SAFEGUARDING IN SUPPORTED HOUSING

Watching for the signs that matter — so vulnerable residents stay safe

How Lichfield District Council uses EasyBM and AI-Edge monitoring to protect the people in its care — around the clock — so the team who look after them can rest, knowing the site is watched and there is a clear process to escalate.

This isn't security for its own sake. It's about noticing — early — when someone vulnerable might be slipping into harm, and making sure a person acts on it.

THE CHALLENGE & OUR RESPONSE

The challenge

The Council looks after a site that is home to vulnerable people, and its first duty is their welfare. It needed dependable oversight day and night — but putting staff on site around the clock is costly, and the cameras and door entry it already had worked in isolation. Footage was only captured when a door was used, nothing was watched out of hours, and there was no joined-up record to support a safeguarding response when something went wrong.

What we did

EasyBM brought the whole site onto one platform and layered AI-Edge monitoring and a manned 24/7 operations centre on top of the **existing** cameras — no rip-and-replace. Crucially, the AI was tuned not just for intruders, but for the welfare patterns that matter in supported housing. Every alert is reviewed by a trained person in our operations centre before anyone acts, and logged against the site.

THE PRIORITY — PROTECTING VULNERABLE RESIDENTS

Unusual comings & goings

AI-Edge learns the normal rhythm of the site and flags when a resident leaves or returns at hours that are unusual for them. A sudden run of late-night exits, or nights away, can be the earliest sign that something has changed — so a welfare check can follow, not a problem missed until it is too late.

Who they arrive with

It highlights when a resident is repeatedly accompanied by unfamiliar visitors who may place them at risk — a recognised early sign of exploitation or "cuckooing". New faces that keep reappearing are surfaced to the team to look into, so support can step in before harm is done.

Items in & out of the building

It notices belongings or goods being carried in or out in ways that can signal theft, financial exploitation, or a decline in a resident's wellbeing. Repeated removals, or deliveries that don't fit, prompt a closer look by the safeguarding team.

Always a human decision

Every flag goes to a trained person on the Council's concierge and safeguarding team to assess and act on. The technology supports professional judgement — it never replaces it. Monitoring is proportionate, access-controlled, and handled under the Council's safeguarding and data-protection policies.

WHAT IT MEANS FOR THE COUNCIL

Peace of mind for the team

The team responsible for these residents can finish their shift knowing the site is still being watched — and that there is an agreed process to escalate the moment something isn't right.

Safeguarding, strengthened

Risks are surfaced early to trained staff and acted on, not noticed only after harm is done — with a full audit trail that shows the duty of care is being actively met.

Eyes on the whole site, 24/7

Where cameras once only recorded a door opening, the whole site is now watched continuously — one live picture of access, CCTV, fire and watchlist activity.

24/7
Monitored by our manned operations centre

0
New cameras needed — runs on existing kit

1
Platform for access, CCTV, fire & concierge

No
On-site overnight staffing required

The commercial case — doing more, for less

- **Staffing cost avoided.** Genuine round-the-clock cover means paying someone to be present every hour of every day. Even at the National Living Wage, continuous 24/7 on-site cover runs into six figures a year once nights, weekends and holiday cover are accounted for. The operations centre provides that watchfulness without the rota.
- **One platform, not many.** Access control, AI CCTV, fire monitoring and concierge in one system removes duplicated licences, portals and manual checks — and the admin time that goes with them.
- **No capital outlay.** It runs on the cameras and door entry already installed, so there is no rip-and-replace bill to find.

24/7 on-site cover at National Living Wage
from ~£100,000 / yr*

EasyBM 24/7 monitoring & platform
a fraction of that

Net saving — to confirm with the Council

*Illustrative: a continuous 24/7 presence costed at the National Living Wage. The Council's actual figure replaces this.

HOW A SAFEGUARDING FLAG WORKS

1. AI-Edge spots an unusual pattern
2. Snapshot alert raised
3. Concierge & safeguarding team review
4. Welfare check or escalation
5. Logged & reported to the Council

Bring this to your site.

Talk to our team about the live concierge desk, a safeguarding flag end to end, and the commercial case for your portfolio. Email sales@easybm.im.

Contact sales