



Overview:

Redesign & Integrate SHG's Control Room

Project title:

21-2245

Client

**Stockport
Homes
Group**

Delivery Date:

2021

Sector:

Security

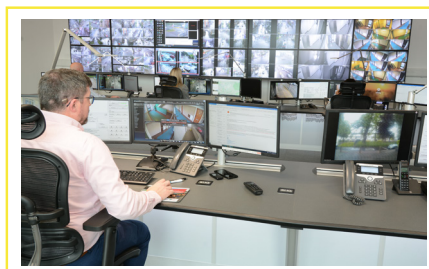
Overview of client:

Stockport Homes Group (SHG) are responsible for the management of the housing stock owned by Stockport Council. Formed in 2005 they operate as an ALMO so whilst the company is owned by Stockport Council, they operate independently in delivering services to their customers. SHG are Stockport's largest landlord, managing over 12,000 properties as well as growing their own portfolio of new build properties and as an umbrella organisation the Group also encompasses Viaduct Housing, Three Sixty and Skylight.

How we helped:

Thinking Space supported Reflex Systems for the design and build of the control room furniture for the project. As always, the design was key to the final solution, ensuring all stakeholders' operational considerations had been

factored in. The new control room is blessed with space that allowed a modern and comfortable layout to be created. The Thinking Space printed panel system helped bring corporate identity into the room as well as tying in with the overall colour scheme.



Rendered drawing to visualise the proposal

Project Overview:

When Stockport Council recently reviewed their public space CCTV control facilities it became obvious that they required modernisation and upgrading to meet current demands. Following the review, the obvious choice was to look at merging with the existing SHG control room based at their head office in Cornerstone. Reflex Systems were provided with an overview of the Client's requirements and tasked with developing this into a full system design to ensure that the project objectives were satisfied as well as providing the necessary infrastructure for future expansion and camera upgrades.

In a true partnership approach Reflex were tasked with fully upgrading the existing control room at Cornerstone to accommodate the additional public space CCTV operations and staff members. The existing public space control room was to be decommissioned and all existing systems migrated and seamlessly integrated into the new upgraded facility at Cornerstone.

Project Execution:

The control room itself also benefitted from a full re-design and upgrade in conjunction with Thinking Space and benefitted from a new fourteen screen free standing monitor wall as well as three new consoles, one of which is fully height adjustable, to accommodate a total of six operators at any one time. Perhaps one of the greatest and most complex obstacles was

integrating the numerous third-party CCTV and alarm monitoring systems into the new control room which was successfully achieved through detailed design, planning and working with other key stakeholders such as SHG's operational staff, project management, IT services and other third parties.



Results

- More user friendly and modern environment for staff
- Increased number of screens for monitoring
- New height-adjustable desks allow for seated or standing working
- Improved overall service Stockport Homes Group can offer
- New workstation layout has allowed for an increased capacity

Testimonial:

"The end result isn't just a solution that is 'fit for purpose' – it is much more than that, and already the benefits are being felt by our key stakeholders. By bringing together Housing and Public Space CCTV teams under one roof and providing them with state-of-the-art systems and workspaces, we have created a dynamic and highly effective Control Room function that can deliver much more than the separate services were ever able to do independently"

Jennifer Boswell, Head of Carecall Concierge