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Hattersley launches new TCV range to help combat Legionnaires' Disease

Leading valve manufacturer Hattersley (www.hattersley.com) has launched a new range of Thermal Circulation Valves (TCVs), designed for use in domestic hot water systems to help kill Legionella bacterium which causes the deadly Legionnaires' disease.

The installation of a TCV into hot water systems ensures that the water is maintained at a temperature that Legionella cannot survive in. Hattersley's new TCV range aids self-balancing and thermostatically controlled regulation of water flow and thermal disinfection. This type of

thermal circulation also reduces commissioning time and therefore cost too.

Legionella is present in domestic hot water systems and thrives between 20°C and 45°C, multiplying most rapidly at an optimum temperature of about 37°C. Legionella becomes a high risk to humans when aerosol droplets are generated. This is most common in cooling towers, hot water systems, showers, taps and whirlpool spa baths. The most high risk projects include hospitals, hotels, sports & health and education facilities

The Hattersley TCV range is WRAS approved and available in

sizes DN15 low flow and DN15 & DN20 standard flow. The valve is compact and includes an isolation valve, thermometer access point and a settable temperature sensing cartridge which is pre-set at a standard 57°C.

Sizing & selection of TCVs is very important and Hattersley offer a comprehensive and free service to ensure that the appropriate size is chosen.

There is a legal requirement for designers and installers of domestic hot water systems to consider the risk of Legionella. One way that contractors and specifiers can demonstrate their compliance with the law, is to follow the

HSE (ACOP) L8 guideline' and installation of the new Hattersley TCV will assist in achieving this. Further details can be found in the Health & Safety at Work Act (HSWA), 1974 and also in the Control of Substances Hazardous to Health Regulations (COSHH).

In Europe it is believed 6000 cases of Legionnaires' disease are diagnosed every year. While in 2010 more than 350 cases were identified in the UK with approximately 10% of these resulting in fatalities*

**Health Protection Report Vol. 6 No. 9, March 2012*

The Library of Birmingham - a world-class library for the 21st Century

Bruynzeel Storage Systems Ltd (previously known as Qubiq) is proud to announce they have been chosen by the Library of Birmingham to supply the mobile, static and 2-tier shelving for what is described as 'one of the world's most exciting and ambitious cultural projects'.

This impressive project to supply the Electronic mobile shelving is worth between £3.1-£3.4m and the library is expected to open to the public later on this year. Bruynzeel has built up a very impressive portfolio of clients in both the library and heritage sectors over the last several

years including installing systems in a number of high profile new builds and refurbishments. This unrivalled track record together with the state of the art system functionality impressed both the main contractor and client alike.

The users were looking for a system that could meet and embrace the changes, both technological and physical, which will be demanded in the new library. Bruynzeel systems will be used for both the Cultural (library) and Heritage (historic archives) collections as well as having smaller systems which will be used by the public in an open access environment on different floor levels.



New NHS website ensures clients know how to get first class support

A new website aims to make connections with healthcare commissioners and providers and local authorities and highlights the help available to save money as well as improve outcomes.

The website was launched this week and offers quick and easy access to a wide-ranging overview of what Greater Manchester Commissioning Support Unit (GMCSU) does as well as evidence of the benefits of its approach.

GMCSU was set up in April this year and provides clients – including Greater Manchester's 12 NHS Clinical Commissioning Groups, local authorities and NHS England – with a portfolio of tailored services. These encompass specialist clinical support, healthcare commissioning

and business support services, ranging from medicines management to IT, contracting, HR, communications and others.

Leigh Griffin, GMCSU Managing Director, said: "The new website not only tells people what we do but it also shows our values through highlighting our work in local communities and with partners, colleagues and clients. Our focus is on showing how the organisation works together as a whole not just as individual specialised services.

"We want to build excellent relationships with clients and we hope our website will help to demonstrate how, as an expert and trusted partner, we offer a valued source of expertise and insight into the NHS, local authorities and the context in which they work."

It boasts a modern, colourful design and has a cutting edge single page structure, making it easy to navigate through different sections and never stray from the main page.

It has seven main sections: About us, Our team, Our services, Our case studies, Our clients, Our partners and the extra mile. Each section provides detailed information on the different aspects of the organisation's functioning.

As well as a comprehensive overview of the organisation's work, features include latest news, upcoming events, and a section which includes opinions and blogs by GMCSU Managing Director Leigh Griffin.

The website makes full use of GMCSU's innovative branding which pushes the boundaries of how traditional NHS sites look.

This is the first phase of the development of the website. Future additions will include a password protected area for GMCSU clients to receive personalised information and additional resources.

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Technology innovation is key to the UK's PSN success, says The Kenton Group

Network access specialist, The Kenton Group, believes innovative technology is key to the success of the PSN (Public Services Network) Services framework, acting as a catalyst for improved working and public services across the UK.

Since 2005, The Kenton Group has partnered with a number of PSN providers and collaborated in the build of over twelve PSN and educational networks across the country. The company is a major technology supplier into PSN networks and continues to support the PSN Services framework by delivering innovative technology into LLU, EFM, Fibre, Wi-Fi, Mobile and Ethernet networks.

As part of its work on PSN, the company has developed a range of products aimed at providing broadband to rural homes and businesses. These products include its innovative ADSL Regenerator, which increase the speed of DSL services (ADSL, ADSL2 and ADSL2+) by more than 50 per cent, delivering high-speed broadband to both existing served

communities and un-served communities. Also developed, as part of its widening portfolio, is its Broadband Enabling Technology, which focuses on providing those without broadband access with a reliable connection and service, along with its MAR product range, which is targeted at delivering local Wi-Fi services, improving rural mobile coverage and providing services for traffic management.

John Larkin, Managing Director at The Kenton Group said: "The PSN is an important part of the Government's IT strategy to reduce infrastructure costs and increase efficiencies across the public sector. Our innovative products and service offerings enable us to support this initiative and we're pleased to be involved in helping to improve services for

communities across the country."

Strengthening its commitment to the PSN, The Kenton Group is also pleased to announce its partnership with Allied Telesis, a world class leader in delivering IP/Ethernet network solutions to the global marketplace. Allied Telesis engineers high-performance, future-proof, Eco Friendly switches which allow for seamless Integration with existing LAN services. As such, The Kenton Group is championing the switches that are both environmentally friendly and provide significant cost savings against existing WAN and Services, therefore helping to reduce energy bills by up to 50 per cent.

The Kenton Group has over 30 years' experience designing

and developing network access equipment and connectivity products and solutions for carriers, operators, service providers, enterprises, utility companies and government bodies throughout the UK and around the world.

For further information about The Kenton Group, visit at www.thekentongroup.com, call +44 (0)1322 552 000 or follow @thekentongroup on Twitter.

Modernising NHS IT for greater efficiency, clarity and interoperability

By John Gladstone,
EMEA Healthcare Solutions and Alliances, Netapp



The Health Secretary's announcement of plans for the NHS to become paperless by 2018 is the most recent development in the crusade to modernise NHS IT systems. This is designed to deliver a more patient centric system that prioritises and enables a more holistic approach to patient care.

NHS IT modernisation has not always been a success story. It was not long ago that the government's Major Projects Authority (MPA) announced it would be dismantling the previous government's flagship NHS Programme for IT, as it was deemed "not fit to provide the IT services the NHS needs."¹ Although the programme did deliver some key successes including the N3 high speed network and the Picture Archiving and Communications System (PACS), the overall programme was not geared towards creating a modern, cost effective and patient centric NHS.

There are a number of major issues facing NHS IT modernisation: a lack of coherent strategy and leadership; problems with the interoperability of technology systems; and limited support from those working on the ground. Additionally there is a growing need to ensure that as

near to real time activity data is available to manage throughput, waiting times, identify bottle necks and locate care standard breaches more effectively. Currently all of this data is only available retrospectively, minimising the ability to make adjustments to improve care and running practice in real time.

In the past, technology refresh in the NHS has often been reactionary, adding extras when required. A longitudinal approach that emphasises the long term benefits of a modernised IT infrastructure is required, combined with a greater emphasis on incorporating those working in the NHS into realising and supporting those benefits. This was not the case for the NHS Programme for IT and it became a classic centralised, top-down government initiative that failed to take into account the local cases and variants that characterise the UK health system.²

Moving forward, it is essential that there is an emphasis on IT as a healthcare enabler, providing a standardised and open platform for healthcare delivery, while at the same time delivering systems and services flexible enough to be tailored to local circumstances. However, before healthcare providers can even think about

implementing the plans the government has outlined, there are several key technological, business and workforce issues that need to be considered.

Data, data everywhere....

It has been estimated that by 2015 the average hospital will generate 665TB of data. This data explosion is currently primarily down to PACS, but as Electronic Medical Records (EMR) become more popular this figure is expected to rise. In line with this, data security and privacy is incredibly important as highlighted by the recent data privacy breach at a Staffordshire NHS Trust.³

Data accuracy is also a key issue, as is increasing system interoperability across the NHS while enabling real time access. Currently there is no set standard for how patient data is inputted into hospital systems. A detail that may seem less significant to clerical staff, may in fact, when considered by a surgeon, be more important than initially realised. The follies of poor data accuracy were made clear when it emerged that the decision to close the Leeds University Hospital Paediatric Heart Unit was made on inaccurate data.⁴

Future proofing NHS IT infrastructure

Current legacy systems are managing NHS data fairly adequately for the time being. However, as new scandals of patient neglect and NHS cover-ups reach the media on what seems like a weekly basis, the lack of transparency, interoperability and standardisation across the NHS needs to be addressed quickly.

NHS Trusts are already taking steps in the right direction to future proof their infrastructure. Recently, Great Ormond Street Hospital revamped its data storage IT systems, deploying unified storage in order to decrease downtime, increase data storage flexibility,

capacity and speed, creating a system that is geared towards better patient care and increased real time access.⁵

Standardising digital data

While actions by single hospitals and trusts are steps in the right direction, there needs to be a wider IT strategy that maximises digital data standardisation, coupled with nationwide interoperability that enables real time access. With this, doctors and nurses will be able to have greater access and a better understanding of all their patients' medical history, which will ensure the best possible care is given.

To achieve this open-platform and interoperability, however, data security will have to be a major focus to protect digitised medical data – not only from human error, but from technological attacks and breaches. In conjunction with this, there is a need for NHS IT infrastructure to be fit for purpose to allow these developments.

Engaging with staff

Finally there is a need to ensure that those care givers on the ground are supported and engaged with the new technology so that the implementation does not become another top down measure. Effectively combining technological, business and workforce approaches, these developments will maximise the benefits NHS IT modernisation can offer.

1 "Dismantling the NHS Programme for IT", <https://www.gov.uk/government/news/dismantling-the-nhs-national-programme-for-it>

2 <http://www.cio.co.uk/insight/strategy/why-nhs-national-programme-for-it-didnt-work/>

3 http://www.publicservice.co.uk/news_story.asp?id=23190

4 <http://www.guardian.co.uk/society/2013/jun/12/children-heart-surgery-jeremy-hunt>

5 <http://www.netapp.com/us/system/pdf-reader.aspx?pdfuri=tcm:10-61290-16&m=cs-gosh-uk.pdf>

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Business Minister pays special visit to UK manufacturer Polypipe



With targets set by the Chancellor George Osborne to double exports to £1 trillion by 2020, it is positive to hear that a number of UK manufacturers are focusing on growth and expansion overseas.

The Purchasing Managers' Index for manufacturing, published in June, signalled the fastest growth in more than a year.

One British-owned businesses enjoying success domestically and overseas is Polypipe, which has secured contracts to supply its plastic piping systems to world-leading construction projects, including London 2012.

The Minister of State for Business and Energy, the Rt. Hon Michael Fallon MP, visited the manufacturer's Aylesford facility this summer to find out more about the significant investments and sustainable processes which have contributed to Polypipe's organic growth.

Organised by the Construction Products Association, the visit gave Mr Fallon a true insight into British manufacturing and its commitment to innovation and quality standards in order to deliver sustainable and carbon efficient buildings and water management solutions which meet and exceed legislation.

The visit, hosted by Polypipe Group's CEO David Hall and

Commercial Director Adam Turk, began at the 14 acre site's Centre of Excellence training facility where a number of innovative products were demonstrated and the company's unique Hydraulic Tower was explored.

Mr Hall then led a factory tour where he explained how the business' technical support function, combined with a £100 million investment in equipment across its nine manufacturing sites in recent years, had played a key factor in the company's resilience and organic growth.

The resulting success includes contracts to supply almost one million metres of plastic pipe and over two million fittings to the Olympic Park – including six different systems for the Athletes Village alone. Polypipe's participation in such an iconic project, combined with its strong relationships with the UK consultant fraternity overseas, has given the company new opportunities to drive momentum in international markets.

In Qatar, for example, Polypipe is regarded as a leading manufacturer, having invested significant time and resource over the last two years with its technical capability being utilised by consultants on a daily basis. Similarly Polypipe is also experiencing significant successes in Eastern Europe and Africa.

Polypipe's CEO David Hall explained: "Polypipe has a long and proud tradition of British innovation and manufacturing and we are very grateful to Mr Fallon for the time and interest he has shown in our business. The market is extremely challenging but we remain as committed as ever to harnessing our expertise and investing in new product development to supply and support construction projects around the world."

Following the visit, Business Minister Michael Fallon said: "Industry figures show the UK construction products sector has an annual turnover of £40 billion, and employs 300,000 people in more than 20,000 companies. It provides materials to build everything from factories and offices to schools and hospitals – essential for both the economy and society at large.

"The Government is working with industry on an industrial strategy for construction that will set out a long term approach to give confidence to business for investment and growth. It also looks at how we can increase exports of construction products, particularly amongst small and medium sized enterprises (SMEs).

"Polypipe are already exporting to Africa and the Middle East and I want to help more companies emulate their success in rapidly

growing markets. As a local MP it gives me immense pride to see such an outward looking company based here in Kent."

Construction Products Association's Chief Executive Diana Montgomery added: "We were pleased to welcome the Minister to the Polypipe site to show him first-hand an example of the economic impact, innovation and sustainable product development our industry is delivering on a daily basis. His support in championing UK construction product manufacturers and suppliers helps to underline the essential role which companies like Polypipe will play in sustaining the economic recovery."

Polypipe's contribution to the London 2012 stadia and infrastructure project has also been recognised in this summer's 'We Made 2012' exhibition at the Building Centre in Central London.

The company's renowned Terrain Fuze HDPE Drainage system was used extensively on the Athletes Village, and several innovative products such as Firetrap sleeves and Rainstream pre-tank filters were developed in order to meet the specific needs of a number of other areas across the Olympic Park.

Adam Turk, Commercial Director for Polypipe Terrain, added: "As a proud UK manufacturer we were delighted to see our products selected and widely used in such a successful home Games. London 2012 was not only a sporting success, but also a triumph for British manufacturing and construction and we are delighted to share the story of Polypipe's contribution through 'We Made 2012'."

For more information on Polypipe visit
www.polypipe.com

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On the frontline tackling cybercrime

With 84% of public sector organisations experiencing a data security incident last year, we speak to Dr Guy Bunker, SVP of product at Clearswift to find out more about cybercrime and how it can be prevented.



What threats are affecting public sector organisations?

We have identified that more than 6 in 10 security threats are perceived to be internal. These threats can be accidental as well as malicious that can come from across the extended enterprise – employees, ex-employees and trusted partners.

Why is this becoming an issue now?

84% of organisations suffered a data security incident in the last year. The increased uptake of 'bring your own device' (BYOD), cloud-based tools and the reliance on the extended enterprise to share information across global and diverse networks and with third parties are all building towards perfect security storm conditions ahead.

BYOD – what are businesses doing about it?

A key factor to the security storm is Bring Your Own Device (BYOD) which is proving to be an unstoppable force, driven by employees' desires to use familiar equipment that will help them do their job better. The survey found that the top three BYOD threats are employee use of USB or storage devices to save company

data, inadvertent human error (e.g. sending an email to the wrong recipient) and employees sending work-related emails via personal email accounts or devices.

The proliferation of BYOD must be addressed in order to avoid further security incidents however, only 31 per cent of organisations are accepting or proactively managing BYOD – the rest are resisting and blocking access where possible (52%) or denying it altogether (11%). This is despite the belief by half (53%) of the respondents that users will continue to use their own devices on the network, whether it is sanctioned by IT or not.

What can companies do about internal threats?

• **Take it seriously.** Appreciate that just because you are a small organisation, never presume that somewhere on the other side of the world someone isn't interested in breaking into your business over the internet and stealing what data you have, to monetise that elsewhere in the world. They are and they will.

• **There is no silver bullet.** Start with employee awareness; there are lots of stories in the media that you can pick out and ask, what

would we do if that happened? How would we prevent that? People are often seen as the weakest link in security, but they are key to building up the defences and reducing the risks.

• **Put a plan in place.** It is vital to have a comprehensive security plan in place to cover off issues such as BYOD and social media. This should be backed up with a visible and tangible security policy to ensure the enemy within is not afforded the opportunity to incur any damage. A robust policy could include:

Step 1: Evaluate who and why you are communicating with and by what means

It will be a good first step to understand who your teams are talking to – suppliers, partners, the public – and why. And then work out how they are communicating with them. If you are adopting a 'Bring Your Own Device' policy, appropriate use of these devices must be allowed for an organisation's IT security and policies should be set to cover all eventualities. There must be a plan for what happens to the data on these devices when the employee leaves the organisation. 50% of public sector organisations

are concerned that social media channels could pose significant risks to their IT security.

Step 2: How far reaching is your security policy?

Has it been updated to include all social media platforms, employees' own devices and third parties? What happens if an email is sent in error or a disgruntled employee tweets from the corporate account? What procedures are in place to deal with this? And are you password secure – how often do you change the ones for corporate social accounts or for the website?

How visible is your security policy to your employees – how often are they updated on it – we would recommend that this is done at least twice a year. Consider how quickly things change in the technology world, an untrained employee is a security risk for the whole organization. What is acceptable to an individual may not be acceptable to the organization, understanding that there is a difference between the two, especially when it comes to social media, is extremely important.

Step 3: What are the consequences of getting it wrong?

From our research we know that if things go wrong on the IT security front then the consequences are far reaching – a third of organisations cited reputational damage to the organisation, followed by 20% worried about the financial consequences and 18% wary of policy or compliance repercussions.

There needs to be a plan – how would you deal with an inappropriate email, or miscalculated tweet? If there are policies and a plan then hopefully you will never need to enforce them, on the other hand if there is a problem, then you are ready. Forewarned is forearmed.

Dortech DorStrong Centenary!

Dortech Architectural Systems is celebrating the receipt of an order from Manchester Academy that will take its sales of Dor-Strong Doors to over one hundred!

The Dor-Strong Door was developed by Dortech's Maintenance Division as a result of the markets requirement for reliable robust commercial doors that could handle unregulated and surging pedestrian traffic. Experience shows that the door is one element of a building that cannot be bought on price, and lowest price purchasing decisions inevitably prove to come with a rather higher cost (money and inconvenience) than originally envisaged.

Initial demand was driven by Schools wishing to replace failing standard, aluminium doors, but has since grown to include other commercial installations, including Costa Coffee, the NHS and Jeld Wen. Dortech has also supplied Dor-Strong Doors directly to Balfour Beatty Work Place and Willmott Dixon Construction.

The Dor Strong Door has been developed over a two year period by Dortech, a company with more than 20 years of experience in the industry. Dortech can also provide a five year preventative maintenance back up service if required.

All components have been selected to provide significant robustness and longevity. Key benefits include:

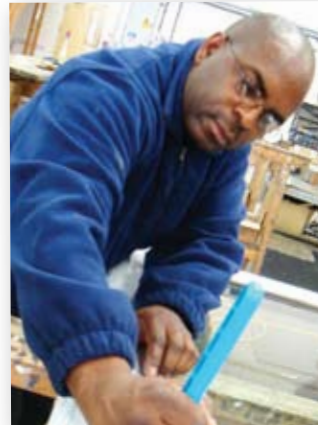
- Heavy duty aluminium sections.
- Unique steel threshold system.
- Glued and welded corners.
- Extra robust bottom pivot.
- Double reinforced tie-rod construction.
- Deep bottom rail.
- Laminated safety glass.

The Dor-Strong commercial door has proven to last up to five times longer than other regular commercial doors. The photograph below shows one of Dortechs engineers, who perhaps uniquely for the industry can not only fabricate the Dor-Strong Door, but will also install the door, ensuring continuity and a true 'turn key' service.

Commenting on the success of Dor Strong Doors, Mark Weavill, Dortech's Maintenance Manger said:

"The success of Dor-Strong is in part due to our full understanding of all elements of the doors functionality and purpose, from design through to installation and beyond, this coupled to our Right First Time Commitment and our determination to properly listen to our customers and provide solutions rather than off the shelf products is proving to be satisfyingly successful."

Dortechs work in the maintenance sector has been beneficial with the development of the Dor-Strong door, particularly in reference to direct communication with our customers, our customers customer and the end-user. Having a thorough understanding of common issues with commercial aluminium entrance doors and their requirements has driven innovation in the business, not only with our door systems, but with our entire product range including curtain walling, aluminium windows and rooflights.



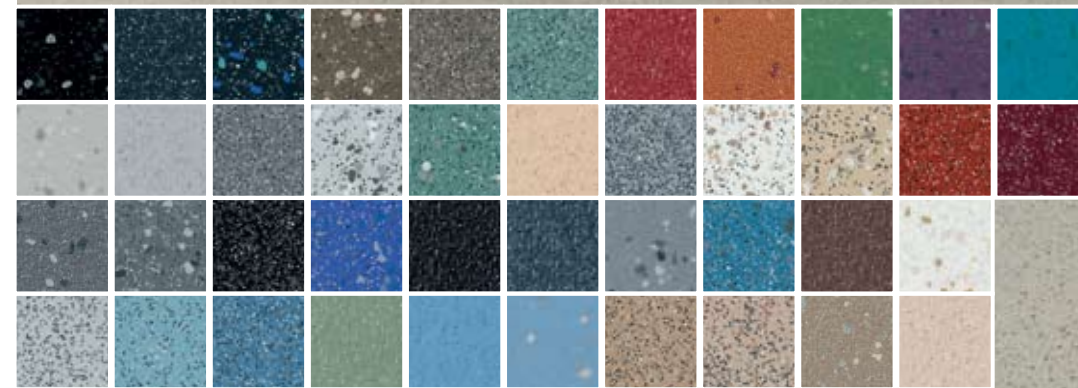
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Meeting the UK's Retrofit Challenge is leading to different way of thinking

In order to achieve the government's 2050 target of reducing greenhouse gas emissions by 80% we need to retrofit 700,000 properties a year - that's 13,000 per week!

Many local authorities and housing associations are stepping up to this challenge with pioneering schemes that are revolutionising the way energy efficiency is implemented across the regions. You can meet them at a series of Retrofit Roadshows taking place from September across the UK.

The roadshows will explore the business case for retrofits and the feasibility of delivering at scale; showcase pioneering public sector projects in the regions; highlight the latest carbon reduction technology and solutions; debate funding mechanisms and legal issues; discuss skills, training and how the retrofit economy can drive growth, jobs and regeneration.

Retrofitting is upgrading existing buildings with energy efficiency or renewable measures in order to reduce the amount of carbon emitted. In 2013 two new Government initiatives were launched – the Energy Company Obligation (ECO) and Green Deal - that are changing the way we tackle retrofits. ECO supports the installation of energy efficiency measures in low-income households and areas, and in properties that are harder to treat. The Green Deal provides a loan to fund energy-efficiency improvements without any upfront

costs. Instead the costs of the measures are paid for by the savings in subsequent energy bills. Five months after its launch nearly 40,000 assessments have been carried out and 241 households have confirmed they would like to proceed with financing.

Both the Green Deal and ECO schemes have been designed to work alongside each other. Unlike many other home improvement initiatives, this funding is targeted at the specific property type and not the socio-economic group, providing a huge opportunity for housing associations and local authorities to access the retrofit funding they need in order to improve their housing stock. As a result several pioneering programmes – such as Project Viridis, Birmingham Energy Savers and Warm Up North - have emerged across the UK.

These schemes are moving away from the current 'measure by measure' approach and instead are reviewing and addressing the energy efficiency needs of the whole property and are doing so at scale. More and more local authorities are forming alliances and are entering into a public-private partnership with a delivery partner to market and administrate the schemes on their behalf. These pioneering local authorities and other leading retrofit experts will be taking part in 12 events across the UK to discuss the challenges and share solutions to domestic retrofits.

In September the first four roadshows will be taking place in partnership with Liverpool City Region, Birmingham City Council and SHAP, Newcastle City Council and the Welsh Government. Keynote speakers include:

Retrofit North West (3 September, ACC Liverpool)

AGMA, Fusion 21 and Liverpool Mutual Homes – will be showing how the North West are meeting the retrofit challenge through projects such as Project Viridis, a low carbon consortium of a dozen social landlords in the Liverpool city region and Alliance the UK's largest procurement initiative for social landlords with over 1,170 members.

Retrofit North East (5 September, Civic Centre, Newcastle)

Newcastle City Council – who are due to imminently announce their delivery partner to deliver their £200m Warm Up North programme will be running a workshop that will explain the detail of this initiative and explore the opportunities available for local businesses.

Retrofit Birmingham & West Midlands (10 September, Millennium Point, Birmingham)

Birmingham City Council - Launched in 2012, Birmingham Energy Savers is the first example of a local authority delivering the Government's Green Deal. Together with their delivery partner Carillion, they will be presenting how they are scaling up delivery across the City and reaching the domestic customer.

Retrofit Wales (17 September, City Hall, Cardiff)

Alun Davies AM, Minister for Natural Resources and Food, Cardiff Council, Warm Wales and Melin Homes – will be presenting on the Retrofit Challenge in Wales. Melin Homes will be covering driving demand amongst residents and CADW will be looking at how to tackle traditional buildings.

The four days will be jam packed with presentations, workshops, case studies and retrofit clinics with time set aside to network. The morning focuses on understanding the demand side – how to influence householders to invest in low carbon refurbishments. The afternoon examines how we can deliver large scale retrofit across the region and overcome customer barriers. The closing plenaries outline a roadmap for successful economic, environmental and social outcomes through retrofit in the region.

Delegate prices are from only £125 + VAT per person. Public sector delegates get a 25% discount. Just enter the promotional code: LOCARFR25 when booking. To book your place visit www.retrofit-roadshow.co.uk or call 01743 290001.

Avocet Hardware

AVOCET URGES THE PUBLIC TO PROTECT THEIR HOMES NOT THEIR KEYS

A third of cars stolen in the UK are taken from the driveways or outside the homes of their owners¹. This startling fact, says Derrick Purvis, marketing manager of Avocet Hardware, is very much down to a security flaw in an ever growing number of UK homes.

Purvis talks to Government & Public Sector Journal about his company's aim to prevent this crime by urging people to protect their homes, not their car keys.

"Advice abounds about where people should leave their car keys to provide the greatest level of safety, while at the same time avoiding putting themselves at risk, but to me the emphasis really shouldn't be on the keys.

Surely people should concern themselves more with preventing thieves gaining access to their house in the first place?

And this is where we come to the crux of the problem. We firmly believe that the reason behind the theft of so many cars from driveways can be put down to one thing – the significant increase in lock-snapping as a means of forced entry.

For those unaware of it, lock-snapping is increasingly being favoured by burglars due to the ease and speed with which it is done. And the reason for this? The lock that is fitted as standard in all uPVC and double glazed doors is the most easily snapped.

The product in question, the Euro cylinder lock, is a replaceable barrel that controls the entire locking mechanism of most uPVC and double glazed doors. It is held in place with just one screw and can be snapped using standard DIY tools in a matter of seconds.

While not all police forces officially recognise lock-snapping as a form of forced entry it is worth noting that in December 2012 West Yorkshire Police highlighted the extent of the problem when they revealed that 27 per cent of burglaries in the region had been committed by criminals using this technique. Other forces, unofficially, have said the percentage of break-ins that can be attributed to lock-snapping is in fact even higher.

Thankfully it's not all doom and gloom. Great strides have already been made in highlighting the

scale of lock-snapping, with a number of bodies, including the Master Locksmiths Association, the Police's Secured by Design Initiative and Leeds City Council, having already taken significant measures to bring it to the public's attention.

These measures include a new British Standard, TS007, Sold Secure Diamond's standard SS312 and Secured by Design's new accreditation.

In addition, we are currently working closely with Neighbourhood and Home Watch Network to place the lock-snapping issue, and its solution, high on the home security agenda.

And thankfully there is a solution and what's more – it's a simple one. Homeowners, landlords and even business owners who have Euro cylinder locks fitted in their doors simply need to replace them with a Snap Secure euro cylinder door lock.

Snap Secure locks have been designed and developed specifically to counter lock snapping, with our own – the ABS Snap Secure lock – featuring a patented system that guarantees a total barrier against forced entry even if the lock is snapped. And what's more it also allows the door to still be opened and locked using the key from the inside.

It is in fact, one of the first locks of its type to be accredited to the new British Standard TS007 (three stars), is the only retro-fit Euro cylinder that has passed the new SS312 Sold Secure Diamond standard, and is approved by Secured by Design.

It's fair to say that despite the issue not having quite the level of public awareness you'd expect of a crime that is practiced on such a widespread basis, there has still been a great deal achieved in

the fight to eradicate it. There are though many more battles to be fought before the war against lock-snapping is won.

One of these battles is our attempt to engage the UK insurance industry in a dialogue about lock-snapping and the benefit its widespread inclusion within home insurance policies would bring.

Our long term aim with the insurance industry is to develop a requirement for lock-snapping measures that can be incorporated within all home insurance policies. A move that we feel would result in a dramatic reduction in crime and lead to significant savings, both for insurance companies and the general public.

Amazingly, Leeds City Council reported a 36 per cent reduction in burglaries during a year that saw it installing 10,000 of our ABS Snap Secure locks – a statistic that is made all the more impressive by the fact it equated to 3,200 fewer victims during just 12-months, and occurred in just one area of one city.

But in the short term we want the public to act themselves, and keep the car thieves at bay by properly protecting their home, not their car keys."

For more information about Avocet Hardware and its ABS snap secure locks visit www.homesecurityandsafety.co.uk or call 01484 725725

avocet
HARDWARE



1. Snap secure – the ABS solution from Avocet

2. Lock snapping – a rising problem across the UK

3. Cars on driveways – stop them from being an easy target

4. Derrick Purvis, marketing manager, Avocet Hardware

Edge appointed to deliver up to £5 million in efficiency savings over the next 3 years

Doncaster Council has recently appointed EDGE public solutions to assist in transforming its Transport and Construction Services operations over the next three years.

This appointment is one of the largest transformation project ever secured in the Local Authority sector.

Positive long-term vision

The senior management team have a positive long-term vision for the Council and the will to tackle the tough changes required to optimise the efficiency of the organisation. To this end, Edge started working with DC on strategic improvement initiatives in March 2012 and over the intervening months has completed in-depth reviews in Transport and Construction Services to evaluate the performance of the current operations and to develop long-term improvement plans aimed at delivering multi million pound savings across all the key elements of the two services.

Detailed investigation

The EDGE reviews comprised a 'root and branch' evaluation of how Doncaster delivered transport and construction services and was undertaken hand in hand with the DC management and operational teams. Staff at all levels were fully engaged to ensure that no detail was missed and that the proposed solutions had full 'buy-in' across the Council. This means that the improvement plan generated by the review is robust and the Doncaster senior management and directors have full confidence that it will deliver real, tangible cost reductions with no loss of service or adverse impact on service quality.

Substantial transport responsibilities costing £15 million annually

Doncaster is the largest metropolitan borough in the UK and has substantial transport responsibilities ranging from Special Educational Needs home to school transport, through wider Social Care transport, to fleet procurement, vehicle maintenance and a new pool car scheme. Providing these services costs the Council over £15M per annum. EDGE looked at all these elements in a holistic way, generating a list of improvement options at both individual service / function level and at an overall management and integration level.

Key initiatives agreed for the transport arena include the introduction of electronic tendering in passenger transport – a step change given that all tendering to date has been paper based – along with new specialist systems to improve processes, led by a new Fleet Management Information technology (FMIT) system which will both reduce manual administration tasks and provide vastly improved data to support better fleet management.

These major changes will be supported by a reduction in overall fleet size, streamlined procurement processes, a new fuel supply approach (based on the introduction of fuel cards) and an improved pool car scheme. To bring all these initiatives together effectively, an Integrated Transport Unit will also be created to provide a single point of responsibility and oversight for transport operations for the future.

In-depth review of construction services

Similarly, the in-depth review of Construction Services embraced all core department operations from the management and delivery of construction projects, delivery of professional services (including building design, structural and

mechanical engineering and surveying) and the effectiveness of a substantial in-house trade workforce. Whilst costing less than transport, at some £10M per annum, and being impacted by the uncertainty of pressure on traditional income streams, the construction services review nonetheless identified the potential to introduce a number of positive changes including; integrating the management team to align capability with real demand, rebalancing the skills mix within the trade workforce, potential integration with the housing maintenance operation and stores consolidation. Again these major initiatives were supported by a range of cultural change measures such as improved performance management, more accurate income forecasting and better use of information technology.

Responsibility to deliver

The EDGE partnership with Doncaster has not ended with the completion of the service reviews however; EDGE does not simply generate a schedule of potential improvements and walk away. Core to the EDGE philosophy is that the EDGE team should be directly involved the delivery of the initiatives they identify. The advantages of this 'partnership' approach include providing expert resource to cover the peak in workload always required by a major transformation and providing 'hands-on' support for the change program to ensure long-term, sustainable improvement and guaranteeing effective delivery.

But this is how we've always done it

As always, the key to success in major change projects such as those underway in Doncaster is to gradually move away from the 'this how we have always done it' mind-set and to embrace the positive impact that flows from a fresh approach, new systems

and innovative thinking. This approach however takes time; introducing sustainable change is not a 'quick fix' that can be introduced overnight, but is a gradual process that needs a new perspective on 'business as usual' at all levels in the organisation, supported by key structural and systems changes, to be effective. All members of DC staff need to adapt to new ways of working and need support, in both technical and capacity terms, to complete that adaptation effectively.

Integral to the change programme

EDGE has a team based on site, working hand-in-hand with Council managers and staff, to introduce changes that will deliver up to £5M worth of sustainable revenue spend reductions over the next three years. EDGE staff are integral to the change program, providing resource to enable key initiatives to be introduced and co-ordinating the change process. EDGE managers also work with council managers to drive the financial progress of the projects, which are currently ahead of target and on track to deliver as planned.

Fundamental change guaranteed

The DMBC management team have identified that a deep fundamental change will be essential in taking the Council forward from a challenging start point and in preparing for the financial and service challenges that the future holds. They see the partnership now in place with EDGE public solutions as the most effective way to achieve that fundamental change in a way that guarantees real, tangible results and creates effective and flexible capability to deliver efficient Council operations well into the future.



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"The new installation has proved a resounding success with both staff and users alike"

- Michael Roberts, Assistant Director of Information Services
The Andersonian Library, UK

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Off-site is preferred choice

Off-site construction is fast becoming the preferred choice for education facilities, especially in these times of budget restraints.



As competition for school places increases, ensuring that your school is the first choice for parents is critical and your school's environment plays an important part in this.

Premier Interlink (Waco UK Ltd), one of the leading off-site contractors in the UK, have more than 55 years' experience in off-site construction – a proven method of construction within the education sector. Off-site construction is one of the most cost-effective methods of construction and provides innovative solutions offering time and cost savings whilst providing environmentally efficient, sustainable, yet inspiring surroundings.

Our experienced design team work closely in partnership with our Local Authority Building Control team to ensure compliance with your local building regulations and in 2013 Premier Interlink won the regional award for technical innovation in the LABC National Building Excellence Awards.

Whether your requirements are for a complete new build or you need to explore ways of expanding

your existing premises, we can work with you to produce an effective bespoke solution.

Premier Interlink, as main contractors, have recently completed the new Primary School Campus for the Roundhay School in Leeds, making the School one of the first all through schools, educating pupils from the age of 4 through to 18, in the country. The project combined off-site construction with traditional build to offer light and airy surroundings with sustainable energy efficient solutions providing low maintenance costs and a lower carbon footprint, all constructed to BREEAM standards.

The new Primary Campus was constructed on the site of a former school (which had been demolished in 2005) within the local Green Belt and also the Roundhay Conservation Area. Therefore in addition to the design of the building, careful consideration was paid to the surrounding environment to ensure the building blended into the local landscape, maintaining the character of the Conservation Area. A key feature of the site

is the difference in levels across the site, offering challenges in the design, construction and layout of the new Campus.

The innovative design for the two storey School incorporates a first floor with vaulted ceiling, formed by a hinged roof system, providing a total eaves height of about 5.5 metres. The hinged roof was built in Premier Interlink's factory and then craned into position on site.

The new School building has been constructed with a steel frame construction, using composite panels for insulation. The high levels of insulation used, coupled with the under floor heating, air source heat pumps and natural ventilation system have balanced the provision of thermal comfort whilst ensuring low energy requirements.

The 106 steel-framed modules were manufactured and fitted out off-site at Premier Interlink's modern manufacturing facilities in East Yorkshire before transportation to the site for installation. The building was then clad using a combination of cedar, render and bricks, chosen

to complement the surrounding landscape.

The finished building provides 14 classrooms, a large sports hall, a small hall, learning resources centre, design and technology space, group rooms, office and staff areas, storage, toilets, kitchen and plant areas, as well as external play and study areas.

The modern construction method used for this project allows for production in a quality controlled environment and reduces the on-site construction period and more importantly on-site traffic, a significant factor in maintaining health and safety on site.

Premier Interlink's range of high quality single or multi-storey steel or timber framed buildings can be easily extended or relocated and are available for sale, lease or hire to suit the precise needs of your school or education provider.

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Swansea Council enhances AICO fire and CO alarm installation programme

Following its specification of Aico as its sole supplier of Smoke and Carbon Monoxide (CO) Alarms for its housing stock in 2010, Swansea City Council has now fitted more than 9,000 properties with Aico mains powered Multi-Sensor Fire alarms, Optical smoke alarms and CO alarms. When completed, 14,000 homes will benefit from the Aico alarms.

The original decision to specify solely Aico alarms throughout Swansea City Council's housing stock was based on the quality of the alarms. The Council remain pleased with their decision, benefitting from a reduction in false alarms from those properties fitted with Aico alarms and a minimal failure rate compared with the previous detectors used, resulting in cost savings on maintenance call outs.

The reduction in false alarms is partly a result of the adoption of Aico's Multi-Sensor, which was the first of its kind for domestic properties. The Multi-Sensor contains two separate sensing technologies – Optical and Heat. As such, the unit is capable of monitoring two very different by-products of a fire – smoke and heat – so its response to all fire types is significantly improved when compared with traditional single sensor type units.

Additionally, because two separate sensors are being monitored, the unit offers improved resistance to false alarms. This is further enhanced by a unique dust compensation feature that automatically adjusts for any contamination within the sensor whilst still retaining sensitivity to an actual fire.

The Multi Sensor offers particular advantages in areas where risks are undetermined or variable, or where false alarms may

be a particular problem, as well as areas where the highest level of protection is desirable.

Both the Multi-Sensor and Aico's 160 series Optical smoke alarms which are also being installed throughout Swansea City Council's properties run on 230V AC mains power, but also feature built-in, tamper-proof rechargeable Lithium cells as back-up.

The alarms feature Aico's own unique Easi-Fit technology, allowing very quick and simple alarm installation with no separate bases or connectors required.

Swansea City Council has also increased its specification of Aico products, through a wider adoption of Aico CO alarms.

homes risk emitting CO gas."

The changes to Building Regulations (Northern Ireland) 2012 now require a CO alarm to be fitted in the same room as any new or replacement combustion appliance that has been installed. A combustion appliance is any piece of equipment that is designed to burn gas, oil or solid-fuel, that isn't designed solely for cooking. Whilst these Regulations apply to Northern Ireland only, many social housing providers in England and Wales are now looking to this as Best Practice.

The Aico CO alarms come with the latest generation electrochemical type CO sensor which automatically checks CO

absence.

The CO alarms have a further unusual feature that has significant cost savings for social housing providers in the form of a replaceable CO sensor. The life of a typical sensor in a CO alarm is often much shorter than the life of the alarm itself. Most units have to be thrown away and replaced when the sensor fails, which is both wasteful and expensive. With Aico's CO alarm, a modestly-priced replacement sensor module can be plugged into the base of the unit when required, giving another five years of useful life.

In addition, Swansea City Council is now also fitting Aico's wall-mounted Alarm Control Switch during rewires, integrated with the fire and CO alarms. The Switch allows residents to quickly identify and locate the exact unit which has triggered, and simply test and silence all the alarms on the system from one, convenient location.

Aico is a wholly owned subsidiary of Ei Electronics. All Aico alarms are designed and built in Europe specifically to meet UK standards and regulations.

For more information please go to www.aico.co.uk or contact Aico on 0870 758 4000 or enquiries@aico.co.uk.



Where previously the Council fitted Aico CO alarms into properties with solid fuel heating, these same alarms are now being introduced to all properties on the rewire programme for 2012-13. Arnold Davies, Senior Electrical Surveyor at Swansea City Council explains: "The use of CO detectors linked to the Multi Sensor detectors has been introduced to all dwellings due to legislation introduced in Northern Ireland to form part of their Building Regulations; and after all, all forms of fuel used in

levels in the environment every 80 seconds. Pre-calibrated and tested in CO gas to ensure accuracy, it offers both a high level of selectivity and exceptional resistance to false alarms.

The alarms feature both high and low level LED indicators, with a special pre alarm LED indication for detection of CO at 50ppm; a manual Test/Hush button; Easi-fit design; Quick CO Gas Test facility; and a memory feature which enables the user to tell if CO has been detected during a period of



Honeywell provides Liverpool one with major upgrade to control infrastructure and IT network

Honeywell (NYSE: HON) announced that it has completed upgrades to the business-critical control systems and IT network at the 42-acre Liverpool ONE shopping, residential and leisure complex – delivering significant commercial, operational and energy benefits as a result.

Liverpool ONE is one of the largest retail developments in England. Based in the heart of the city, its 1.65 million square feet of retail and leisure space is anchored by two flagship department stores, with over 140 shops and additional facilities including a 14-screen cinema, restaurants, bars, apartments and offices. Honeywell Building Solutions designed, installed and

commissioned the major system upgrade within a stipulated six-month timescale.

The upgrade included the deployment of a private hosted virtualisation solution across the server infrastructure. Virtualisation enables Liverpool ONE to obtain much higher productivity from fewer servers – reducing IT and associated energy costs, cutting carbon emissions by 190 tons per annum and freeing up valuable space that can be released for revenue-generating retail purposes. It also simplifies the management and maintenance of the system, minimises any potential lost revenue associated with downtime, outages and failures, and facilitates the speedy deployment of new applications.

At the same time, HBS upgraded the building

management and CCTV platforms to EBI R410 and DVM500 respectively.

“The upgrades have reduced electrical and cooling requirements, which will cut Liverpool ONE’s CO2 emissions significantly,” says HBS National Account Manager John Leonard. “Combined with the savings made in IT capital expenditure, reduced maintenance requirement, enhanced system integrity and the value generated through the availability of additional space within the facility, this investment will deliver important ongoing benefits to Liverpool ONE.”

The EBI upgrade enables the building operator to view and control building systems using a variety of compatible mobile devices, including Blackberry® and Apple iPhone®. This improves

productivity and allows building operators to have more insight and control over their facility without being tethered to a desktop computer or console.

DVM500 improves security system scalability and reliability while reducing costs by eliminating downtime due to a single point of failure, reducing bandwidth and storage requirements and supporting virtual server environments.

Honeywell is providing EBI training to members of the Liverpool ONE team who work alongside the resident Honeywell engineers, to ensure the capabilities of the system can be fully exploited and enabling changes to be implemented easily as and when required.

Honeywell selected to deliver energy efficiency savings for Peterborough City Council properties

Honeywell (NYSE: HON) has been awarded an eight-year energy performance contract (EnPC) to be the framework delivery partner for Peterborough City Council.

The appointment follows a rigorous EU-compliant selection process and requires Honeywell Building Solutions to reduce energy consumption and address real-time energy demand management in buildings within the council's portfolio of over 100 properties, in conjunction with the council's energy service company, Blue Sky Peterborough. The portfolio includes schools and other municipal buildings.

The framework enables Honeywell to undertake energy reviews at the properties and to

identify opportunities to design and to implement appropriate energy efficiency programmes using energy performance contracts.

The framework allows Honeywell to provide energy efficiency programmes for other public sector organisations across the country, including local authorities, educational establishments and housing associations, enabling them to take advantage of EnPC within their own estates, without needing to undertake a separate, time-consuming and costly procurement process.

“Whatever the public sector challenge, we’ll be using our capabilities to drive energy reductions and ensure ongoing demand is minimised and optimised,” says James Napier, general manager-energy for

Honeywell. “We have a lot of experience in working with a range of partners, technologies and equipment to deliver the right solution and we’ll be bringing that experience to bear on every contract called off under this framework agreement.”

Honeywell Building Solutions is establishing a dedicated delivery capability, supported when required by expertise and resource from across the extensive Honeywell UK network, to ensure the energy saving benefits of each framework contract are maximised.

“Our energy bill and carbon tax savings will be realised through the adoption of energy efficiency measures. EnPC provides us with access to third-party funding, guarantees energy performance improvements and enables us to

use operational savings to reduce capital budget requirements for maintenance and refurbishment,” says John Harrison, executive director of strategic resources at Peterborough City Council.

“Working in partnership with Honeywell means we’ll be able to make the most of those opportunities by identifying a suitable portfolio of contracts, creating a business case for each one based on a robust savings plan, securing the most appropriate funding and then deploying the relevant measures as efficiently as possible. Because each call-off contract is separate, the framework is flexible enough to accommodate the specific strategy, drivers and funding availability of any public sector organisation that wishes to participate.”

Sika helps complete Europe’s largest composite reinforcement bridge strengthening project

When the M3 Hawley Lane Bridge started to show signs of excessive deflection under heavy traffic, engineers at Enterprise Mouchel devised a repair solution that included the installation of a new central bridge pier to support two existing outer piers. To

counteract changes to the deck’s dynamics and reinforce the bridge between the three structural piers, Sika CarboDur rods and Sika CarboDur plates were used – marking one of Europe’s largest applications of composite reinforcement systems.

Built in the 1960s, the concrete bridge had been under-designed to withstand the traffic volumes and live loads under which it is now subjected every day. With the span between two original outer structural piers proving insufficient to cope with the loading forces of constant and heavy traffic, a third pier proved the most suitable reinforcement solution to meet the increasing capacity demands.

However, as the initial bridge construction had not accounted for a third structural pier, further strengthening was required to accommodate changes in the structure. Approached early in the design process, Sika worked closely with the consulting engineers to advise material selection and properties required for a performance-based specification – in-line with Highways Agency best practice. To achieve the required performance, carbon fibre plates and rods were specified as part of a complex repair and concrete protection solution. The use of carbon fibre offered an accelerated application process and enhanced performance properties when compared to traditional steel reinforcement. Set to be delivered by main contractor Birse Civils and

specialist contractor Structural Systems UK Ltd, the £5 million project will see a total of 1,000mtr of Sika CarboDur Rods and 5,000mtr of Sika CarboDur Plates installed.

Sika CarboDur is a Carbon Fibre Reinforced Polymer (CFRP) system, designed to provide high performance structural stability in the most demanding reinforcement applications. Each plate, measuring 100mm wide and 1.4mm thick, was supplied by Sika in a variety of lengths of up to 13 metres to deliver exceptional reinforcing capability across the entire application area.

Utilising a team of skilled applicators, Structural Systems UK Ltd is completing the installation of the carbon reinforcement within a strict two month period. After grit blasting the underside of the bridge to improve adhesion,

Sikadur 30 structural epoxy adhesive is applied to both the underside of the bridge and the carbon fibre plates. When placing the plates into position, full contact of the adhesive to the two surfaces guaranteed a long-term bond was achieved before a series of temporary supports were put in place whilst the adhesive cured.

The excellent performance of the adhesive ensured the application could be carried out throughout the night during the winter months, when low temperatures and condensation could cause problems for other adhesives. In situ, the Plates deliver exceptional durability and corrosion resistance – providing tensile strength of approximately 1,110 N/mm2.

Installed into the top concrete surface of the bridge, across two separate areas above the hard shoulder of the B3272/Hawley Lane, Sika CarboDur Rods have been specifically designed for

the strengthening of concrete structures which have insufficient reinforcement or structural depth.

After cutting slots into the surface of the substrate to receive the Sika CarboDur Rods, SikaDur 30 structural epoxy adhesive was applied into the slots before the Rods were firmly pressed into place. A final layer of epoxy adhesive was applied to complete the application.

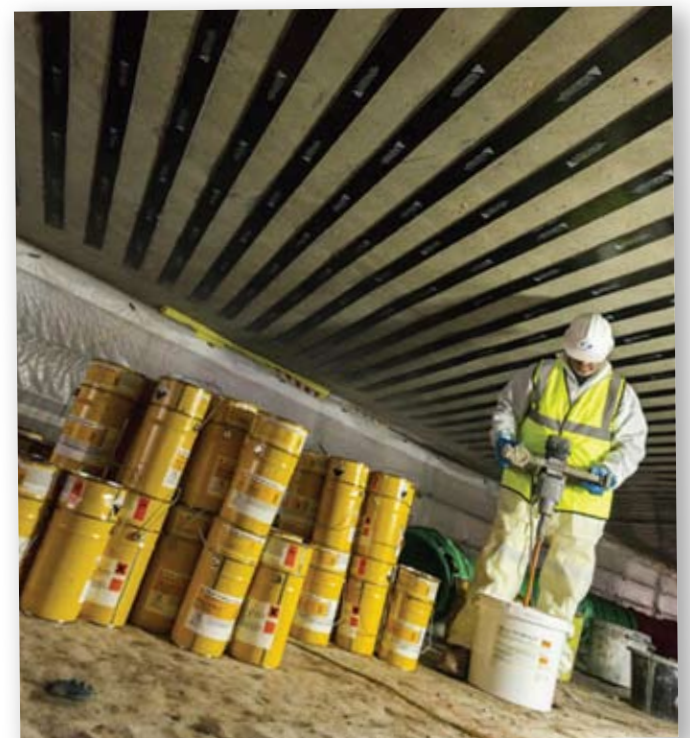
Non-corroding and very high strength, SikaDur Rods also ensure a simple application process for the contractor. Invisible once installed and with no leveling of uneven surfaces required – the Rods deliver mean tensile strength of 3,100 N/mm2 – vastly improving the bridge’s structural performance and resistance to loading.

Using the company’s extensive experience of structural strengthening – including in 2011 the UK’s largest application of ultra high modulus composite reinforcement at Embankment

Tube Station – Sika will be closely involved at Hawley Bridge from initial specification to project completion. The company’s full range of structural strengthening systems are suitable for increased loading, change of use, column wrapping, as well as applications in the nuclear industry for protection against seismic activity.

On track to be delivered within a two month period, the project will be successfully finished to the highest standard thanks to a well-organised, detailed application process and with minimal effect on the road’s users – above and below the M3 Hawley Lane Bridge.

For further information on Sika’s range of products, including a new brochure available for download, visit www.sikaconstruction.co.uk or for general enquiries including technical, on or off site support, please call **0800 1123863**.



ESPO is one of the UK's largest public sector professional buying organisations and reports that the total value of its procurement activity in 2011/12 exceeded £1billion for the first time. The organisation has experienced its 12th successive year of continued growth with stores sales up by 7% and a 15% increase in the number of customers served.

According to John Doherty, Director of ESPO: "This continued growth is testament to our commitment to provide public sector customers with greater choice, higher quality and best value instead of the focus on maximising profits that has been adopted by other procurement bodies. We are extremely proud of these results which emphasise that our customers continue to have high levels of satisfaction with our approach and competitiveness, consolidating our position as the leading public sector procurement organisation for local government."

ESPO also works closely with government and other national partners to engage markets, challenge current practices and develop innovative new commissioning and sourcing strategies. This has resulted in the development of frameworks that can be readily accessed by local authorities, schools and academies, the emergency services, central government departments, registered charities and other public sector bodies. These frameworks can deliver significant savings, preserve budgets and avoid wasting public money whilst providing a layer of protection against signing

on contracts is over a certain threshold, there are a number of rules that have to be applied to ensure fairness and transparency. All such contracts with a value of more than £172,000 over their full term are subject to legislation in the form of the Public Contracts Regulations 2006. Public sector bodies seeking to make a purchase exceeding this threshold must advertise the contracts in the EU's Official Journal, and follow regulatory guidelines to undertake such procurement.

Whilst the threshold might initially seem high, it can easily be exceeded with a wide range of contracts such as catering,



Providing the public sector with greater choice, quality and value

Public Sector Solutions

Operating as a Local Government Joint Committee on a self-financing basis, ESPO has the commercial experience, market insight, category expertise and best practice sourcing to meet the changing dynamics of service delivery within the public sector. It provides a comprehensive procurement service to enable the public sector to acquire a wide range of products and services at the best possible price in compliance with current UK and EU procurement rules and regulations.

financially punitive contracts.

"As well as delivering real 'cashable savings' to local authorities and the wider public sector, ESPO reinvests any operating surplus direct to its member authorities. In the last twelve months alone, over £5million has been paid back to the public purse," continued John Doherty.

EU procurement regulations

Compliance is an issue that cannot be ignored by the public sector when procuring goods, services and works. Where spend

grounds maintenance and photocopiers. Failure to follow these published regulations can result in legal challenges from suppliers, who can sue for loss of profits as well as legal costs. A fully compliant tendering process will then have to be re-run leading to further costs.

The easy way to ensure that contracts comply with all regulatory requirements is to use the many frameworks that are available from public sector procurement organisations such as ESPO. They eliminate the need to undertake lengthy and costly EU-

compliant procurement processes as all necessary formalities have already been conducted.

Framework Expertise

ESPO is now acknowledged to have the largest portfolio of local government frameworks and an unrivalled depth of expertise at every level across all procurement categories. As the dominant provider of frameworks to local government, ESPO has taken the lead in many current national contracts including MSTAR, a framework for the provision of a managed agency resourcing service. Developed by ESPO in collaboration with Pro5 and key stakeholders from local government, education and the wider public sector including the Cabinet Office and the Department for Education, the contract demonstrates how spend and procurement know-how can be aggregated to gain better value for money and improve savings for the public sector.

This market-leading framework for temporary agency workers is already being used by more than 115 public bodies and is projected to be valued at over £1.6 billion by the end of 2015. It includes ten of the leading managed service providers, which take responsibility for managing temporary staffing supply chains, improving control, safeguarding and visibility. The contract simplifies the process for hiring temporary staff with lower standardised commission rates, streamlined invoicing and performance-based tiering of agencies to encourage service quality. This will reduce the costs of hiring short-term staff and deliver significant efficiency savings. In fact, the contract has already delivered savings of more than £9million to the public sector.

Another new framework offers a range of business and management consultancy services in areas specific to local government and the wider public sector. Developed by ESPO, on behalf of the PRO5 group of professional buying organisations, it delivers efficiencies in the way in which consultancy services are procured and complements the

Consultancy ONE framework, used by Central Government.

The consultancy areas covered by this new framework include auditing, asset management and delivery, business continuity and resilience, community research and engagement, education and learning, environmental and sustainability, facilities management, finance, food and catering, health and safety, highways transport and logistics, housing and housing support, leisure culture and heritage, marketing communications and PR, planning valuation and infrastructure, regeneration and regional development, revenues and benefits, treasury management, waste and recycling.

ESPO is also working constructively with public health practitioners, helping to integrate public health service procurement into its new local authority setting as the NHS reforms inevitably raise the need for increased engagement with independent providers. It now plays a key role in the national social care and health procurement landscape and offers frameworks for a wide range of care-related products and services. Developed in partnership with other similar bodies to help eliminate wasteful duplication of effort and resource, they include telecare, telehealth, electronic homecare monitoring, social care e-marketplaces and community equipment provision.

In the social care field, ESPO's electronic homecare monitoring framework is of particular note as authorities are already reporting a range of savings on their overall homecare budgets after taking up this contract. Indications suggest that authorities that invest around 1% of their annual homecare budget in electronic monitoring are typically realising overall savings of between 5% and 8% with no loss of quality, as a result of the efficiencies achieved.

ESPO also has a wide range of established contracts to support the Department of Communities and Local Government's £250million Weekly Collections Support Scheme. Intended to

help councils reintroduce the weekly collection of household waste, this initiative also supports the enhancement of recycling services such as food waste collections and recycling reward schemes. These existing frameworks provide a quick and easy way to procure bins, bags, recycling products and specialist refuse collection vehicles.

Contract Support

Over and above the frameworks, ESPO works alongside individual public sector commissioners to implement local procurement exercises on a case by case basis. These services are tailored to what particular commissioners actually need and offered on a strictly cost-recovery, not-for-profit basis. It also acts as a guide to help the public sector to follow the government agenda, continuously monitors the supply chain and provides an invaluable source of market knowledge for customers.

ESPO can also conduct independent procurement healthchecks to review individual contracts and associated costs before benchmarking them against existing frameworks. This can generate considerable savings as experienced by a secondary school in Oxfordshire that achieved a 62% saving on current contracts valued at just under £20,000. These real savings were able to be used elsewhere without affecting the delivery of education or supporting services.

The role of public sector buying organisations is continuing to evolve through the adoption of a pro-active, customer-led approach to procurement and actively engaging with the public sector to ensure that they continue to meet their needs. Working with dedicated procurement specialists who have the interests of the public sector at heart instead of having to negotiate with individual salespeople for every contract will also improve the buying experience, maximise available budgets and achieve best value on every contract.

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Dement Geriatr Cogn Disord 2012;34:51–60
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Women's Aid launches new secure directory



Women's Aid - CEO Polly Neate

With two women killed every week by a partner or ex-partner, domestic abuse can put an enormous strain on services, and victims often have complex, long-term needs. What can be seen as 'other problems', such as drug use, anti-social behaviour, and truancy, can also often be linked to living with domestic violence. Not addressing domestic violence quickly and effectively when it comes to the attention of frontline staff can be devastating, both in human terms and in the costs to society.

Public-facing services have to ensure they are dealing effectively and safely with the needs of women experiencing domestic violence to ensure they meet their

own outcomes targets within the current framework. Many services are working within or trialling payment-by-results and unaddressed domestic violence can lead to poor service-user outcomes in housing, health, crime, education, and many other areas, leading to funding gaps. To support their service-users properly, and to ensure standards are maintained and outcomes achieved, frontline services need to be able to refer women experiencing abuse to the most appropriate provider.

At the current time, services for survivors of domestic violence are also under enormous funding pressure, and often don't have capacity to help all of the women

referred to them. Sometimes women have to be turned away because the service cannot meet their needs, particularly when they suffer physical or mental health problems or don't speak English fluently. This means the public sector can often struggle to signpost women appropriately when they present with problems relating to domestic violence. Unfortunately, referring a woman to an inappropriate service can put her in greater danger, as the point of leaving the abusive relationship is the most dangerous time for an abused woman, so the service must be somewhere suitable - leaving and then returning shortly afterwards could put her at high risk. The abuser may well escalate the violence to prevent similar attempts in future.

To address this challenge, Women's Aid has launched the UK Gold Book Online, an online directory of all the registered services in the UK. The secure directory is updated on a daily basis, providing up-to-the minute information on which local services are available to support survivors, and which specific needs they are able to meet. The UK Gold Book online is unique in providing information on the full range of domestic and sexual violence service available in the UK including refuge services, children and young people's services, outreach and IDVA (Independent Domestic Violence Advocate) services. It includes sophisticated search tools enabling users to find the most appropriate provider available, based on criteria including:

- geographical area
- sexuality and gender
- accessibility
- languages

- specialist services for black and minority ethnic women
- specialist services for men

We are now in a period of rapid change to the provision of public services, and of unprecedented demand on public servants to do more with less. To meet the challenges of providing high-quality services with ever tighter resources, it is vital that frontline staff have access to the information they need to move people through services quickly and effectively. The UK Gold Book Online is an essential resource which can provide that information.

Subscription to the UK Gold Book Online is open to any public sector organisation which comes into contact with potential victims of domestic abuse. Access to the directory will allow services to identify the most appropriate provider and refer or signpost service-users as appropriate. Such information-based referrals will enable frontline workers to focus on their core functions while also reducing the harm caused to service-users and society by domestic violence.

It is critical that professionals who work with vulnerable women and children have access to specialist services. The Gold Book Online is a unique resource, which provides that access securely and effectively. I urge anyone who works with survivors of abuse to subscribe to this essential directory now.

To find out more or subscribe to the UK Gold Book Online, please email goldbook@womensaid.org.uk or visit www.womensaid.org.uk/shop

WiFi data logging sensors - a new solution for temperature and humidity monitoring

The EasyLog WiFi data logging sensors are a new range of low cost WiFi sensors that are revolutionising the way environmental data is monitored and logged.

Do you need to monitor temperature and/or humidity but don't always remember to check your readings?

The EL-WiFi sensors are a simple solution with advanced features for any organisation needing to monitor and record environmental data for internal procedures and efficiencies or external regulations. They are wireless sensors that are compatible with any existing WiFi network, so no additional hardware is required. Data is streamed via the selected router and can be viewed on a PC using our free software package or on the

EasyLog Cloud*.

Managing Director of Corintech, Sean Wigmore said: "The beauty of EL-WiFi sensors is that they're affordable, can be used in a wide range of applications and that they work with an existing WiFi network. This means you can afford to put them exactly where you need them and that live data from multiple sensors can be viewed, monitored and recorded."

During configuration, the sensor will search for an existing wireless network whilst physically connected to the PC. It can then be placed anywhere within range of the network using our

unique range detection indicator displayed on the LCD. If the sensor temporarily loses connectivity with the network, it will log readings until it is able to communicate again with the PC application or Cloud service.

EasyLog Cloud

This web based interface takes the EL-WiFi sensors to a new level, making the EasyLog system truly remote. Once a user account has been setup the sensors can be managed and monitored via any internet enabled platform. This gives the user the power to potentially monitor hundreds

of sensors in different sites and locations. Users have the ability to graph their sensor data on-line as well as accessing 'Event Logs' which will give a record of any past triggered alarm events. Another feature of the Cloud is the email alerts which notify the user when an alarm event occurs.

**The EasyLog Cloud is due for release late 2013.*

For more information about Corintech's products please visit www.corintech.com or email info@corintech.com

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Cranfield University

Cranfield University is renowned worldwide as a leading academic research centre for defence and security. Using the latest facilities and equipment, experts in their fields are carrying out progressive research to find practical solutions to problems facing both the private and public sector. With access to this specialist knowledge and outstanding facilities, we routinely undertake a wide range of multidisciplinary consultancy projects for clients worldwide.

Cranfield's staff apply their expertise to some of the most challenging issues the defence and security sector currently faces. They take pride in solving complex problems and making a real difference in the world.

Current areas of interest include: countering the threat from improvised explosive devices (IEDs), developing and deploying autonomous systems in theatre, preparing for cyber conflict, re-engineering defence systems for improved performance, designing effective counter-measures against ever changing threats, devising better armour systems, formulating safer types of explosives, working with NGOs in post-conflict reconstruction and supporting security sector reform.

Most of our work is conducted in collaboration with government or corporate clients, many of whom have long-standing relationships with Cranfield. Our strategic partners include: UK Ministry of Defence, Airbus, AWE, BAE Systems, Boeing, MBDA and Rolls Royce. Other major clients include the UK Foreign and Commonwealth Office (FCO), Dstl and Lockheed Martin.

Cranfield Defence and Security (CDS), the Cranfield School located at the Defence Academy of the UK, continues to deliver the highest standards of education, training and research across a range of important subject areas in defence, security, engineering, technology, management and leadership to meet the demands of students – both service and civilian – in the 21st century.

The partnering relationship between Cranfield University and the Defence Academy allows students access to leading academics, military personnel and state-of-the-art facilities at the site in Shrivenham, as well as those at the main campus of Cranfield University in Bedfordshire.

The modular structure of many of the courses offers flexibility while maintaining academic excellence. The University's reputation for world

class research, coupled with excellent teaching and specialist facilities at the Shrivenham campus, offers students a unique experience. As a purely postgraduate university, Cranfield offers 30+ Masters level degree programmes at CDS in defence and security related subjects such as Defence Acquisition Management and Cyber Security. Courses are full-time, part-time or by distance learning or a blend of residential and e-learning – with postgraduate certificates (PgCerts) and diplomas (PgDips) also available.

In addition, CDS offers a wide and comprehensive range of specialist short courses which vary in length and in academic level from awareness to expert. Many of the short courses are modules of the MSc courses, enabling students to attend purely for personal development or to build up credits towards a qualification over an extended period.

The diverse short course programme is fluid and flexible. Courses draw upon extensive research and consultancy experience in areas such as resilience, ballistics, communications, forensic computing, unmanned vehicles, systems engineering and leadership and management. Cranfield has a long tradition of providing courses customised to suit a particular client's needs. These bespoke courses can be delivered on campus or at the customer's chosen location, either in the UK or overseas. Clients can select and modify courses from our prospectus and website or ask us to design a course tailored to meet their specific requirements.

For customised short courses please contact the Short Courses department on 01793 785810 or email enquiries@cranfield.ac.uk with details of the course closest to your requirements. A member of the academic staff from that discipline will then contact you to discuss your needs.

Information on all courses can be found on our website www.cranfield.ac.uk/cds.



SYMPOSIA: Cranfield's popular 'Symposia at Shrivenham' events complement the extensive range of courses and research offered with over 30 scheduled events throughout the year attended by international audiences. More details and a complete list of events can be found at www.symposiaatshrivenham.com.

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UK Government affirms Cloud Computing benefits with a 'Public Cloud First' policy

As the UK Government introduces a 'Public Cloud First' policy, the benefits of Cloud computing for UK businesses are unparalleled. The policy has recognised the financial benefits of the service and has asked that all public sector buyers consider Cloud in the first instance.

In future, when procuring new or existing services, public sector organisations must consider and fully evaluate potential cloud solutions first – before they consider any other option, announced the government in May this year.

G-Cloud was developed as part of the government's new initiative to buy and manage government goods and services more efficiently. To assist public sector buyers in their purchasing choice, G-Cloud acts as a catalogue of UK providers.

Graeme Gordon, CEO of Internet for Business (IFB) offers some tips when making the switch to Cloud, "Choosing a Cloud provider is a bit like choosing a new car. You want a vehicle secure enough to protect you in an accident, economical enough to run every day, and spacious enough to accommodate all passengers. Luckily, there are only 800 Cloud providers in G-Cloud at the moment, which, in theory, should make the selection process a doddle when compared to the 4,000 cars produced in the UK every day. However I do appreciate that it's a bit of a minefield so here are my four areas to look at when considering a Cloud provider."

Trust

The first thing I would say is that you should arrange a meeting with any potential providers so that you get a feel for how they run their business and therefore, how they would be with yours. Secondly, do not automatically

pick the cheapest provider. This is a network which will house an entire IT infrastructure and its safety is paramount. Companies should be able to confidently move their business critical systems and applications to the Cloud. The cloud takes away the responsibility of maintaining server equipment as that responsibility now lies with the Cloud provider; you need to be able to trust your provider.

Support

Providers should walk you through the entire process, from quote to installation. I like to be able to pick up the phone and speak directly to support agents without having to go through a network of call centres.

Security

The security of your data should be the number one priority of a cloud provider.

You must also ask a provider where the cloud platform is located. Choose a cloud provider, that's platform is located in the UK, so that it is protected by UK Data Legislations. Not in an unidentified location where your data is not protected by UK Data Legislations. In order to minimise the threat of data loss, look for a provider with two cloud platforms; one as an active platform and one as a failover, or standby, platform. The recovery site should be an exact replica of the primary site, so if for any reason the entire primary fails, all data is replicated on the failover site. It is also necessary for all data to be replicated in real-time to a standby site to ensure nothing is lost.

Scalability

Cloud services are expanding at a revolutionary rate. 90% of the world's data has been created in the past 2 years and there will be a 900% increase in data generation over the next 5 years (Gartner). You want to be with a

provider who is going to grow and evolve at the same pace as the technology.

One of the wonders of cloud is the ability to scale up without having to invest in new hardware.

This can be done in a matter of minutes on the cloud, in comparison to purchasing new hardware which has long lead times, typically 4 weeks.

Uncertain?

If you are unsure about making the move to cloud, then consider your environmental footprint. Since the early 90's power costs in the UK have risen by an estimated 150% and will continue to increase by another 40-50% in the next 5 years (Gartner). Therefore the cost of managing, cooling and powering data stored in-house has been rising and is set to continue over the next 5 years. Studies have shown that companies can reduce their emissions by 50% by moving to the cloud. Cloud is a shared platform which uses less power than a traditional rack space - this can cut energy usage by up to 90%.

IFB, founded in 1996, is a leading Internet Service Provider (ISP) and provides ICT infrastructure for businesses across the UK. IFB provides cloud, connectivity, hosting, telecoms, back-up & recovery and work place recovery for our business customers through national, multi-Gbit/s network that link our national offices. **IFB can be contacted on 0845 270 2101 or geton@ifb.net. Find out more www.ifb.net.**



Graeme Gordon,
CEO of Internet for Business

gbpartnerships scoops top award for second year running



Birmingham-based healthcare developer gbpartnerships has achieved a notable 'double' winning Property Developer of the Year for the second year running at the influential Health Investor Awards 2013.

which recognise the challenges of the market currently," and a "very strong development record in 2012, significant investment and a wide range of project types."

Managing Director Elaine Siew and Development Director David Acklam received the Award from journalist and broadcaster Andrew Neil, who hosted the evening held at the Grosvenor House Hotel in London. Elaine commented: "I can honestly say that scooping this Award category for a second time was quite unexpected, though of course you hope that your submission will be well received."

"This really is a team effort and I want to pass on my thanks to our staff for their professionalism and commitment to the company and also to the public and private partnership organisations that we work alongside."

"We have come a long way in a relatively short space of time following the MBO from Assura Group in December 2011 with our property portfolio across six LIFT companies worth now in excess of £300m."

The judges comments about gbpartnerships submission included: "An impressive year with 12 current projects that appear set to deliver more property solutions that are well aligned with the needs of NHS tenants and

The gbpartnerships development team works in close partnership with Primary Care Trusts, Local Authorities and other local stakeholders to provide modern, purpose built premises that are rooted firmly within the community and closer to patients' homes."

During 2012 gbpartnerships reached Financial Close and commenced construction on the £2.6m Upper Stoke Health Centre, which was completed in April this year and opened to the public in mid-June. Work also began early in 2012 on the £7.6m Kensington Health Centre, which forms part of the Edge Lane, Liverpool West redevelopment project and opened for business in April this year.

Sited on a major strategic gateway into the City centre, this 2,518m² facility includes accommodation for two GP practices, as well as a wide range of extended primary care services. These include dental, phlebotomy, podiatry, spirometry, sexual health services, counselling, dietetics, podiatry, continence, ECG and a range of outpatient consulting services including minor surgery.

The building is located at the busy junction of Edge Lane, Durning Road and Holt Road and is dominated by a distinctive banner which reads "Love Life" in giant letters.

Picking up on the cultural heritage of the city, this is a reference to the lyric "this land's the place I Love" from Gerry and the Pacemakers anthem song "Ferry 'Cross the Mersey;" and Carl Jung's famous remark about Liverpool being "the pool of life."

A further five buildings reached practical completion and commenced operation. These were Mere Lane and Princess Park Health Centres in Liverpool, North Road and Valkyrie Road Health Centres in Southend and the £31.3m Finchley Memorial Hospital in North London – the largest primarycare scheme developed to date under the LIFT initiative.

Projects currently under development include the £28m Walton Mental Health Facility in Liverpool by Mersey Care Development Company, a consortium comprising gbpartnerships/Assura Group, Bilfinger Project Investments; and Liverpool and Sefton Health Partnerships.

The site will be transformed into a mental health in-patient facility providing 85 single

occupancy bedrooms with en-suite bathrooms to facilitate best practice in modern mental health care.

Each of the five wards will be supported by its own dedicated therapeutic and safe courtyard facilities as well as light, airy communal areas. Walton is the culmination of hard work, consultation and negotiation by the key groups involved to create a facility at the leading edge of 21st Century mental healthcare provision. Critical to the process was aligning the development scheme with the affordability of the service provision.

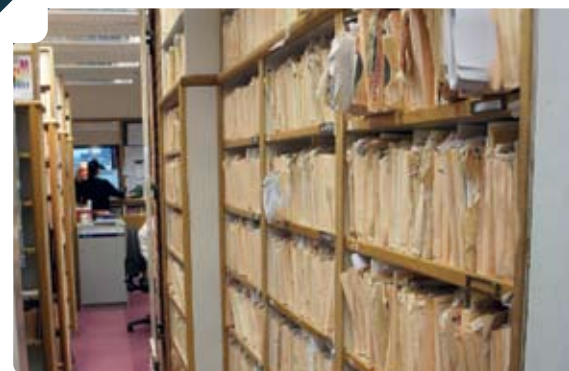
Further schemes underway include Canley and Tile Hill GP Centres in Coventry; and Park Prewett GP Surgery in Hampshire.

gbpartnerships Development Director David Acklam commented: "Recognition for your work is always welcome and reaching the final of the Health Investor Awards not only enables you to showcase your work and achievements, but have a platform to reach key industry decision makers."

"The past 12 months has been both challenging and exciting and I would like to thank our staff for their ongoing support and commitment," he concluded.

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Maruyama's Mitie debut

MITIE's landscaping team recently took delivery of 13 Maruyama Strimmers from DMMP Limited via distributor Amenity Land Solutions Ltd. MITIE specialises in strategic outsourcing and energy services, helping their clients achieve organisational goals.



MITIE invested in the Maruyama multi tool MC2600-RS, a 25.4cc two-stroke power unit with a weight of 4kg. It has unique features within the engine, such as the chrome impregnated cylinder and two piston rings; product longevity can be expected.

The Multi Tools were also fitted with landscape blades to eliminate flying debris; this is a twin blade cutting unit, with self-sharpening scissor action and a quality cutting edge ideal for bunker edging and road side work. The head is also fully waterproof so it can be used

under water, which is perfect for the edges of lakes and water features.

Based in Luton, and with regional offices in Nottingham and Chichester, MITIE's landscaping team employs 320 to 350 operating staff (depending on the season) on grounds maintenance contracts from Inverness to Penzance. These are mainly in the private sector, such as industrial estates, office complexes, supermarkets and retail parks, with some public sector contracts including schools and NHS Primary Care Trusts.

"Including mowers and all our

other hand-held equipment, such as blowers, hedge cutters and strimmers, we have around 1200 units in our national landscaping fleet, which are serviced in-house," says Martin Grainger, the Head of Resource and Quality at MITIE's landscaping business.

"We operate an annual plant replacement programme and upgrade machines as necessary to keep the fleet up to date. The overall innovative design of the Maruyama strimmers gives us the opportunity to enhance the level of quality service delivery, avoid property damage and meet the demands of our various customers nationwide."

Marcus Palmer, Managing Director of DMMP Limited, sees MITIE's purchase as a vote of confidence: "MITIE are extremely busy and active in the world of grounds maintenance so we are delighted that they gave the Maruyama Multi Tool MC2600-RS with Landscape Blade the chance to join their fleet of power equipment. We're looking forward to their ongoing feedback."

For advice or to learn more about Maruyama, please call 0845 643 9776 or visit www.dmmp.co.uk



Andy Darley (left) from ALS at the handover with Martin Grainger, the Head of Resource and Quality at Mitie

Councils saving money through peer brokers

With drastic and urgent changes to local government budgets and big scandals involving residential homes adult social care has a regular presence in the UK press, which has delivered both optimistic news and elements we should be very concerned by. For example George Osborne confirmed during the spending review back in June that £3bn had been added to the £16bn pot for social care in 2015-16 after increased integration of health and social care services, which will positive news for those in need.

However the problem is councils have cut spending on social care by around £2.7 bn, or 20 per cent, since 2010 already while another cut of 10 per cent was announced to local government spending by the chancellor. The new funding will hardly even make up for what has already been lost.

To top that the government have recently published information on social care eligibility criteria, to determine who can receive state social care. Councils have already been making savings in social care budgets across the country by increasing the bar for eligibility to 'substantial'. Some 83 per cent of councils over the last year have tightened their care criteria to 'substantial', setting the eligibility threshold to a very high level, which risks cutting people in need out of the system altogether.

Rather than insensible moves that risk failing those who need care the most, more councils should reassess their priorities and make the case for sensible spending, to ensure nobody falls off the radar. Some councils across the country for example have made savings in both the administrative cost of delivering personal care budgets and the actual cost of delivering the care by using locally trained peer brokers through MySupportBroker (MSB).

An analysis of a sample of 100 care plans created for councils including Enfield, Southwark, and Walsall has shown a reduction in the cost of support planning to just 2.5 per cent of the cost of a personal budget. This is a dramatic reduction when considered in the context that 40 per cent of the Government's overall spend of £20 billion on social care goes solely into the bureaucracy of delivering it, as evidenced in a recent NHS Information Centre report.

The unit cost of a highly personalised MSB plan is also significantly lower. According to the Audit Commission, the cost per head of social care assessment services to a council is at around the £800 mark. But in the analysis of costs to the councils MSB currently works with, their equivalent unit costs are £300.

The reductions in cost are largely down to the flexibility of a peer's time, their local knowledge of community based services and their lived experience of long-term conditions, all requirements for the professional and accredited peer broker role. The peer broker model is based on a partnership to plan and source the right care, based on local knowledge and an insight into where local services can be found. For these reasons MSB has never requested for a budget

increase in a personal care budget. Savings can also be found in other key areas. Some of the methods used to make these savings have been to:

- make use of free services in the local community;
- engage personal assistants as part of a customer care plan rather than higher cost residential institutions;
- ensure use of a personal budget as a direct payment rather than a managed service; and
- use of innovative technology behind MSB linking broker, customer and council together for the first time.

In the analysis of £891,000 of personalised care delivered through 100 support plans over 3 months, MSB found that as referrals increased the processing time became more efficient and turnaround time was reduced by two thirds. The paperwork required by councils using MSB support planning is reduced by 68 per cent due to the efficiency and bespoke nature of the web based technology.

Aside from the cost, one of the main problems for councils in delivering care support plans is how long they take process and approve. It has been estimated that support plans by local councils can take between two and eight weeks to get approved, costing more money and leaving people waiting for longer. MSB has shown their involvement can reduce approval time to between one and three days in the analysis released today.

The model carried out by MSB has struck a chord with councils. As part of its pilot evaluation it was found that peer brokers significantly reduced social isolation and increased local participation, while 97 per cent of

MSB customers took up active self directing of their own support services through their personal budget.

Councils are always making tough decisions on their budgetary plans, social care budgets are no different. Where they can find a way to both reduce costs while improving services quality, the balance between expectations from Whitehall and obligations to local communities are met.



Government needs to embrace payments technologies from SMEs to better serve UK citizens

UK citizens are being denied swift access to financial support and emergency payments because the Government has failed to grasp the opportunities now offered through emerging payments technologies from SMEs says Frank Lambe, Founder and Executive Chairman of Payment Card Technologies and Advisory Board Member of EPX. Lambe is proposing the development of a clearing house for approving and connecting government to appropriate qualified SME suppliers to support the adoption of new payments technologies by Government.

Presenting his 'Provocation' at the recent Procurement 2013 Conference, following an Opening Plenary from Rt Hon Francis Maude MP, Frank Lambe argued that innovation has been stifled and opportunities to cut costs have been missed because the Government has been too slow to respond to innovative payments solutions from SMEs. He went on to point out that these same solutions have been embraced by major brands in the private sector who have recognised the competitive and cost advantages of working with SMEs to deliver IT solutions.

Frank Lambe says: "We welcome the Government's commitment to increase its spend with SMEs from 10% as it is now, to 25% by 2015. But it's not just about what they spend, it's what they will save by embracing the new payments technologies available from SMEs. We believe the use of payments solutions such as prepaid cards can help central and local government cut

costs, improve efficiency, enhance reporting and most importantly, better serve the UK citizen."

During his Provocation, Frank Lambe stressed that the private sector is adopting emerging payments technologies to drive business efficiencies and improve performance. This includes the management of expenses, the distribution of regular and emergency payments to minority groups, and in the payment of refunds and claims. Companies in the airline, retail, insurance, telecoms and travel industries are gaining significant benefits, such as greater financial inclusion for disadvantaged people, reduced costs, additional revenue generation, reduced fraud losses and increased management control of risk.

Frank Lambe continues: "You just need to look at suppliers to the likes of easyJet, Sainsbury's, Sodexo, Aviva, O2 and Barclays. These major businesses are using small firms to supply their IT capabilities because they are flexible, innovative, agile, quick to adopt new ideas, relationship-focused and often less expensive."

"So why hasn't the Government recognised these same advantages? The upshot is that the public is not receiving the products and services it deserves, costs remain high, and innovation is stifled. We need to banish this false notion that the allocation of business to SMEs is risky and that strong balance sheets are a pre-requisite to delivering secure solutions to practical problems. Let's hope the Government's

recent commitment to procure ICT from the SME sector is backed up by real action. Certainly those of us working in the payments solutions sectors will do everything we can to support the adoption of these technologies and create much needed opportunities to cut costs and improve services to UK citizens."

ABOUT PCT

Payment Card Technologies (PCT) is a leading programme manager in Europe with preferred status from Visa and MasterCard providing full debit and prepaid solutions. Owned by Lenlyn Holdings plc, PCT is a sister company to Raphaels Bank.

The Payment Card Technologies team bring together many years of experience in the financial services and prepaid card industries. PCT has the depth of experience necessary to deliver effective and innovative solutions in a fast moving, dynamic and global industry. Retailers, online merchants, large and small corporations are all benefitting from our customised and flexible prepaid card solutions.

Originally founded in 2007 by Frank Lambe Chairman and Ian Clowes CEO, former Directors of Alliance and Leicester and Abbey (now Santander) respectively, PCT operates out of London UK and provides services to businesses around the world. Through special relationships with strategic partners incorporating banking and technical infrastructure, PCT provides one of the most robust, reloadable prepaid card system available in the market today. Exceptional technology, speed-to-market, superior service and continuous innovation is core to the operation.

**For further media information please contact Katie Williams
katie.williams@paymentct.com**



"IDA is coming - It won't change the world, but it could make life easier for many people"

IDA – Identity Assurance – is a relatively simple proposition: why not find a way of enabling consumers to access multiple online sites easily, securely and in a way that is convenient without the problems encountered with multiple passwords, different user names and so on?

In essence it helps turn the Digital economy from the virtual version of the 'Wild West' to one where people can have greater confidence in what they are doing and who they are dealing with.

So what are the benefits?

For consumers

Control: ability to own, manage and control their online identity.

Choice: choose who manages their identity, when it is used and for what purpose along with the ability to revoke access at any time.

Convenience: verifying additional information (attributes) and making it available, at the consumer's discretion, to facilitate the transaction in hand along with using a single, trusted identity to access a wide range of services.

Security and Privacy: empowering individuals to decide their own appetite for issues such as risk, security and privacy through configurable applications and transparent policies.

For businesses and organisations:

Acquisition: increased revenue through purely online customer acquisition, meeting their needs at a time of their choosing.

Cut costs: remove the need for in-person identity checks and manual processing with a consumer-driven service.

Retention: enhanced customer loyalty through improved service delivery.

Combat fraud: preventing increasing fraud through identity

assurance with online identity proofing and strong authentication, with full traceability, supported by a certified identity platform.

Meet compliance: for Know Your Customer (KYC) and Anti-Money Laundering (AML) identity requirements and Privacy issues related to customer data.

Rapid deployment: easy integration with minimum fuss or disruption to existing processes.

So in principle the solution is simple right? Wrong – the complexity lies in how something like this actually works. Accepted standards of security – what constitutes 'secure' for one may be insecure for another, and how do you define a particular level – what makes it meet that standard.

Liability – if you stand up an identity service who pays if it does fail and someone suffers a loss – it's the real world so this will happen, albeit the chances of this happening are now much less likely.

Security – this does represent a more secure online world, but every model has its flaws. Interoperability – how does someone use their online identity to access multiple sites – presumably 'relying parties' have to be persuaded to sign up!

Cost – who is going to pay for it?

Big data and privacy – this is actually a scheme that helps

individuals manage their identities and data online in a way that puts them in control. The danger is that it is very easily either misunderstood or misrepresented.

But the best things in life often aren't easy – and this is one of those. A lot of very dedicated people have worked really hard to work through all these issues and more workable solutions are emerging. It seems from the experience of other markets that for 'take off' a particular market needs someone with some public spirit to invest in helping to get over some of the initial hurdles or with setting up the initial infrastructure. This could be a Government, look at the Estonia, Canadian, Finland and Holland models. Or it could be industry coming together to work up solutions – like OIX or GSMA, or alternatively it could be a smart solution that a company develops which others are prepared to accept – such as miiCard the global 'Bring Your Own Identity' solution that proves 'you are who you say you are' – the good news is that not only can it happen but that it will.

What does all this mean for big issues like Big Data, midata? Well it's about putting trust in the digital economy which is so crucial if the government's vision of the digital world being a major driver of the next economic cycle – and

Britain's place as a leader in this field – it's important we think Global.

The value of data – you do get different perspectives – some talk of data as being the next gold rush, others see the proliferation of data as something that drives down the price of data that is already in the market. The truth is data is only as valuable as the amount of work you put into it to turn into useful information and subsequent insight. That is why credit bureaus will continue to have a really important role in building trust into the system.

Government specific issues: Much of the talk on the IDA scheme centres on encouraging individuals to move to use more online services and moving to a more 'digital by default' processes. Clearly this is a challenging task and the subsequent possible delays in Universal Credits could no doubt delay the uptake of the implementation of IDA services.

However Universal Credits or not, there is an overriding imperative in public sector to continue to achieve efficiencies and to reduce fraud and error. Trusted online IDV is a key part of that and stopping fraud and error getting in to the system in the first place.

Callcredit's view is therefore that Government needs to consume IDA one way or another so we remain confident that however it ultimately manifests itself Government will become a major user of online IDV in the foreseeable future. In addition we strongly believe that Government has a really important role to play in helping to seed key capabilities to make the Digital Economy not just take off but also to enable Britain to secure its place as a global leader in the online world.

**Angus Sim
Head of Alliances
Callcredit Information Group**



True Grit



With the annual 1st April increase in Landfill Tax, and publication of guidance by the Environment Agency, there has never been a better time to investigate road sweeper and gully waste reprocessing systems says George Anderson, Director of the Siltbuster Group.

Since it was brought into existence in 1996, "with the intention of driving councils and companies towards the development of recycling infrastructure by making the landfill disposal route a more expensive and unattractive option", Landfill tax has steadily increased by £8 per tonne per year, bringing the rate for active waste to landfill to £72 per tonne in 2013/14. This is set to rise to £80 per tonne in 2014, but from the start a lower tax rate for inert waste of £2.50 per tonne has existed.

Changes to the Status

In the past, the status of road sweepings and gully waste has not been completely clear. The European Waste Catalogue lists Street Cleansing Residues under waste code 20 03 03 as a non hazardous waste; yet the Environment Agency and the Highways Agency both agreed in 2010 that it should be potentially classified as hazardous. At the same time, many councils and waste contractors confused its non hazardous status with inert, sending the material to inert waste landfills at the lower tax rate.

This all changed on in May/June 2012 when HMRC announced that trommel fines, grits and screenings would no longer qualify for the lower landfill tax rate, unless the materials complied with the Landfill Tax (Qualifying Materials) Order 2011. To qualify for the lower tax rate, road sweeper and gully waste must be comprised of predominantly inert material (such as mineral, residual soil) with only

small amounts of organic matter and other contaminants. Given that the sweeper/gully waste typically contains 20 to 30% organic matter this clarification clearly signifies that the HMRC considers that these materials attract the higher landfill tax rate.

New Guidance

But May 2012 wasn't all bad news, as the Environment Agency issued New Guidance on the Recovery of Street Sweepings and Gully Emptyings. This was produced for Waste Authorities in England and Wales to support accurate reporting for the Landfill Allowances and Trading Scheme (LATS) and laid out in black and white the do's and don'ts of recovering the waste.

With this year's increase in the Landfill Tax imminent, over one million tonnes of roadside and gully waste to be dealt with each year nationally, fledgling Environment Agency Guidance and the easy option of simply sending it to landfill now a much more expensive proposition, not surprisingly, local authorities are asking what's the best way to deal with their road waste?

The answer is simple, look at what's in it. The bulk of road sweepings and gully waste typically consists of recoverable, reuseable sand and gravel which can account for up to 60% to 75% of a local authority's road waste harvest, with larger stones, fines, debris and litter, leaves, twigs and other organics making up the rest. However it's a variable and seasonal harvest too. Waste collected by road sweepers and gully suckers varies in both its content and consistency depending on the vehicle design, cleansing method, location, weather and time of year. For this reason it has traditionally been a challenging waste stream to treat, so innovation has been the key.

Innovation

Innovation has seen the development of, for instance, the Gritbuster System, a unique road waste washing and recycling system. It is designed to cope with up to 10 to 15 tonnes per hour of such a variety of feed materials, it separates and dewateres the various recyclables and even recycles the water.

In essence, the processing starts with road sweepings and gully waste being tipped into the Gritbuster's main reception hopper. From here, the material is transferred into a rotating trommel screen to be washed. The material is then separated into over size material (+10mm) and the smaller (-10mm) fraction.

The oversize material typically contains larger gravel-like material and the usual road debris of bottles, cans, broken number plates, leaves and so forth. Once separated, it is conveyed out of the machine. The remaining material containing the sand, fine organics, silt and any other fines material falls through the trommel holes. The fine organic matter and the coarse sand and gravel fraction are separated before each is dewatered and conveyed out of the unit as separate materials. A second, finer grade of sand can also be produced by passing the material through a Siltbuster hydrocyclone and dewatering screen. The resulting dirty wash water is cleaned in one of Siltbuster's water treatment plants before it too is recycled.

All of this is done with a compact modular system. The whole Gritbuster Washing & Recycling Plant can be squeezed into the corner of a council depot, operator's yard or waste transfer station.

Financials & Targets

There's a strong commercial imperative why it is worthwhile for councils to attempt to recycle

such waste. The 60% and 75% gravel and sand-sized particles, when reclaimed, can be put to beneficial use as a recycled aggregate for use in for instance low grade concrete production, pipe-bedding and other forms of secondary aggregate. Thus the process turns what is a now, following the HMRC ruling, an expensive to dispose of waste, into a significant commercial, money saving opportunity.

In addition to this financial incentive, recycling road sweepings and gully waste provides a new recycling opportunity for local authorities – who with steep recycling targets to meet have to look for as yet untapped opportunities to 'up' their recycling game. With a 50% recycling rate set for England by 2020 and an even more ambitious target of 70% by 2025 set for Wales, simply improving how they currently recycle isn't enough. Everyone is looking for new waste streams to focus on, and this one fits the bill neatly.

Defra has stated that where a local authority is responsible for waste collection and street cleansing under Section 89 (2) (a) of the Environmental Protection Act 1990, road waste is able to be included as part of the authority's recycling targets. So the 1 million tonnes of road sweepings and gully waste which currently go to landfill present a real, and as yet untapped, opportunity.

Conclusion

The Gritbuster System is currently being used by the private sector, including large road sweeper hire companies such as ADMEC Municipal Services Ltd., who installed a plant some three years ago. With changes to the cost of disposing of road sweeper and gully waste and ambitious recycling targets to meet, plus a tried and tested technical solution to hand, there has never been a better moment for the public sector to follow the private sector's lead, and review the way it manages this waste stream.

To find out more about Gritbuster call George Anderson on 01600 772256.

Road Safety – 'a skill for life'

By Adrian Hide, Director TTC Road Safety Services

Education plays an important part in everyone's lives, especially in the early years as young people move into the workplace. Key to this success is staying safe. However, it is a sad fact that road traffic incidents claim countless lives every year.

Road safety is an essential 'life skill', traditionally delivered to children throughout their school years by dedicated Local Authority road safety teams, often working in partnership with the Police and Fire Services.

Due to Government cutbacks in public spending, road safety around the UK has taken a significant hit with some services being scaled back or stopped completely. There is however a viable alternative uniquely offered by TTC Road Safety Services (TTC RSS), part of the successful TTC Group of companies.

Experts in the field of road safety

TTC RSS is managed by experts in the field of road safety education who come from a long career in Local Authority road safety. This assures a consistent and thorough approach to road safety delivery within all sectors of our communities.

Road Safety for schools and colleges

Whether a primary school, high school or college, TTC RSS have a programme for most year groups. In the early years training focuses on pedestrian training skills while before going to high school the emphasis shifts to looking at safe and independent travel. As pupils progress towards driving age, the focus is on developing those essential skills that are necessary to become a safe driver.

Supporting Local Authorities

Local Authorities have gone through some challenging times of late and it is likely that more will follow. TTC RSS are able to support Local Authority road safety teams in a number of ways, for example:

- Provision of road safety trainers to complement existing teams during periods of high demand
- Individual road safety schemes, managed and delivered by a TTC RSS professional trainer
- Provision of a managed road safety service, bespoke to individual requirements
- Provision of a secure web based road safety management system that will reduce the admin required to manage road safety schemes, such as pedestrian training, cyclists training or a minibuss permit scheme

Support for independent schools

Schools that have opted for independent status can now access a comprehensive and personalised road safety service. This can be from a one-off intervention to a suite of initiatives spanning the entire year groups.

Support for businesses

A significant number of collisions occur while drivers are on a work related journey so businesses should manage these risks via a robust policy and instill a 'road safety' culture within their company. TTC RSS are able to support businesses in the following way:

- Development of a road safety policy
- Provision of in-class or on-road driver development (all vehicle categories)

Minibus driver coaching scheme (with optional permit)

Many organisations operate minibuses primarily driven by well-meaning and enthusiastic volunteer drivers. It is likely that unlike coach drivers, minibuss drivers will not have undergone any formal training. A minibuss driver coaching scheme, particularly if it is linked to a permit, can be a wise investment as it ensures the best possible steps have been taken to minimise the risks. TTC RSS's operate a minibuss scheme that is flexible and can accommodate anything from a single driver to the large fleet. For those with specific scheme requirements, TTC RSS can accommodate these into a personalised programme with an on-line booking and scheme management system.

Case study 1

City of Stoke on Trent Council was faced with the challenge of delivering pedestrian training to 3,000 primary schoolchildren within a three month period. Due to a severe lack of staffing resources this appeared to be an impossible task until they engaged the services of TTC RSS who:

- Contacted targeted primary schools
- Scheduled pedestrian training sessions (managing all school and trainer bookings)
- Recruited, trained and monitored local road safety trailers (all came from a teaching or road safety background)
- Delivered pedestrian training to 3,000 children, on time and within budget

Case study 2

Wirral Council contracted TTC RSS to deliver the practical driver assessment and coaching element of their minibuss scheme. As well as recruiting, training and monitoring

local minibuss assessors, they provided the road safety team with a web-based programme management system that has streamlined their administrative processes and provided a 24/7 on-line booking service for participants of the scheme.

Case study 3

Warwickshire County Council wanted to run some cyclists training to encourage cycling to work. TTC RSS wrote an innovative in-class and on-road course, managed the bookings and course delivery, providing a seamless service for the council and their client.

We'd love to hear from you

If you would like to invest in any element of road safety, from a single scheme to a fully managed service, or you are a business wanting to develop a road safety culture, you can contact us in a number of ways:

01952 607 187
contactus@ttc-uk.com
www.ttc-rss-uk.com



The Choice of Engineering

The excitement of engineering embraces all that we do. We want to get to where we need to be on time; we want to remain interconnected by email and social media wherever we are; we expect to be safe and secure at home and in the city; we wish to have access to food and entertainment when we are well and to have access to advanced medical technology when we are not; we expect our environment to be protected. All these every-day expectations are being met by the involvement of engineering.

To stay at the forefront in the international community, expertise in engineering has therefore become a necessity. The UK has always been good at this aspect of cultural life, with whole fields of engineering created in the UK and gifted to the world. The electro-technologies are but one example.

A consequence is that the engineering community – and this includes a vast array of those

working beyond the classical ‘engineering industries’ – requires constant replenishment from the brightest and best if it is to play its critical role. We need skilled artisans with the gift of creativity in their hands; we need high-level graduates whose creativity must combine the practical with the theoretical. Young people can be cannily wise when they make their choices. Of course, they take notice of “role models” – but they seek excitement, variety, recognition, and the sure knowledge that their work has made a difference. They wish to face a challenge and to deliver their personal contribution to the answer. They will see the good fit between their ambitions and engineering if their parents and teachers, who influence their educational and career choices, actively support their cause.

A particular challenge lies in getting girls to consider an engineering career. Some numbers emphasise the extent of our national cultural blind-spot.

Just 12% of those enrolling for engineering courses are women. Yet in France 20% of engineers are women, and in China over 30%. Our failure to promote the excitement of engineering to girls means that we are missing out on rich potential resources of required expertise. There are undoubted repercussions for our national economic and social wellbeing.

The Institution of Engineering and Technology’s (IET) annual workforce survey has been conducted against a background of many splendid initiatives designed to ensure a full participation of women in engineering culture. There is progress but a disquieting distance from the target. Not only does the UK have the lowest proportion of female engineering professionals in the EU (just 8.7 per cent) but the IET points to a decline in the number of female engineering technicians from five per cent to three per cent since 2008.

So this becomes a trial of cultural stamina. There is

opportunity, there is need, there is dramatic reward. But there is consequent need for consistent and sustained attention. We must encourage the engineering professional institutions to maintain their work in tackling the recruitment of those most gifted for responding to the challenges of engineering. Individual engineers can play a vital role by getting involved in the cause and spending time in explaining to young people the rewards of their own careers; they can mentor those who have then taken their advice as they in turn set about their early careers. The greatest challenge, however, is that faced by teachers and family members as they seek to point those in their care towards a rewarding, satisfying and, yes, demanding, career. In a world jaded by the bogus offers of ‘exceptional opportunity’, it is folly to miss the genuine article!

Professor Sir Richard Brook, OBE, FREng. Chairman of the ERA Foundation.

Follow the Agile model to avoid getting stung...

SIGIST Conference, Barbican Centre, London -12 September 2013

‘Follow the Agile model to avoid getting stung...’ is advice likely to cause quite a buzz amongst software testers at this year’s SIGIST (Specialist Group In Software Testing) conference.

The event, held by SIGIST, part of BCS, The Chartered Institute for IT, takes place on Thursday 12 September 2013 at the Barbican Centre, London.

Agile expert and bee-keeping enthusiast Stevan Zivanovic will open the event with his lecture: Bees - A Model for Agile Teams. Stevan says: “I aim to provide a better understanding of the dynamics of an Agile team by drawing comparisons with the social model of a beehive. The lecture will examine what behaviours you need to demonstrate and the expected outcomes - and how not to get you or your team stung.”

He continues: “A beehive is a self-organising system that provides huge sustainable benefits to others around it. Using videos of my own

bee colony and examining the social model of a beehive, I will relate these to the structure and behaviour of an Agile team.”

Stuart Reid, SIGIST chair says: “Our conference promises to be a great event and I’m delighted to be holding it at the Barbican for the first time. The conference will offer delegates the opportunity to learn, improve skills and network with other organisations and testers. The event, which includes speakers from the UK and overseas, features a range of exhibits, workshops and lectures on a wide variety of topics which will be of interest to those working in software. Delegates will also gain a better understanding of bees!”

For more details and to register visit:
<https://events.bcs.org/book/474>

Advanced Commissioning Skills Training

Kent County Council Highways and Transportation Department

The world is changing. Ever increasing public expectations, coupled with pressure on budgets, staff reductions and increasing workloads mean that we cannot continue working in the same old ways. Innovation appears to be the only alternative and this was the approach that Kent County Council’s Highways and Transportation department took when considering the renewal of its contracts.

John Burr, the KCC Director of H&T, realised that to continue the journey of improvement which the highways service had been on over the past two years, the new Technical and Environmental Services Contract also needed to have a much more collaborative style of working to allow KCC to meet its strategic objectives. He realised that a culture change was required on both sides of the contract and that a contract, which encouraged the right behaviours from both H&T and supplier staff, was needed.

Step one was to get a contract in place, based upon this new approach. It was a refreshing surprise that one of the competitors really seemed to “get it” and it was the promise of collaborative working which was a major element in Amey securing the contract.

Step two was more difficult. John was faced with changing the operating processes and the thinking around commissioning work, which had become ingrained within his entire H&T operation and had survived many changes of strategy, management, direction, contract and relationships over many years. How could you get this “titanic” operation to change direction? How could he stop the less than optimum practices being perpetuated into the new contractual environment and introduce innovation as a constant to be considered in all aspects of the work?

This is where Sixfold, a Kent based specialist consultancy and training organisation, became involved. It proposed a two-day training activity through which H&T staff would be put in a number of situations mimicking circumstances which could arise in the new environment. It wanted to shake the “status quo” of thinking about how H&T services were engaged, managed, monitored and assessed. Sixfold planned to give the H&T teams both the specific knowledge they would need to operate the contract, at the same time as challenging their responses and reactions to the types of issues which could emerge. It was critically important to do this before the contract was started, so that the chance of carrying over the working practices that had not given the best results in the past was avoided. The danger was old habits would be perpetuated because “that is the way it always has been done!” John gave his go-ahead and Sixfold worked with a range of H&T staff, Amey’s management team and KCC L&D experts to create a new type of skills training.

The result was a culture change programme rolled out across the entire Directorate to include all services that would be using the new contract. It provided the foundation of knowledge about the contract together with the new processes everyone needed to be able to operate to get quality commissions under way. It let each individual practice how to deal with the political element of their tasks. It showed them how to create and sustain the right types of relationships with Amey staff to get the contract to fly. It let them see the numbing effects of some of the old ways of working and what could be unleashed instead, to ramp up the levels of contract success for the future. Most importantly, it allowed them to make mistakes in a benign

training environment rather than with real commissions, and to learn from these mistakes. Was it a success? Of course, the Amey contract has only just begun. Initial results are only now emerging; those benefits which the new ways of working will bring, will be fully realised in the future and therefore, will be some time before it is possible for H&T to fully assess the ‘Value for money’ aspect of the programme. However, the training has been universally well received with the delegates indicating, without exception, that the training would make a real difference to the way they approached their commissions and how they worked with their opposite numbers within Amey.

Moreover, the Learning Outcomes stated at the beginning of the training were routinely tested at the close of each session to ensure the successful embedding of the training and this has shown the key messages were taken up. Some comments from the delegates so far include:

For someone who has very limited knowledge of the subject, I have finished the course confident and feeling able to put it into practice. Thank you very much to the instructors, I really enjoyed it! Very good, thought provoking, encouraging me to lead in the right direction to achieve success Excellent. Was dreading it! But an enjoyable and informative few days.

For a two day course my interest was held very well. Group activities helped break up the slide shows and allowed one to apply what had been learnt so far. Overall a very good course with a good instructor.

A very useful course which has significantly increased my knowledge of the very skills necessary to commission and manage work. Should help me to manage work with Amey effectively Very refreshing to have a course

with lots of candidate involvement I came out with holes blown in some of my pre-conceptions. Lots to think about.

Overall was impressed and will take away a great deal of different skills.

H&T Programme Manager, Kay Groves says “This training was introduced to staff as a mix of key messages about the new contract, the process from inception to post-delivery and the skills and behaviours that are required to be demonstrated throughout; Sixfold took the learning outcomes and created an interactive, enjoyable learning experience, which was able to span the diverse services which KCC deliver and be relevant to all aspects of commissioning work. The feedback from the staff has been extremely positive and already we are seeing improvements in the quality of commissions.”

Sixfold International Ltd is a consultancy and training business which offers a range of consultancy and training services to Public Sector and commercial organisations. It helps commercial organisations to win in competitive bidding process and assists Public Sector organisations to get the very best response from the marketplace for its requirements.

It has assisted Local and Central Government roll out its strategy within their organisations, bringing an optimum combination of understanding of the Public Sector culture and commercial best practice together.

Sixfold’s client list includes:

- Kent County Council
- Steria
- Royal Mail
- The Ministry of Justice
- Unisys
- Ericsson
- The Guardian News and Media
- T-Systems
- ... and many other smaller organisations.

Do you want to become a trainer for our suicide prevention and Mental Health First Aid courses?

You can make a difference. Train with us so that you can contribute to suicide prevention and mental health in your community. You will need group facilitation / training skills and have empathy for, or experience of mental health issues. Places are limited and previous Training for Trainers and Instructor Training has been oversubscribed so we recommend booking now.

ASIST Training for Trainers

21 to 25 October 2013 Holiday Inn, Cardiff. Cost: £1970*

Applied Suicide Intervention Skills Training (<http://www.positivechoices-wales.org/en/Training/ASIST.html>) is a two day suicide intervention skills training course suitable for everyone – it teaches suicide first-aid to help a person at risk to stay safe and seek further help as needed. ASIST is the most widely used and researched suicide intervention skills training in the world.

So far, over 5000 people have been trained in ASIST in Wales, with over 95% of participants saying they would highly recommend the training to others.



How to register:

To register for ASIST please follow this link (<http://www.surveymonkey.com/s/YYQB36G>). There are a limited number of bursaries available. Preference will be given to candidates who represent, work with or are otherwise in contact with disadvantaged or vulnerable groups. Successful applicants will have up to 50% of the training fees met by the Positive Choices Project.

If you have any problems registering, have queries about bursaries or have any other questions, please contact the training team at: trainingwales@mind.org.uk

Mental Health First Aid (Wales) Instructor Training Mental Health First Aid (Wales) and Youth Mental Health First Aid (Wales)

Instructor training programmes train people to deliver first aid training raising awareness of the importance of mental health and promoting recovery of those who might be experiencing mental health problems.

Please visit the MHFA (Wales) website (<http://www.mhfa-wales.org.uk/>) for more details on the Instructor Training courses available.

Positive choices
helping prevent suicide across Wales

Birmingham's new library safeguarded by MAN

The £188.8 million Library of Birmingham will open on Tuesday, 3 September 2013 after being safeguarded by MAN Commercial Protection since work started in January 2010.

Carillion - Birmingham City Council's construction partner - appointed national service provider MAN Commercial Protection to take on the full scope of security during the library's construction. At times this

encompassed adjusting for events at the neighbouring International Convention Centre including party political conferences.

Robert Yates, quantity surveyor at Carillion, explains: "We have used the services of MAN Commercial Protection throughout the construction process of the library and have always found them to be professional and accommodating."



L TO R: Iain McCallister, founder of MAN Commercial Protection with Stuart Grazier, project quantity surveyor of Carillion outside the new Library of Birmingham due to open early September

INTELLIGENT INTEGRATION ACROSS SECTORS

It's clear that the joining up of health and social care is not being enacted at grass roots level. How can we provide integrated care for patients and service users by using a different lens?

Lesley-Anne Baxter, Chair, and Anita McCallum, Business Manager, British & Irish Orthoptic Society explain how...

It is assumed that those of us who work in the NHS only work in hospitals. It is also assumed they will only work alongside public health professionals and not work collaboratively with private providers. This is not the case! Take orthoptists*, a group of eye health care professionals - they are in a unique position to work across primary, secondary and tertiary care as well as education and social care in the community.

Children's Eye Health - Vision Screening and the High Street Link

Where pre-school vision screening is commissioned it is well documented that orthoptists are the ideal professionals to lead the service. The UK National Screening Committee (NSC – now part of Public Health England) is reviewing its guidelines and we hope that Orthoptic led screening will be a priority. Screening is undertaken in schools and those that "fail" are referred to a high street optometrist by the orthoptist. Orthoptists work well with community optometrists and this is an excellent example of where eye healthcare in this age group can be managed (more cost effectively) out of hospital between the two collaborating professions.

Effective Special Schools and Residential Home Provision

Orthoptists can assess children in special schools for vision problems. They will be able to offer advice to teaching staff explaining, for example, that if a child cannot see on the left of their visual field - objects should be placed on the right; something so simple that can change a child's success in the classroom.

Some Orthoptists triage eye conditions in homes for the learning disabled as well as ensuring by the time they get to hospital, they can walk into a dark room and be examined by someone they do not know – a process that can be very time consuming otherwise. This is another example of using resources effectively and improving a patient experience.

Multi-Professional Stroke Care Pathway - Unblocking Hospital Beds

Many orthoptists work in stroke rehabilitation assessing aiding recovery by diagnosing and treating incidences of double vision.

For example, a patient unable to speak after a stroke often won't get out of bed - but can't say why. When assessed by an orthoptist, a diagnosis of nerve palsy may be given and the patient fitted with a prism to their glasses. This alleviates the double vision (why they can't get out of bed), and patients are then willing to undertake an Occupational Therapy assessment and often safely sent home the same day – unblocking a hospital bed.

A joined up approach across professionals and private/public sectors

Orthoptists have always worked across health and social care, are willing and able to do so as long as services are commissioned. Working with a patient-centred approach, we urge commissioners and Health and Well-being Boards (HWBs) to incorporate eye health in their Joint Strategic Needs Assessment (JSNA) each year and include orthoptists as part of the integrated approach.

**Orthoptists deal with all ages from babies who need visual assessment to the elderly who have visual problems. Orthoptists diagnose and manage vision and binocular vision problems, providing practical, outcome-driven services. Many do vision screening in schools and work in stroke units to aid rehabilitation. They work in glaucoma and cataract clinics, undertaking work previously done by medics, as well as electro diagnosis and medical photography. Others work alongside neuro-ophthalmologists in falls units. They are well-known for getting people back to work or home as quickly as possible and give exceptional value for money as part of the eye healthcare team.*

BIOS
British and Irish Orthoptic Society

NHS Wales secures information transfers, meets regulatory demands and enhances patient care with Ipswitch File Transfer MOVEit™

National Health Service of Wales extends use of Ipswitch File Transfer technology from 2,000 third party public service users to over 5,000 later this year, delivering secure data transfers and ensuring compliance across the healthcare industry.

NHS Wales, the publicly-funded healthcare body tasked with providing care services for three million citizens of Wales, is expanding its use of Ipswitch FT's MOVEit Managed File Transfer system to 5,000 third party public service users, including health boards, social service providers, ambulance operators and the police.

NHS Wales is the over-arching body responsible for all health boards and trusts within Wales, encompassing 65,000 staff nationwide, working across hospitals, university hospitals, GP surgeries, clinics, dental practices, palliative care, pharmacies and more. Its challenge was to

rationalise and secure information flow, guard against the regulatory censure of already-cash-strapped agencies, and robustly fulfil its duty of care for patient records.

One of the major drivers for adopting a secure managed file transfer solution was data protection requirements laid out by the Information Commissioner's Office (ICO). The ICO is the UK's independent authority set up to uphold information rights in the public interest, promote openness by public bodies and safeguard data privacy for individuals. By using Ipswitch File Transfer's MOVEit technology, NHS Wales also meets ISO 27001 security standards.

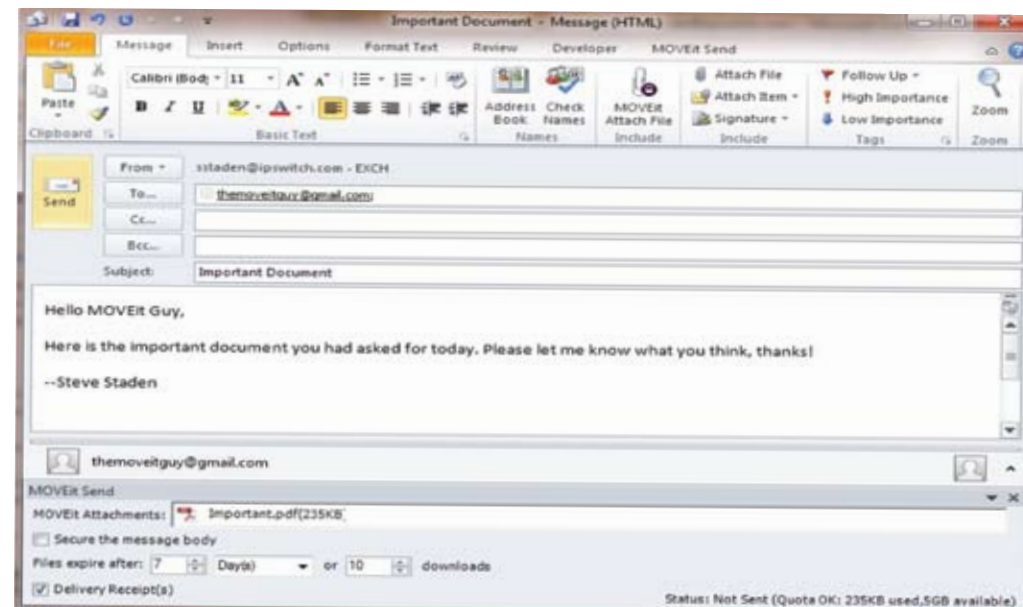
Ipswitch FT MOVEit was initially procured solely for use by the staff of infrastructure support and operational teams within NHS Wales Informatics but it soon became clear that it was the ideal solution for the whole of NHS Wales. Currently, NHS Wales has a MOVEit user-base of around 2,000 third party users, including

social services, ambulance operators and the police. By the end of the summer this installed base is expected to rise to 5,000 users, as awareness and demand for MOVEit grows. NHS Wales is also testing the Ad-Hoc facility within MOVEit for sharing files and data securely through Microsoft Outlook.

Prior to implementing Ipswitch File Transfer, NHS Wales employees had trouble sharing information securely between sites around the UK particularly when large file sizes, or sensitive information were involved. This saw staff resort to posting paper-copies of records, or couriering discs of MRI scans and x-rays. Today employees depend on MOVEit to ensure secure managed transfer of confidential information from health boards to other health boards, and to social services, clinical trial sites, solicitors, police, health inspectorates and external commercial third-parties.

Through Ipswitch FT technology, IT representatives within NHS Wales are equipped with the knowledge of how, when, where and with who sensitive information, such as patient records and x-ray files, is being shared. IT teams are now able to properly track, manage and encrypt mail traffic while at rest or in transit, and take protective precautionary measures when necessary. Such visibility allows for reporting to upper management in a timely, highly-effective manner, creating a confident work environment within the internal IT department.

Ipswitch File Transfer partner, HANDD Business Solutions, provided NHS Wales with implementation and consultation services when rolling out Ipswitch File Transfer MOVEit.



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