

Connected Housing.

Our Blueprint for Housing Associations.



What we'll cover today.....

- ① Why we care
- ② Your goals
- ③ Connected Housing
- ④ Our portfolio
- ⑥ Who we've helped
- ⑦ Outcomes and why partner with us

Using the power of
communications to
make a better world

We want to make sure the most vulnerable people in society can access our services. That's why we offer housing associations a cost-effective way to provide their tenants with access to the internet, connecting over 9,000 buildings last year. And for customers at home, we now offer BT Basic Broadband, building on our well-established affordable phone service.





our mission

To enable those with particular needs to live ordinary lives within the community

We provide specialist support and care services that help our customers to achieve positive change and move forward with their lives. We work with our customers to design and deliver innovative, flexible and personalised services that put them firmly in control, to achieve their goals, realise their dreams and live independently.

ARE YOU A CUSTOMER?

WORK WITH US

PERSONAL BUDGET HOLDERS

LATEST NEWS

Customer Wi-Fi project



Project summary

Best summarised by Look Ahead's mission statement "Enabling our customers to lead ordinary lives in the community";

2 of our IT Strategy 2015 goals were,

- "...to support Digital Inclusion initiatives to enable our customers" and
- "...provide Wi-Fi solutions to all staffed residential services"

In 2015 this embraced

- 1590 customers (approximately ¼ of our total customers)
- In 110 services and
- 140 sites (properties)

The solution had to

- Provide Wi-Fi that covered all common areas
- Include a content filter
- Allow for the centralised management of the environment

After analysing the solutions available we chose Meraki (Cisco) purchased through BT Business.

Services we would be proud
for our loved ones to receive



Project progress

All sites were surveyed as planned

15 sites are live with the solution, the delivered projects varying in size from a 2 unit bungalow to a 115 room hostel spread across 4 floors in separate 3 blocks

15 sites have been removed from the program

Sites are clamouring to be next in line

Funding constraints have forced us to reconsider the original project plan to provide to all locations, some sites can not afford the investment and we are considering options available for central funding and/or external sponsorship

We have yet to make a bulk purchase of equipment to realise the savings originally offered by Cisco, but the IT Strategy 2016 supports the same objectives for customers

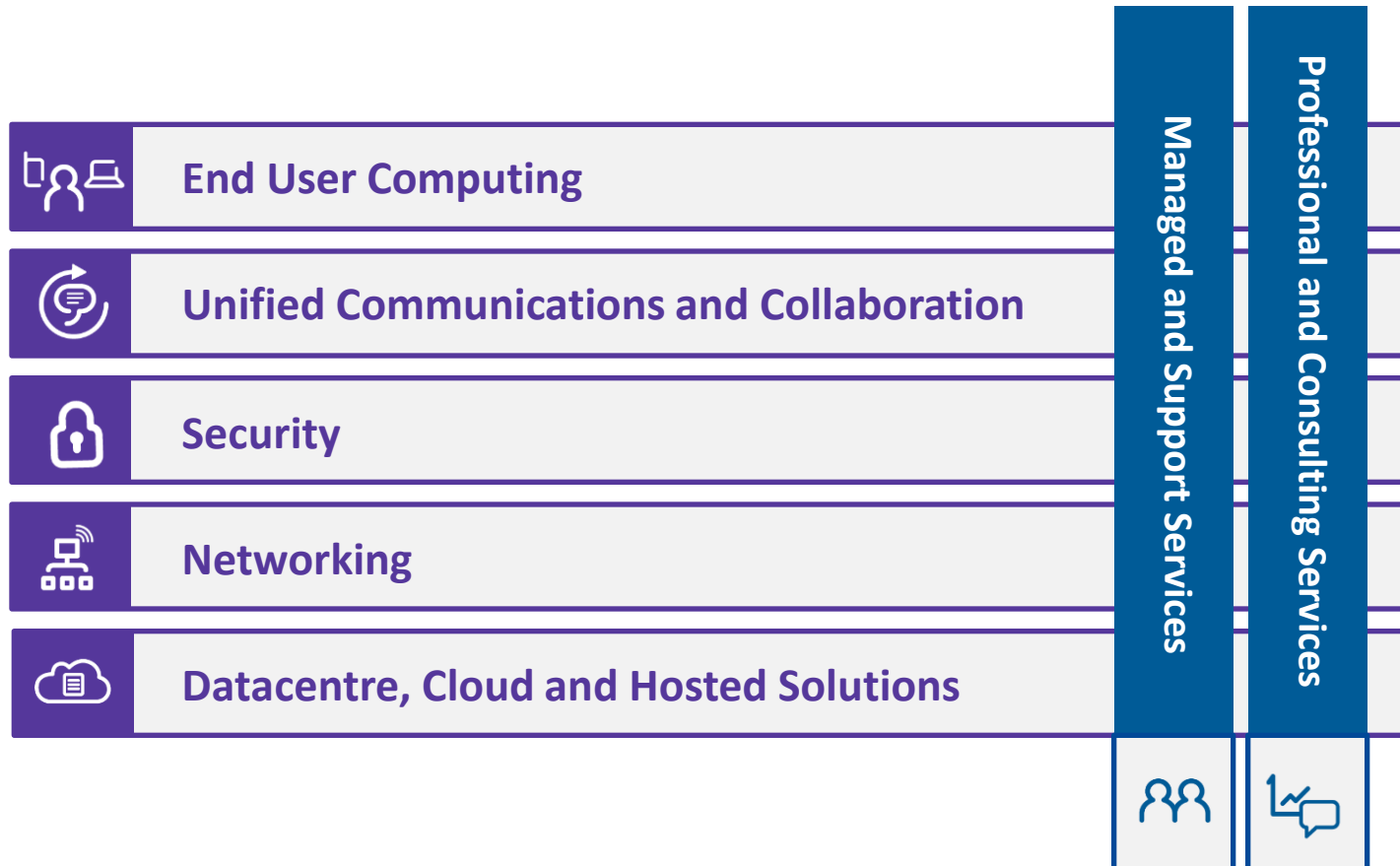
We knew what the benefits to our Customers would be when we started, now I know what the challenges are I am convinced we need to complete the project as planned.

Services we would be proud
for our loved ones to receive





Our portfolio.



Who we've helped



“ We were looking for a partner that understood organisations of our size and could provide the approach and expertise that we needed for a project of this complexity.”

Chris Fawcett, Information Systems and Technology Manager, Broadacres Housing Association



“ The BT video conferencing solution has helped us bring dispersed teams closer together. It has enabled important decisions on large projects to be made much more quickly and efficiently than ever before.”

Daniel Saward, Infrastructure Engineer



Outcomes.

- ① Increased productivity and efficiency through new ways of working
- ② Easier communication and payments, protecting your revenues and holding down your operating costs
- ③ Reduced social isolation and access to lower-cost online shopping and utilities
- ④ Improved tenant relationships, sustaining rental income and extending support services
- ⑤ Improved healthcare through remote monitoring and diagnosis
- ⑥ Access to education and employment resources
- ⑦ Reduced costs on face-to-face and telephone interactions

