Project - DoorStop

Steve Dacre

Customer Experience Development Manager

Current state

5000 – 8000 doorstep crimes reported annually

It is estimated that only 5% of these crimes are reported

NGN employees attending properties show ID badges

Citizens advice report that almost 20% of people have experienced attempted doorstep fraud

Future state

This solution will transform our doorstep engagement

The doorstop system will immediately recognise a genuine caller.

For customers who may find visual identification difficult, there will be an option for voice recognition

Currently there are no businesses in the UK using this type of technology

Proposed solution

The solution will transform doorstep engagement

Project Door Stop will augment the ID card with facial recognition.

The caller's face will be validated against a database of known staff

Those who fail identification will also be flagged to the organisation they claim to work for

It is anticipated that for most customers this facial recognition system will be a demonstrable improvement

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Proposed solution

DoorStop Video

TRL roadmap

Stage 1
TRL 2 - 6

Aim : Develop and deploy an admin portal for staff to be added, edited and removed from the system.
Objectives : Build user interface, data security, information security and process workflows. User testing.
Time : Commencing in May 2020 to be completed in July 2020
Cost : £46,875 (external cost)
Risks : Low staff take-up. Technical difficulties with security IT Team requirements.

Stage 2
TRL 3 - 6

Aim : Develop and deploy customer facing recognition web app.
Objectives : Build facial recognition, voice recognition systems. Accessibility and user testing.
Time : Commencing in May 2020 to be completed in August 2020
Cost : £49,375 (external cost)
Risks : Technical challenges in recognition and user accessibility (eg blind / mobility impaired users).

Stage 3

Aim : Conduct a geographic and time limited trial of the system.
Objectives : Advertise system, test the system with real customers, produce a report for further implementation.
Time : Commencing in September 2020 to be completed in November 2020
Cost : £13,750 (external cost)
Risks : No field trial available due to outbreak, low customer take-up, low staff take-up.
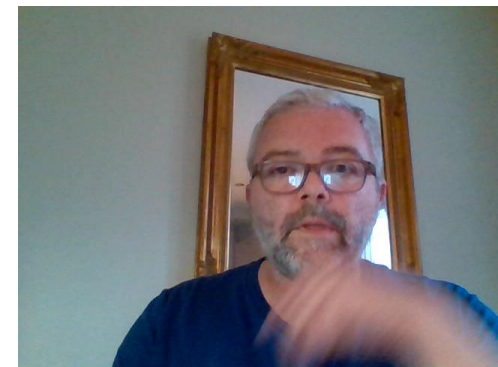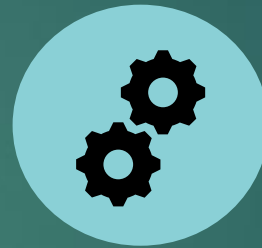
Collaborative partners

Cadent Gas

Northern Power Grid

Cost benefit analysis

Stakeholder engagement

Internal Stakeholders

Collaborative Partners

External Stakeholders