
 - 🛡️ **Systems future proofed in preparation of 2025**
- 🛡️ **Both buildings and residents benefiting from a safer and securer setting**
- 🛡️ **Benefits in false alarm management from improved Fire Detection equipment**
- 🛡️ **Reduction in on-going maintenance costs due to proactive inspections, servicing and reporting**

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Future?



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Any Questions?



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