

Your digital living partner

everon™



CLARION  
HOUSING GROUP

CASE STUDY:

# Clarion Housing and Everon

## Digital Upgrade Programme

A unique partnership to make a difference to over 7,000 residents.

Clarion Housing Group is the UK's largest housing association, owning and managing 125,000 homes and supporting 350,000 people. Clarion's aim is to help improve the lives of residents and their communities and to make a difference across every aspect of affordable housing in the UK.

As a charitable organisation, Clarion is committed to delivering value for money and building strong relationships with partner suppliers. There is an urgent need for all housing and care providers to upgrade analogue grouped and dispersed systems, due to the BT digital switchover in 2025.

Following a two-year comprehensive investigation which involved visiting manufacturers and providers, Clarion's project board ascertained that Everon was the only solution that met Clarion's requirements. A Veat (Voluntary Ex-Ante Transparency) Notice was issued and Everon commenced work at the end of 2021, to upgrade Clarion's 200 LiveSmart schemes.

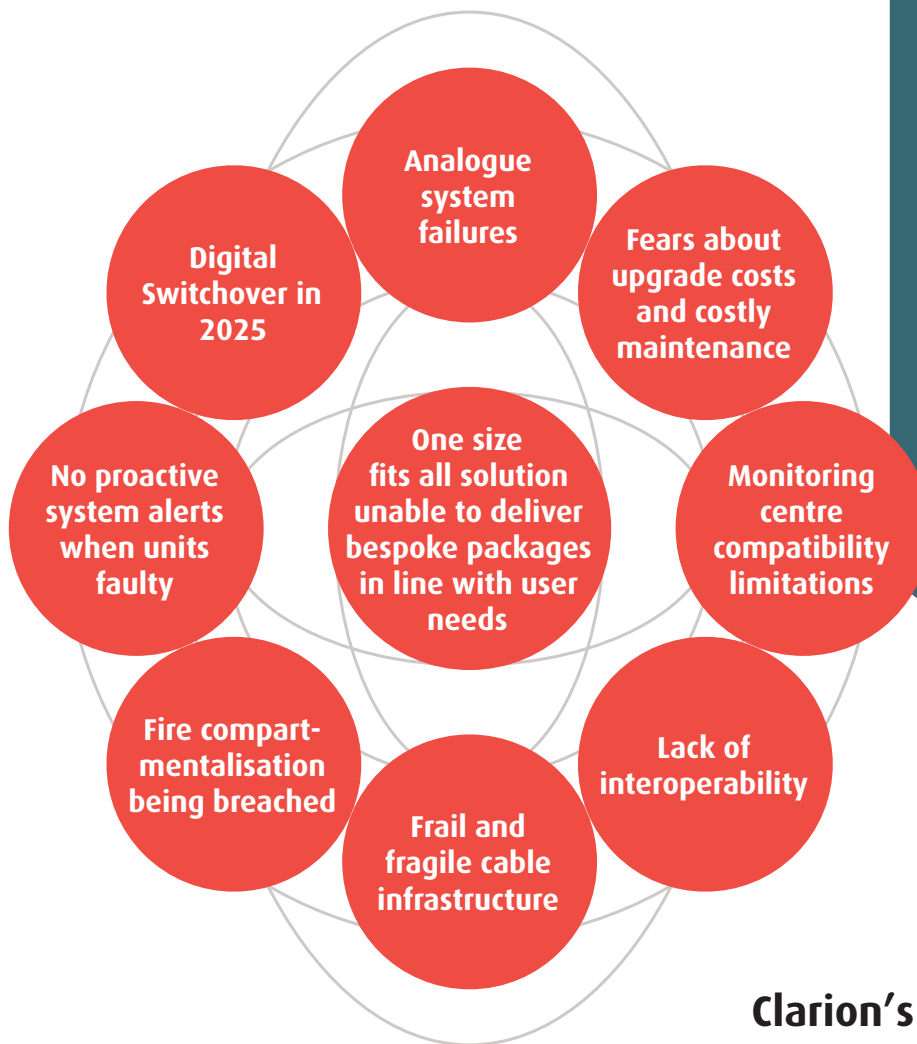
“Through a process of continuous improvement, we are committed to making a positive impact for our residents. Everon proved that they were the only digital solution in the market that met our technical requirements.”

**Fiona Fraser**

Contract Surveyor M&E, Clarion Housing Group who is responsible for all emergency call systems across Clarion's sites.

- ✓ No other manufacturer met Clarion's technical specifications.
- ✓ 200 LiveSmart schemes to be future proofed
- ✓ Sites range from 5 to 105 residents, across the South East, South West, Midlands and East Anglia
- ✓ Approx 7000 residents to benefit
- ✓ Up to 10,000 hubs to be upgraded
- ✓ Rolling programme over the next couple of years

## Challenges with analogue systems:



## Clarion specific challenges:

- ✓ Clarion has a lot of old equipment from a mixture of manufacturers, linking to different monitoring centre platforms, so the digitalisation of the network was a big concern.
- ✓ Clarion wanted a system that was cable free and wasn't reliant on hard wired cabling and telephone lines

## Clarion's aim is to future proof all LiveSmart homes

Everon delivers the only proven digital offering that can work as a scheme and can link to door entry without CAT 6 cabling.

The nearest alternative is a digital dispersed unit but this has limitations, eliminating the benefit of a group wide system which allows residents to call for assistance across the site.

Providing smart divert and smart call features are also not possible with a dispersed system, allowing the **LiveSmart Manager** to totally manage the site from anywhere utilising a Cellular based solution.

Formerly known as sheltered or supported living, Clarion's LiveSmart schemes are a great housing option for people over the age of 55 with a range of needs and circumstances. The concept is all about assisting people to live independently in their own home.

Each development has its own manager and it's their job to make sure the environment is safe and secure. On some schemes the managers are based on-site. On others they visit at set times and all homes have an alarm which is monitored 24/7, door entry systems and fire detection, linked to Careium.

Clarion needs/challenges	Everon solutions
<b>Flexibility</b> – Staff have to be physically on-site to be there for the residents, reliant on the handsets at the schemes to receive alarms and to do their welfare calls. Over the last 2 years there have been a number of times that staff have had to work from home, with all calls having to be managed by the alarm monitoring centre.	✓ Everon enables managers to be 'onsite' and manage calls from anywhere including home, other sites etc. using the app on their mobile phone.
<b>Multisite management</b> - It is normal for managers to cover multiple sites, and currently they would have to travel to each one, log onto the system and do their daily calls.	✓ Everon enables managers to remotely conduct their daily work from anyone, logging into the site from the app.
<b>Staff shortages</b> – moving beyond Covid, recruiting and retaining staff is an ongoing challenge. How do we provide the same level of cover and support to residents.	✓ With an Everon system, staff don't have to travel to site, the call routines can be prioritised, they are able to operate remotely and productivity is maximised.
<b>Fire upgrade programme</b> – within the estates there are varying degrees of smoke detection installed. There is an upgrade programme in progress.	✓ We can guarantee the resident has smoke and heat detection through the Everon system and it remotely identifies the specific dwelling/location. This is an excellent solution until the fire upgrade programme has been undertaken.
<b>Lack of data and reporting</b> – due to the multiple systems of varying ages which exist with the Clarion estate, reporting and collecting data is challenging.	✓ Our solutions provide the data available via the portal at any time. In terms of reporting we can enable a full suite of reporting – site related, route cause analysis, etc. Instant, real time access and full visibility of system performance.
<b>Interoperability</b> – current analogue systems do not integrate with other systems, such as CRMs	✓ Everon uses open APIs which enables integration with any system, such as telehealth, enabling the delivery of a holistic model of care
<b>Safety issues</b> – Currently it is difficult to have the full picture of which equipment is working and the location of any issues, being reliant on the monitoring centre to inform them of any maintenance issues.	✓ Everon's solution includes a realtime portal, pinpointing the exact location of potential faults, 24/7

“ If we hadn't moved to Everon, we would have had to upgrade to the same type of systems, not moving with the times, still restricted to one or two calls on the system at a time and still be reliant on cabling.

In my eyes, it would have been a step backwards by upgrading to equipment that hasn't moved on to digital. ”

**Fiona Fraser**  
Contract Surveyor M&E, Clarion Housing

# Benefits and expected outcomes

## Cost Savings

- ✓ **Potential negation of significant maintenance fees**  
Everon's hardware is maintenance free with remote fixes covering **95%+ of all fixes**.
- ✓ **Installation cost savings**  
Significant cost saving due to no expensive cabling.
- ✓ **Cost control**  
Subscription is a more regular cost that you can prepare for, rather than maintenance contracts that you can't plan for, for example storm damage which is not covered.
- ✓ **Time saving for the Live Smart Managers**  
Ability to log on and see the health of the system and status of every resident on the portal, reducing travel time and cost. If someone is not in or sick, other team members including the management team can log in remotely and respond in an emergency.

## Performance

- ✓ **Interoperability**  
Everon's system is the only open platform capable of integrating with health, housing and social care data utilising artificial intelligence to enable commissioners to deliver proactive services.

## Ease of installation

- ✓ **Speed and ease of installation**  
– **up to 80% less time**  
Due to no cabling, for a 30-way scheme it takes just one-two days to install (compared to the usual 7-10 days) with minimal disruption to the fabric of the property and clients eg running of cables, drilling.
- ✓ **Less upset for residents**  
With the Everon system, there is no need to have cabling throughout and no looped cabling meaning the engineer doesn't have to go from house to house, which is far more flexible for residents.

## Future proofed

- ✓ **Investment in R&D**  
Everon uniquely invests 10% of its revenue in research and development pa meaning continuous development in line with industry requirements and market trends.

We include all software upgrades free of charge which means that the latest upgrades, new features and innovations are automatically added.

“ There are limited digital solutions in the market. Everon is the only cable free digital system that can provide integrated door entry. ”

**Fiona Fraser**

Contract Surveyor M&E, Clarion Housing

# The Solution

Lyra Platform - the ultimate digital cloud-based call system



**Everon's solution is the Lyra platform - the ultimate, intelligent, cloud-based solution, designed to provide individually tailored, secure care and support in all settings.**

Lyra is quickly installed with no need for hard wiring. Integrated wireless press and play sensors ensure a bespoke solution to meet the changing needs of residents.

Lyra's data driven solutions will enable Clarion to be more proactive and efficient in delivering housing and care by monitoring activity and identifying changes quickly, to prevent decline and improve quality of life.

## **Responsive**

Manage and respond to alerts using the Everon Portal on an Android smart phone

## **Cloud-based**

Quick and easy installation with no hard wiring

## **Future proofed**

Fully compliant with the BT analogue to digital switchover

## **Manageable**

Automatic system updates with no need for maintenance contracts

## **Mesh network**

pendants can be triangulated, meaning if a resident needs to make contact outside their home, the system will know their location

## **No limit to calls in progress**

Multiple concurrent alarms from any site without 'call stacking'

## **Data driven**

Intelligent monitoring identifies changes quickly, preventing decline and improving quality of life

## Origon Welfare Hubs



### **Wireless Digital**

Not reliant on fixed line BT Digital Voice Broadband Transformation rollout.



### **Safety LED down lighting & digital clock**

Subtle safety lights reduce disorientation and risk of falls at night.



### **High Quality 2-way Speech**

Just like a Smart phone, analogue speech is coded, sent digitally, and decoded as noise-free premium analogue sound using Codec technology.



### **Integrated Door Entry**

Visitors may be admitted by the resident or the call routed to a trusted mobile phone, landline or Origon Hub.

**26 sites. 1,000 residents.**

**As of March 2022, Everon has completed 26 sites in Birmingham, East Anglia and the South East supporting 1,000 residents.**

# Why everon™ as a partner?

“Everon’s solution is fairly new to the UK and as we started working with them early on, it feels like we’re getting the solution we really want, rather than being told this is what it is and it can’t be changed.

I feel that we are really working together to build on their technology and develop something that is truly right for us and our residents. ”

**Fiona Fraser**

Contract Surveyor M&E, Clarion Housing

“I’m delighted that we’ve been able to select Everon as a trusted partner for this important area of work. Clarion is committed to being ready for the digital switch over and supporting our residents with the very latest digital telecare solutions. ”

**Ian Morrison**

Director of Property Services, Clarion Housing

“We are thrilled to be Clarion’s digital partner, to deliver innovative and trusted digital living solutions that enhance life. Our partnership will enable us to support Clarion through every stage of the upcoming digital switchover and ensure its services are prepared, future proofed and compliant. We are looking forward to supporting thousands of residents to live safe, independent lives in their Clarion homes. ”

**Pete Kerly**

Managing Director, Everon UK

## About Everon

Everon is the European market leader in digital grouped living solutions. Through significant investment in innovation over many years, our flexible, wireless, open platform provides personalised, trusted and sustainable solutions that enhance life.

Everon uniquely invests 10% of its revenue in research and development and all systems can be quickly configured to suit specific client requirements in any care setting including nursing homes, care homes, assisted living or at home.

[www.everon.net](http://www.everon.net)