University of East Anglia

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Title: **Critical Arc Safezone**
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Issue
The business case for investing in Critical Arc Safezone.

Recommendation
Recipients are invited:
to agree the purchase of Critical arc Safezone for use at UEA.

Resource Implications
The annual University Licence fee for the SafeZone service is scaled according to the size of the institution (as indicated by the total equivalent of full-tie students who attend campus. The following table summarises the annual university fees for SafeZone (including standard support). The SafeZone Annual Licence Fee covers any number of campuses or sub campuses and any number of End Users within the Tiers.

It is anticipated that delivering this system in a robust but timely manner will require the additional external resource of a Delivery Project Manager with a financial cost of £30,000 to drive the programme to completion.

Commercial Term
Commencement Date: On or before 1st July 2019
Period: Three years from the Commencement Date (option to extend)

Annual Licence & Support Fees

Annual Licence Cost for Safezone	**Amount**
Safezone for UEA nominated Tier 2:	
CriticalArc Safezone Security System – Annual Licence and Standard Support Services. This figure is discounted down from £30,000 if ordered before June 30th and is fixed for the duration of the contract and ongoing periods	**£27,500**
Marketing materials and social media content (soft copy)	**FOC**

VAT	**£5,500**
Total ANNUAL PAYMENT (inc of VAT)	**£33,000**

+ First Year ONLY - Professional Services to support with launch, configuration, annual/support training and ongoing marketing, attend meetings etc. NB One of payment for life of Contract	**£3,500**
VAT	**£700**
Total (inc VAT)	**£4,200**

Cost Summary

First year = £33,000 + £4,200 = £37,200

Subsequent years = £33,000

Price Increases from 1st July 2019

Licence per annum This will increase annually from year 2 by 3.5%	**£33,000**
Ongoing services year 2 onwards (continued support with launch, configuration, annual/support training and ongoing marketing)	**£2,500**
Sub total	**£35,500**
VAT	**£7,100**
Total (inc VAT)	**£42,600**

Panic Buttons
The BLE Panic Buttons are wearable devices which connect using Bluetooth low energy to the users phone. By pressing the button an emergency alert is sent to the Control Room without the user having to open their phone and hot the emergency alert button. These have been used for vulnerable individual and as panic alarms where it would be difficult for a physical device to be used. This can also be used as a health and safety tool in the Lab in the event of an accident.

Wearable BLE Panic Button, including "watch strap", belt clip and pendant attachments (optional)

Wearable Panic Button, Unit Price £45. Additional Panic Buttons can be purchased at an additional cost of £45 ex VAT with a volume discount of £40 ex VAT if 100 units or more are ordered.	£450
VAT	£90
BLE Buttons Sub Total	£540

Additional Resource requirements associated with the Deliverables

Objective	Deliverable(s)	Resource Estimate
Integrate SafeZone with UEA systems	Staff and students can log into SafeZone with their UEA credentials. SafeZone to undertake the integration with ITS support	3 days
Product delivery to Security team	SafeZone will build and deliver the product to the security team. There will be a handover time with training to equip the security team.	5 days
Communications to staff	'All staff' email cascaded to staff, and ET/SMT members to reiterate benefits to ensure all Lone Working staff are aware of the security option	1 day and on going
Communications to students	Student Services and Student Union to assist with communicating effectively with students	3 days and on going

ITCS Approval and Support of Critical Arc

Conditions:

- There is a Security Audit to be done, for which you (Estates) will engage 7Safe (and we'll assume that comes back with no red/amber issues; obviously if that's not the case we'll need to review) –

(Estates have engaged with 7Safe and audit underway)

- There's a Data Protection angle but you're dealing with [redacted] DP team on that

(Estates have already engaged with the DP Team and they are comfortable that we can meet GDPR criteria)

- There are no automated required integrations for the first phase

(Confirmed with Critical Arc, there are no automated integrations required in Phase One)

- There's no on-going hosting/support requirement on ITCS

(Confirmed with Critical Arc that everything is Cloud based and ongoing support is being purchased)

"If all the above is in place then I'm happy."

[redacted]
Assistant Director – ITCS – Strategic Planning, Architecture & Policy

Risk Implications

As other universities are using this or similar systems, we could be perceived to be not taking safety and security seriously – this may have a detrimental effect on recruitment. We would risk becoming commercially disadvantaged.

There is a risk that as the university continues to expand its international programmes we will be blind-sided to personnel's location in the event of an incident overseas and not be able to communicate effectively with them.

There will be continued lack of ability to communicate real-time with students for any business continuity or emergency incident.

Equality and Diversity

Safezone provides equality for all users and offers inclusive access to emergency and other help. For example, new international students who may be un-used or un-practised in English, students on the Autistic Spectrum or students with anxiety conditions, for whom traditional communication routes can be challenging and off-putting.

Timing of decisions

The costs detailed above only apply if a commitment is made before 1 Juley 2019. If we purchase the system before July than the planned launch would be as follows:

Date required	Launch to Security Team - July 2019 Launch to Warden Team & Nightline staff - July/August Launch to Pilot Group Bio Lone Workers – August/September 2019 Promote at all Open Days - Summer 2019 onwards Launch to wider staff - July/August Launch to students new academic year 2019 and promote from purchase.

Further Information

Information on Safezone can be found here SafeZone – Why Act Now!

For further information please contact [redacted] Business Resilience Manager (x2050, [redacted]@uea.ac.uk)

Background

Safety and security is now highlighted as an increasingly important consideration in students' university selection criteria. A safe, secure campus is intrinsically linked to good student welfare and the pastoral care that we provide to students goes a long way to ensuring their success at University.

SafeZone is a software application designed to enhance safety and security for both staff and students on campus and any location globally as we determine - it brings with it solutions to other current campus concerns. The solution would support current operational challenges aligned to response times for security personnel, immediate contact with students in crisis, lone worker management, incident management and emergency real time communications.

Safezone will give students and staff a Help Point in their pocket whilst on campus or within other "geo-fenced" areas, to which security personnel could immediately respond. As well as enhancing our ability to fulfil our institutional Duty of Care, the solution would complement and support the work currently being undertaken as part of the Changing the Culture initiative. This solution would also further complement the work being undertaken on Mental Health Awareness and Suicide Prevention being led by the Vice Chancellor.

SafeZone has been implemented successfully at other UK universities, including: Northumbria, Newcastle, York, Aberdeen, Keele, Anglia Ruskin, Kent and Heriot Watt, as well as many Universities internationally.

- **Student and Staff Safety and Security**
  Currently students and staff are able to call for emergency first aid or general security assistance by telephoning Security. When Security are alerted to an incident by telephone call they have to ask numerous questions to ascertain the incident location, personal details and the nature of the support required. In addition, we have a large number of international students who have different cultural and language barriers to overcome to engage with security effectively to get an optimal response. Safezone would provide the necessary details instantly to Security the moment a user makes an "Alert" through the app.

- **Student Mental Health/Wellbeing Support**
  We have sadly been involved in a number of suicides and possible suicides on campus over the past year. Incidents of significant self-harming behaviour by students continue to increase across the sector and amongst young people more generally. The Security Team are often notified of these incidents via friends of the students involved, when they raised their concerns. It is possible to have an icon on the App labelled as 'Wellbeing' or whatever term is deemed appropriate. This would act as an additional Help Point, signalling direct to Student Services the need for immediate assistance. This would sit on the mobile phone of every student who had downloaded the App. It is also possible for a third party to triage the activations if necessary.

- **Lone Workers**
  In addition to the matters raised above, the University has a de-centralised lone worker system, therefore Security are not always aware of staff or students working out-of-hours wherever the location. The out-of-hours Warden Team in residences have a long-established lone-working policy which makes effective use of the Security team, but the procedures rely on telephone calls and the sharing of location details; Safezone would allow Lone Workers to "check-in" and "check-out" in addition to using the "Alert" function as necessary.

- **International travel**
  The University has an increasing number of Staff and Students undertaking international and UK-based travel for research, field trips, placements (approx. 1950 students on professional courses undertook 9000 placements last academic year), student recruitment activities and collaborative working opportunities. The University has limited capability to understand the real-time whereabouts of personnel at a given point in time, which is a particular concern if staff or students are undertaking activities in high risk countries or are involved in global terrorism incidents. We are lacking the tools to manage communications and respond effectively: Safezone would allow us to "geofence" remote global locations where staff or

students are undertaking activities, allowing those personnel to "check-in" and "check-out" in addition to using the "Alert" function as necessary.

- **Emergency Management & Communication**
  The university has limited capability to respond to a major incident or emergency situation with the appropriate tools or the real-time communication provisions to get information out to groups of staff or students, or individual buildings, instantly. We lack the ability to pass out instructions and updates on what the best course of action is for them to take in the event of an emergency situation such as; fire, flood, suspect package or vehicle, potential asbestos release, etc. Currently we have no method of alerting Strategic (Gold) and Tactical (Silver) group members that an incident is taking place and they should convene or be on standby other than trying to contact people individually by phone. Safezone would allow for mass communication to all users via email, sms text message and "Push notifications" to app users.

- **Student recruitment**
  Student safety and wellbeing is becoming an increasing concern to both students and their families and can be a key factor in their choice of university; this may be a particular factor for international students. The NUS endorse this product and encourage universities to adopt solutions such as Safezone.

- **Digital campus & 24/7 working**
  This solution will support our digital campus strategy as the University moves to a 24/7 campus structure. With the limited number of security personnel on duty out-of-hours this type of GPS Location technology enhances their ability to provide an optimal response whilst providing situational awareness for security staff. If the University moves to incorporate location services into the access points ie WPS/cisco beacon/beacon toy then Safezone should be able to use these features. This would give us a pinpoint location to within a few metres in an emergency situation including elevation for floor by floor positioning.

IT Integrations (SSO)

SafeZone has an ability to integrate with existing mass-communication systems and can feed into any future University Software App were one to be developed. The solution is proven in other UK universities to include working in the JISC network and can integrate with the university identify management tools. There is an API available that would provide the integrations with in house systems but the system could also be run as a self-sufficient cloud application only requiring DPA approval. There is also the potential to install a desktop based application for people to “seek help”/”check in” which would require more ITCS resource but that can be delivered at a later stage. We would envisage that the desktop application would either be added to the UEA applications catalogue as an opt in software solution or if given approval enable it as a default application via the UEA standard software Image.

Privacy

The system is compliant with international and UK privacy laws, including GDPR requirements.

Procurement

SafeZone is an approved product and is on the Cloud-9 digital marketplace framework which allows government entities to procure without going out to tender.

Benefits

- More efficient use of security responses when to responding to an alert – available immediately from product launch.
- Ability to request rapid contact from Student Services within the pocket of every student who has downloaded the App and who is within the Safezone – available immediately from product launch.
- Live location reporting upon activation of the ‘Check In’ facility or ‘Alarm Call’.
- Live monitoring of all ‘checked in’ users including Lone Workers within geofenced areas anywhere on campus or placement locations.
- Lone Worker monitoring applies to SSS Warden Team, Maintenance Out-of-Hours staff, Law School 24 hour study facility, Research Lab work etc.

- Mass communication can be pushed out instantly (push email, SMS, desktop). Pre-templated messages can be prepared in case of emergencies both on and off campus – available immediately from product launch.
- Accessible via personal/work phone and/or laptop/desk – available immediately from product launch.
- Inclusiveness – through the use of universal icons the app does not require any language skills, therefore cultural or language barriers are overcome.
- First aiders, fire wardens and other emergency responders can be located and sent to specific locations/incidents – available immediately from product launch.
- In the event of major incidents Gold and Silver Groups can be alerted immediately.

Opportunities

- We will be able to safely operate 24/7, safeguarding staff and students on and off campus.
- We will be able to send push out emergency communications to staff and students, on and off campus.
- Real-time awareness of lone workers on site, and out-of-hours workers.
- Instant communications to specific buildings of resident students on campus in the event of an emergency.

Risks associated with introducing Safezone

	Description	Timeframe	How can this be mitigated?
1.	Poor uptake amongst students	From go-live	Working with Student Services, Student Union, and ARM to manage an effective 'roll out' campaign.
2.	Poor uptake amongst staff	From go-live	Communications plan, endorsed by SMT. All UEA Lone Working policies to include use of the App.
3.	Poor network coverage across estate	Before go-live	The software automatically detects available network from wifi as it's primary source, through 4G,3G,2G and reverting to non-data network and will revert to SMS if only cellular network is available. For very remote locations (internationally) the solution supports ability to use satellite hotspots, satellite sleeve, satellite devices for communication For any area identified as problematic the desktop app could be used as an alternative. A thorough site test will be conducted prior to launch to identify any areas
4.	Privacy concerns - Concerns over personal data and perceived tracking of individual location, used for HR or other purposes	On-going	The Communications Plan will highlight that the application has been designed to prevent access to an individual's location without the user requesting assistance or checking in for lone worker purposes. The end-user license agreement identifies the approved purpose for the application and how data will be managed stored and compliant to the universities Data Privacy policy and that of international and UK privacy regulations. (GDPR) All access to data is restricted to users with appropriate permissions.
5.	Use of Single-Sign on (SSO).	Before product launch	This has been deployed successfully at other universities without incident. ITS availability, although this will require minimal ITS input. The product can be launched without SSO.


SafeZone
Check In
Check in Timer
Flashlight
SafeZone University
Main Campus
First Aid
Emergency