

DIGITAL INCLUSION & SOCIAL VALUE.

Havebury
Housing Partnership



havebury.com



Region: East of England



Products/Services: Community WiFi; Social Value; PfH



Primary Reason for Choice:

- Enhancing Living Conditions for Residents
- Boosting Operational Efficiencies for Staff
- Social Value



DIGITAL INCLUSION & SOCIAL VALUE

A CASE STUDY ON THE COMMUNITY WIFI PROJECT AT TAYFEN HOUSE

The **Havebury Housing Partnership** (HHP) is a leading provider of affordable housing in the East of England, with a strong presence in Suffolk. With a portfolio of over 7,500 properties, HHP's operations extend beyond traditional housing management, encompassing a variety of sheltered accommodation schemes and a local homeless accommodation unit, Tayfen House, based in Bury St Edmunds.

Tayfen House is a remarkable institution that has been providing emergency and long-term accommodation for single homeless people aged between 18 and 65 since September 1998. The facility offers six emergency bed spaces, 19 longer-term ensuite rooms, and 26 ancillary units for homeless people. Tayfen House also provides training and employment opportunities for residents to prepare them for community resettlement and equip them with life skills to break the 'no home/no job' cycle.

PROJECT OVERVIEW

Recently, HHP implemented a Contact Centre and Unified Communications as a Service (UCaaS) across the organisation. This service was supplied via **Social Telecoms** and the **Procurement for Housing** telecommunications framework agreement. A unique aspect of this project was the inclusion of social value initiatives. One such initiative was the installation of a Community WiFi network for the residents of Tayfen House, demonstrating HHP's commitment to improving the quality of life for their residents.



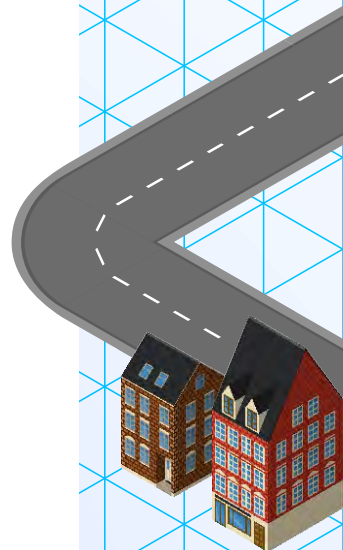


“Our experience with the Community WiFi service has been overwhelmingly positive. The residents have given lots of thumbs-ups and have praised the installation team for their accommodating nature and understanding of our complexities.

REBECCA LEE, THE HAVEBURY HOUSING PARTNERSHIP

The decision to install a Community WiFi service at Tayfen House was driven by a deep understanding of the needs of the residents and the numerous benefits that internet access can provide. For the demographic supported by Tayfen House's services, many of whom are in a period of transition and rebuilding their lives, having access to the internet is not just a convenience, but a necessity.

Incorporating social value into procurement contracts is a strategic approach that goes beyond the traditional cost-based considerations. It allows organisations like HHP to leverage their purchasing power to achieve wider social, economic, and environmental objectives. This not only enhances the value of the contract but also contributes to the long-term sustainability and resilience of the communities they serve. By seeking social value in this contract, HHP were able to create a positive impact that extended beyond the immediate scope of the project for their contact centre and wider telecommunications requirements, fostering a more inclusive and equitable society.



"As a Community Interest Company and registered social enterprise, Social Telecoms were in a strong position to meet HHP's requirements for social value. Like HHP, Social Telecoms is a business with primarily social objectives, and its surplus is principally reinvested for that purpose in the community."

ROB MOTTRAM, SOCIAL TELECOMS

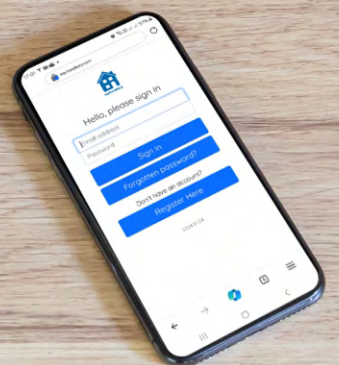
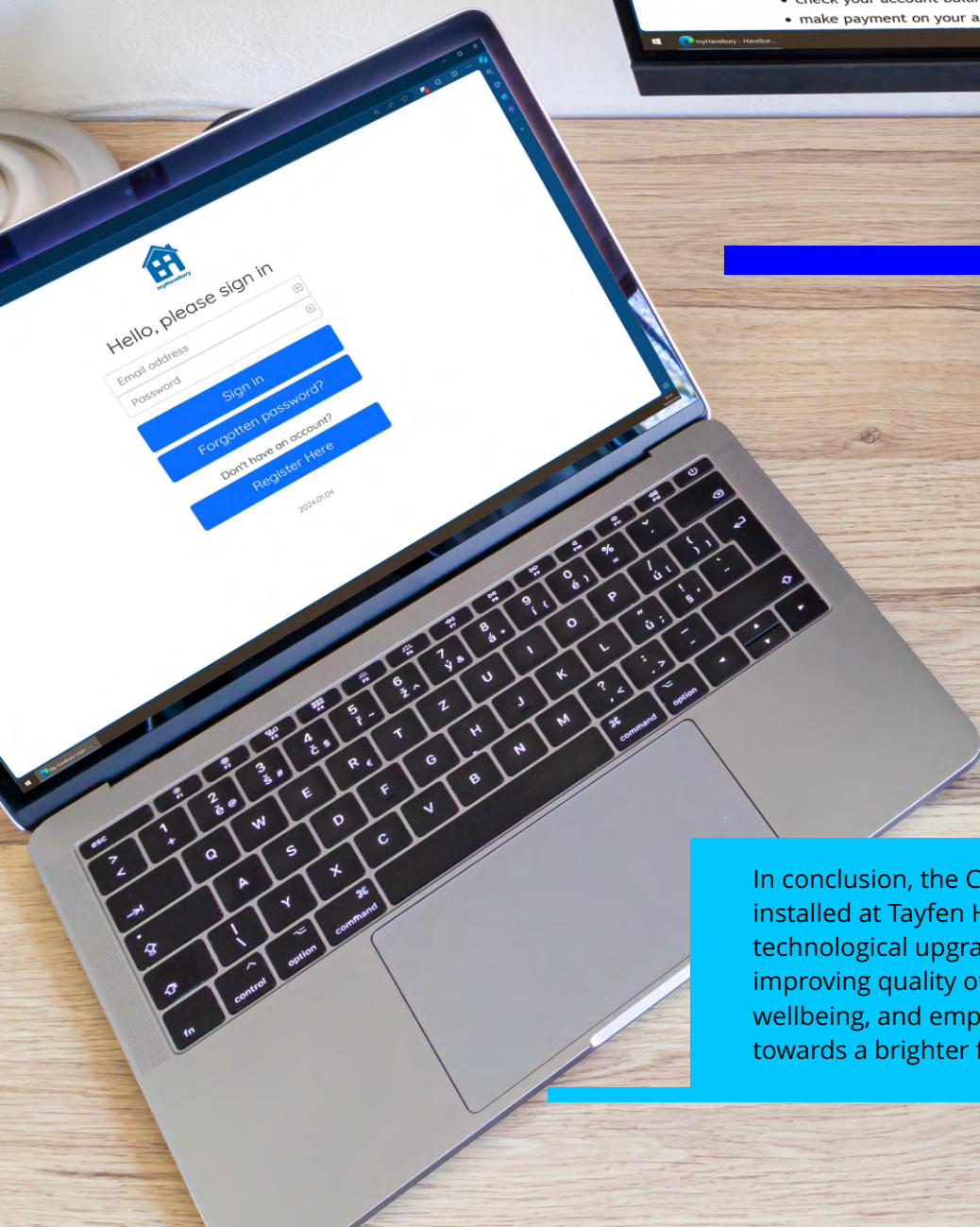
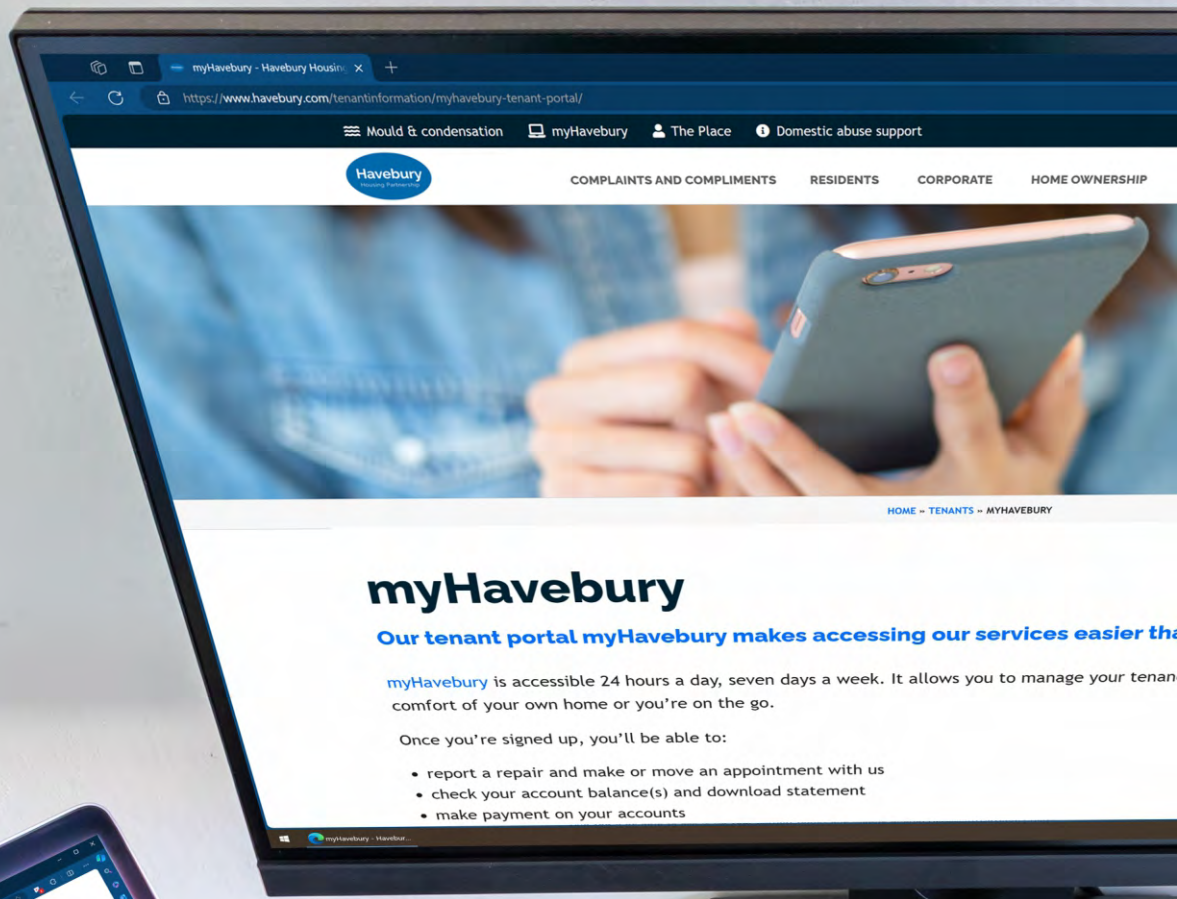


For HHP's residents, being online has significant wellbeing benefits. It provides a vital connection to the outside world, allowing residents to stay in touch with family and friends, which is crucial for emotional support and maintaining relationships. It also opens up a wealth of information and resources for education, job searching, and skills development, empowering residents to improve their circumstances and prospects for the future. Furthermore, it provides access to online entertainment and social media, offering a source of relaxation and a way to engage with a wider community.

From HHP's perspective, the WiFi service is not just about caring for their residents' wellbeing, but also about encouraging the adoption of their **myHavebury** portal.

This online platform is accessible 24 hours a day, seven days a week, and allows residents to manage their tenancy at the click of a button. This digital platform streamlines many processes, including reporting a repair and making a payment, making them more efficient and accessible for residents.





In conclusion, the Community WiFi service installed at Tayfen House is more than just a technological upgrade; it's a tool for improving quality of life, enhancing wellbeing, and empowering residents towards a brighter future.

THE ROLE OF SOCIAL TELECOMS

The implementation of the Contact Centre and UCaaS by HHP was not just a technological upgrade, but also a project with significant social value.

Since its inception in 2012, Social Telecoms CIC has been driven by a social mission to help landlords bridge the digital divide. Over the years, they have become specialists in designing, installing, and maintaining WiFi networks in communities across the UK. Their reach is extensive, with over 1100 networks designed, installed, and supported across the country. These networks span from Stornoway in the Outer Hebrides to the Jersey, covering everywhere in between. These sites are owned by a diverse group of over 100 housing providers and local authorities.

COMMUNITY WIFI AT TAYFEN HOUSE

Prior to the installation of the Community WiFi service, Tayfen House had a different WiFi network in place. However, this network did not meet the needs of the residents. They regularly expressed frustration with the slow speeds and poor coverage it provided. Recognising the importance of reliable internet access for their residents, HHP felt the need to make improvements.

In line with this, HHP chose to have Social Telecoms' Community WiFi service installed at Tayfen House. This decision not only provided a valuable service to the residents of Tayfen House but also demonstrated HHP's commitment to improving the quality of life for their residents and contributing to the wider community.

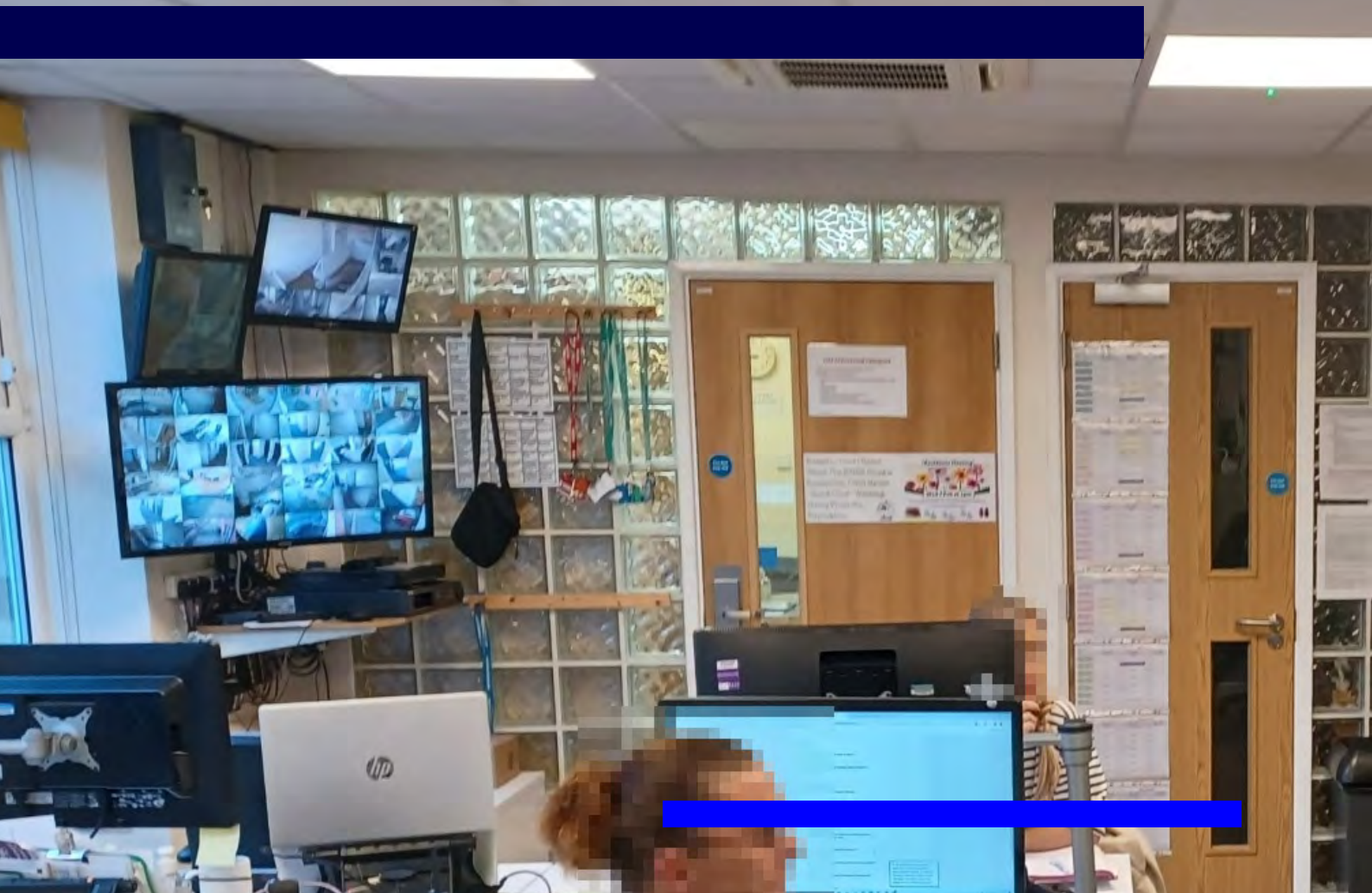
The network went live on December 6th, 2023. Since then, there have been 3.02TB of data transferred, across 80 devices. 87% of the usage is by the residents (54 devices), 12% by guests (20 devices) and 1% by the staff (7 devices).

Our engineers, always neat, tidy, and professional, worked across the whole site. They concealed network cables into trunking, above suspended ceilings, and used riser cupboards. To maximise signal strength, many WiFi access points were installed inside properties as well as in communal areas. This meticulous work resulted in a total of 21 ceiling-mounted WiFi access points installed across the building.

A friendly rapport was created between our engineers and the residents and staff, which contributed to the smooth implementation of the project. The network has been set up with three WLANs - One for residents, one for guests, and one for staff.

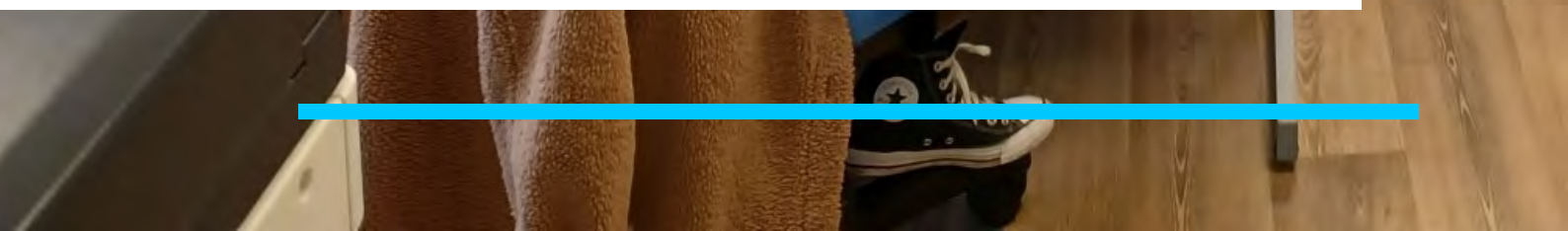
The residents' network uses Private Pre-Shared Key (PPSK) security, offering several benefits such as enhanced security, user/group segmentation, and ease of management. The guest network has additional security measures to prevent devices using it from accessing other devices at the site.

For broadband capacity, the site shares multiple Single Order Generic Ethernet Access (SOGEA) services. This makes it a more streamlined and cost-effective solution and future-proofs the site for the forthcoming Public Switched Telephone Network (PSTN) switch off happening in 2025. To ensure a pleasant Full-HD video-streaming experience for all users, all devices have their download and upload bandwidth limited. Roughly 30% of usage on the residents' WiFi network is attributed to online video streaming.



"The residents have given lots of thumbs-ups and have praised the installation team for their accommodating nature and understanding of our complexities. The transition of passcodes during occupancy changes continues to go very smoothly, and we were impressed by the speed and response of the team. Their service has truly been commendable."

REBECCA LEE, THE HAVEBURY HOUSING PARTNERSHIP





“Working on the project at Tayfen House was an incredibly rewarding experience. The staff and residents made the job enjoyable and meaningful. I took the time to explain to the residents the benefits they could get from the internet, and their enthusiasm was infectious.”

ANDREW CHALK, DEPLOYMENT MANAGER, SOCIAL TELECOMS

IMPACTS AND BENEFITS

The impact of the Community WiFi service at Tayfen House has been transformative. The residents now have access to a reliable and high-speed internet connection, which has opened up a world of opportunities for them. They can now search for jobs, access online learning resources, stay connected with their loved ones, and much more. This has significantly improved their quality of life and has empowered them to take steps towards a brighter future.

The Community WiFi service has also enhanced the operations at Tayfen House. The staff can now conduct support meetings that require internet access in all support rooms. They can also hold team meetings and meetings with other agencies in private rooms, which was a challenge before. This has streamlined their workflow and made their operations more efficient.

FUTURE PLANS

Looking ahead, HHP and Social Telecoms plan to continue their partnership and explore other ways to use technology to improve the lives of the residents. They are committed to their mission of creating a more inclusive and connected community.