Wellbeing and Security

TONY ALLEN

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OPERATIONS DIRECTOR

I joined Nido in 2018, with nearly three decades of experience working in the PBSA sector, having mobilised and operated portfolios of up to 25,000 beds across the world.

I am responsible for the operational strategy and management of the Nido portfolio across markets, and ensure Nido's operational standards, processes and systems are implemented from the outset, allowing the business to effectively operate in each jurisdiction.

The Brief

The operational side of creating secure student housing environments.

What is our strategy?

How do we achieve this?

Security

Security can be defined as the state of being free from harm, danger, or risk of injury or damage to one's physical, mental, emotional, or social well-being.

It encompasses various aspects of protection and prevention, including measures taken to mitigate or eliminate hazards, threats, or potential sources of harm.

Security is often achieved through the implementation of proactive measures, adherence to established protocols and regulations, and the promotion of awareness, education, and responsible behaviour.

It is a fundamental human need and a critical consideration in various contexts, including homes, communities, transportation, education facilities, and recreational settings.

The goal of security is to create environments where individuals can live, work, and interact without fear of harm, thereby enabling them to thrive and pursue their goals and aspirations with confidence and peace of mind.

Operational Security Considerations

PHYSICAL SECURITY MEASURES

- Implement access control systems such as keycard entry, secure locks, and CCTV to monitor and regulate entry into student accommodation.
- Ensure adequate lighting in common areas, hallways, stairwells, and parking lots to deter criminal activity and enhance visibility at night.
- Regularly inspect and maintain building structures, doors, windows, and security equipment to address potential vulnerabilities.

EMERGENCY PREPAREDNESS & RESPONSE

- Develop comprehensive emergency response plans that cover various scenarios such as fires, medical emergencies, natural disasters, and security threats.
- Conduct regular drills and training exercises to familiarize residents and your team with emergency procedures and ensure a swift and coordinated response during crises.

Operational Security Considerations

BUILDING MAINTENANCE AND INSPECTIONS

- Conduct regular inspections of student accommodation facilities to identify and address potential safety hazards such as faulty wiring, damaged infrastructure, or environmental risks.
- Implement procedures for reporting maintenance issues and addressing them promptly to prevent accidents or injuries.

FIRE SAFETY AND PREVENTION

- Educate residents about fire safety protocols, evacuation procedures, and the importance of fire prevention measures such as not blocking exits or tampering with fire safety equipment.
- Conduct regular fire drills and inspections to ensure compliance with fire safety standards and identify any hazards or deficiencies.

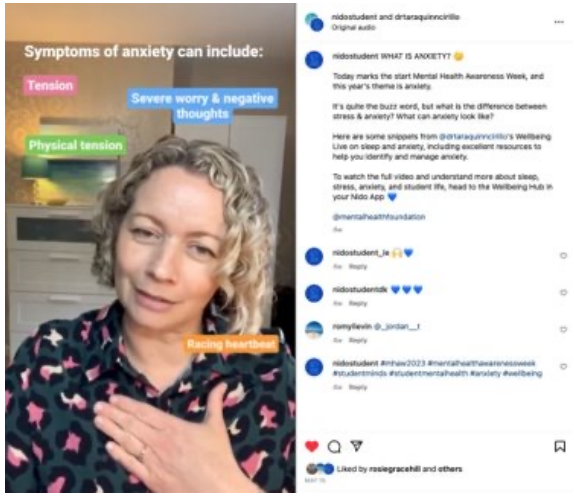
Operational Security Considerations

HEALTH AND HYGIENE PROTOCOLS

- Promote cleanliness and hygiene practices among residents to prevent the spread of illnesses and maintain a healthy living environment.
- Implement infection control measures and sanitation protocols in accordance with public health guidelines to mitigate the risk of infectious diseases.

SECURITY PERSONNEL AND SUPPORT SERVICES

- Employ security personnel or resident assistants to monitor student accommodation facilities, enforce safety policies, and respond to security concerns or incidents.
- Offer support services such as counselling, mental health resources, and peer support groups to address residents' emotional and psychosocial needs.
- Collaborate with campus security, local law enforcement, and emergency responders to enhance safety and security measures and coordinate responses to emergencies or incidents.



Who influences the delivery of Wellbeing and Security

RESIDENT

- Experience
- Understanding and desire
- Needs and influences
- Personality
- Activities whilst living away
- Need to learn and mature in life skills
- Costs
- Support
- Quality of Living

PARENT

- Love and concern for their offspring
- Hearsay of residents
- Experience
- VFM – Both Wellbeing and Security
- Quality of Living

INVESTOR

- Cost Benefit
- ESG
- Reputation
- Return on Investment

OPERATOR

- Standard of Performance – Service and Design
- Delivering to all three groups
- Meeting the Obligations under PMA (Contract)
- Desire to be the best on class
- Development of the team and progression in the sector

How do Nido deliver it?

- Experience and design (Little Blue Book)
- Our Nido values
- Result of feedback via focus groups
- NPS / GSI Surveys
- Review all incidents & activities via comprehensive reporting
- Simply talk to the residents and parents/guardians
- And most importantly….

Do not use a cookie cutter approach!

Thank you

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