

# Going higher to tackle risk

How Lorne Estate is benefiting from  
the latest risk-surveying technology



With a strong culture of maintenance and preventative action, Lorne Estate in Belfast, the home of Girlguiding Ulster, has collaborated closely with Aviva Risk Management Solutions (ARMS) for 17 years. Aviva's in-house technical expertise helps protect it from risk exposure by providing access to industry experts, practical solutions and the latest technologies.

Lorne Estate provides a multi-purpose venue for various activities, including residential accommodation, outdoor activities, camping and conferences. The complex site is a mix of woodlands, fields, activity areas and buildings, including the 150-year-old listed Lorne House.

“In addition to our activities for girls and young women, our buildings are also used all year round by other uniformed groups, schools and churches,” says Claire Flowers, CEO at Girlguiding Ulster.

“With children and young people regularly staying on the property, it's increasingly difficult to have external contractors on-site to review building maintenance. For example, conducting a routine roof survey would probably require scaffolding, closing the site to bookings and putting a range of health and safety measures in place.”



## Taking to the skies

Lorne Estate prides itself on keeping its site well-maintained. However, inspecting the roof of a historic building for potential problems is a complex task, especially with its numerous additions and alterations over the years.

Drones can complete a thorough inspection without the disruption or expense of ladders and scaffolding.

“Girlguiding Ulster was very impressed with the efficiency of using the drone to carry out a full aerial inspection and the quality of the images produced,” says Craig Murray, Risk Consultant Pilot at Aviva.

“The drone survey discovered plant growth on roof coverings that could allow water ingress, potentially causing damage to property and contents. The client has already scheduled remedial action as part of its maintenance programme.”

The photographs taken during the drone survey were also used to create a photorealistic digital 3D model of the building. This allows the client to continue to analyse the results and discuss action at their own pace.

It’s not just drones helping us make a difference when managing risk. Thermographic cameras, both drone-mounted and handheld, can help uncover potential electrical problems, fire risks and water ingress.

## A risk management partnership

To ensure visitors have a memorable experience for the right reasons, Lorne Estate takes a proactive approach to mitigating existing risks and addressing new risks when facilities are upgraded or added.

“Girlguiding Ulster welcomes ARMS survey programmes, whether periodic, pre-renewal or topic-based, from security-focused visits and thermographic inspections to, most recently, an aerial inspection utilising drone technology,” says Peter Ritchie, Risk Consultant at Aviva.

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**This approach to risk management has been the primary factor in developing our strong mutual relationship. Girlguiding Ulster has helped us pilot and develop new initiatives, such as our Virtual Risk Management proposition.**

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## Keeping risk as part of the conversation

Access to regular and ongoing technical advice has been incredibly valuable for Lorne Estate. They use ARMS publications such as [Loss Prevention Standards](#) and [prevention updates](#) to maintain and develop their own risk assessments and controls. These are all free resources that brokers and clients can access on the [ARMS website](#).

“Lorne Estate also make regular use of Aviva Specialist Partners,” adds Peter. “They engage the network to find solutions for needs they identify themselves alongside improvements we recommend.”

Specialist Partners solutions have included electronic security protections, fire risk assessments, electrical fixed wiring inspections and micro training to address gaps in staff knowledge.

## Sights on the future

While drones are just one of many risk management tools, they have a promising future in helping to identify risks in difficult or inaccessible locations. Within minutes of being deployed, they can inspect rooftop plant and machinery, such as solar panels and heat pumps, and even help identify water leaks.

It’s an exciting development that could open up more opportunities to help brokers and clients avoid disruption and reduce losses by identifying potential issues before they occur.

# Thank you

[Discover more](#) about the role of drones in managing risk.

It takes a partnership. It takes Aviva.

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