

GOVERNMENT & PUBLIC SECTOR JOURNAL

AUTUMN 2013

Procurement pitfalls:
How to avoid them

New drug laws:
The facts

Centre management:
The skills needed

The Big Word
tackling multi-cultural issues in the public sector

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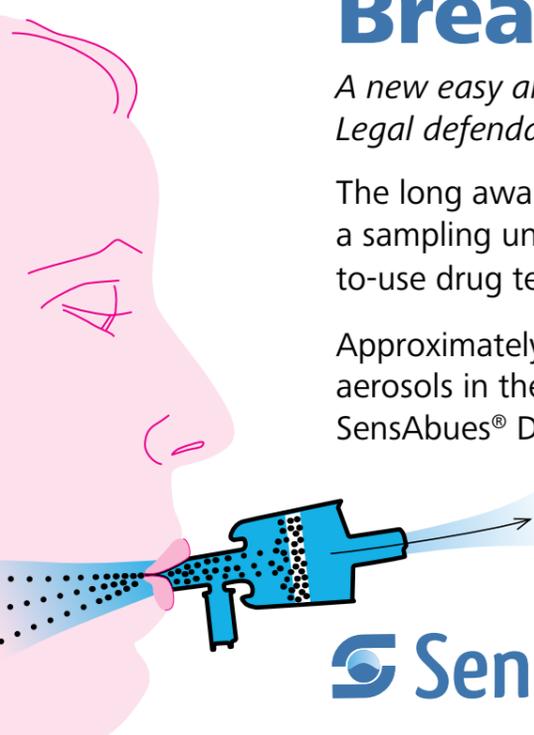
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GPSJ

Government and Public Sector Journal is read by politicians, chief executives, senior management, heads of departments, buyers and specifiers in the government and public sectors throughout the UK.

Welcome to the Government and Public Sector Journal Autumn 2013

07

Contact centres

Improving effectiveness

10

Speech recognition

A way of improving efficiency

24

The Daphne Jackson Trust

Reaching out to 'returners'

26-27

Cover story - The Big Word

Dealing with an increasingly multi-lingual society

34

The case for 'fracking'

39

Employee workspaces

Making the most of your floorspace

50

Magnetic filtration

Helping to reduce energy costs

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29-31

IT feature



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Helping the public sector avoid procurement pitfalls

As pressure continues to be placed on budgets, there is an even greater need to improve the way that goods and services are procured across the public sector.

With an annual spend of more than £230bn, the focus is on the public sector to demonstrate that the highest professional standards are being applied when this money is spent on behalf of taxpayers to ensure that they get best value on every purchase. However, according to recent independent research, UK public sector procurement is not only the most expensive in the EU but it also takes the longest time to complete.

Many public sector bodies are now making extensive use of professional buying organisations such as ESPO, which offers a diverse range of freely available frameworks to make the procurement process a faster and easier process. These organisations are working hard to enable the public sector to achieve best value and maximise available budgets on every contract. For those organisations that choose to go it alone, procurement can be a hit and miss exercise as they often lack the experience to avoid the many pitfalls that can trap the unwary.

EU procurement regulations

Compliance with EU procurement is an important consideration for the public sector when procuring goods, services and works. All 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 to ensure fairness and transparency. 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, 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 and delays.

Resisting high pressure sales tactics

There are many different products and services where the public sector has to deal with salespeople employing high pressure sales tactics and offering



irresistible incentives. ICT is an area where there have been many examples of contracts sold by unscrupulous suppliers. In one case, a Council was forced to pay almost £350,000 to cancel a photocopier agreement for two schools after they closed because it could not break the agreement.

Energy is another area where these sales tactics are also rife and salespeople trade on a lack of understanding of energy markets. For example, some public sector buyers are being pressurised into signing fixed price contracts when the market prices are high leading to their energy costs being

substantially higher than if they had signed up for variable rate contracts that allow the energy supply rate to float with the wholesale market.

Check what you are signing

It may be hard to believe but people still sign contracts they don't fully understand leading to higher than expected costs. In some instances, particularly when products are being leased, salespeople skip past the small print and fail to explain the details in language that can be easily understood. It can sometimes be difficult to establish exactly how much you will be paying, how often you will be making payments and for how long, especially when

salespeople leave parts of lease forms blank enabling inflated figures or lease terms to be filled in later. You can also be easily caught out by signing up for long term leases or for leases that roll over continuously, leaving you having to continue paying for worthless equipment. Photocopier leases often include "copy inclusive" deals for copiers and multifunctional devices that can result in having to pay for copies you will never use.

Common Scams

There are many different sales scams that people need to look

out for. A common scam is for you to receive a telephone call from a company that purports to be the one from which you have leased or purchased goods or services. They try to offer special promotions or claim to be confirming an order that has already been placed. Should you place or confirm an order, the invoice you receive is likely to reflect a higher price than you might have expected and you may find yourself having made an agreement you weren't expecting. This whole scenario is totally avoidable by knowing who your suppliers are and dealing directly with named contacts. You should also be sure you know exactly what additional services your original purchase included so you don't find yourself paying twice for something.

Food Safety

It may surprise you to know that only 50% of public sector food contracts are procured from accredited suppliers using established UK and EU compliant contracts? This is of concern as food safety is one of the most important issues facing the public sector today. Adequate due diligence must be carried out on suppliers to ensure they are accredited to industry recognised quality assurance standards including BRC Global, STS and SALSA.

Failure to carry out these checks can have disastrous consequences as highlighted by the Pennington Report which was produced after an outbreak of E.coli 0157 in South Wales in September 2005 which made many children seriously ill and resulted in the death of a child. The public inquiry, chaired by Professor Hugh Pennington, included a recommendation that businesses contracting for the supply of high risk foods such as

raw and cooked meat to public sector organisations must be subject to independent food hygiene audits.

Suppliers should also have effective, documented food safety management systems in place and be operating to HACCP based work practices and procedures. HACCP (Hazard Analysis and Critical Control Point) is a system that helps food business operators look at how they handle food and introduces procedures to make sure the food produced is safe to eat.

A Safer Alternative

Using the latest freely available frameworks for the public sector will eliminate the worry over the small print in contracts and can deliver significant cost savings. These frameworks are fair and fully EU compliant, unlike many of the contracts currently being offered by private sector firms seeking to maximise profits from the public purse. They provide the public sector with the confidence that suppliers have been subjected to rigorous tendering processes comparing price and quality as well as their ability to deliver a high level of service and support throughout the full contract term with no hidden costs.

Importantly, ESPO also provides a higher level of support, with named contacts, for the duration of every contract as part of the 'not for profit' service which has the interests of the public sector at heart. As one of the leading public sector procurement organisations, ESPO provides an independent resource to help protect against signing financially punitive contracts, preserve budgets and avoid wasting public money. It has industry specialists with extensive procurement experience that know what to look for in terms of pricing and contractual arrangements, and can benchmark proposed charges from private sector firms against established public sector contracts. This provides assurance that all procurement guidelines are being followed and hidden costs won't arise. For more information visit www.espo.org.



Rada completes MOD mission in Cheshire

Rada's expertise in delivering robust and sustainable commercial showering and digital washroom controls has been demonstrated through a project at the Ministry of Defence's Dale Barracks site in Chester.

Refurbishment works across multiple blocks of the purpose built infantry barracks saw Rada supply a range of products including its T1 100 timed flow taps, VR2 CC high performance chrome-plated shower fittings with concealed pipework, and the revolutionary Rada Outlook digital mixing valve and washroom control system.

Rada Outlook, launched into the marketplace in 2012, provides precise temperature and flow duration across any configuration of six showers or washbasin spouts, with touch or non-touch sensor options and is suited to both refurbishment and new build projects.

For multiple washrooms, up to 31 Outlook units can be connected to form a building-wide digitally controlled washroom water management solution using an IT Network or Building Management System, and with innovative functions including automatic duty flushing and supervised thermal disinfection settings, it can deliver significant manual resource and cost savings.

Penny Veale, Head of Media Operations for the Army (North and East regions), said: "The new washrooms form part of a large scale refurbishment programme currently being undertaken at Dale Barracks. Such a project requires high quality, safe and durable fixtures and fittings which will stand the test of time as well as complying with all legislative requirements. By working in conjunction with specialists such as Rada it ensures we achieve our refurbishment objectives in line with exact legislative, time and financial parameters".

The Rada team worked closely with the MOD and Carillion Facilities Management on the project, providing site surveys and specification assistance.

Eoin McQuone, Senior Marketing Manager at Rada, explained: "Our early stage involvement in the Dale Barracks project enabled us to add value via a combination of expertly engineered mechanical and digital washroom solutions. All of the products specified, together with their associated sensors, were selected for their ability to meet the robust needs of a military environment, with user safety and whole life cost savings in mind. We are delighted to work with the MOD and Carillion Facilities Management and hope to work with them again in the future."

Rada has been designing and developing commercial showering,

washroom controls, fittings and systems for UK and overseas markets for over 80 years.

Outlook, one of its most recent innovations, has been designed to meet the demands of a wide range of environments including commercial washrooms, education, multi-residential and sports and leisure. It incorporates the Rada T-Logic™ digital intelligence for efficient communication between components for ultimate safety, hygiene and control.

In fact, Rada has been leading the way in developing washroom technology since introducing the very first thermostatic mixing valve into the UK back in the early 1930s. It has achieved a number of 'firsts' including introducing the UK's first thermostatic tap – Thermotap in 1996, the launch of the world's first digital thermostatic mixing valve for commercial applications – Rada Sense in 2005 and the world's first digital re-circulating water temperature control valve, the DRV80, in 2008, which was designed specifically to be the primary water temperature controller in a continuously pumped circulating hot water system in a commercial building. All Rada products offer end users the very highest standards in safety, water and energy savings, reliability, precision and control.

Rada is part of the Kohler Co. family of companies, which includes Mira showers, and is located in Cheltenham, UK. For more information on Rada's digital washroom expertise please visit www.radacontrols.com



Improving the effectiveness of public sector contact centres



Peter Gough, a Director of Sinclair Voicenet

Public sector contact centres continue to come under pressure to increase the level of service they provide whilst reducing operational costs. The main challenges include the recruitment, training and retention of skilled staff and the measurement and improvement of customer satisfaction levels for every contact.

immediate service improvements based on current feedback, help to identify key ways to improve customer service and send a clear message that excellent customer service is at the heart of the organisation.

Available as a fully hosted solution or as an on-premise service, SmartVoice ViewPoint enables IVR (Interactive Voice Response, email or SMS) surveys

by a wide range of criteria, including agent and team, allowing easy comparison for performance management.

SmartVoice ViewPoint can also be used for staff satisfaction surveys to learn from their direct experiences. The surveys are anonymous giving staff the confidence to say what they really think, providing a visible and transparent way of showing

when needed. SmartVoice Assist enables contact centre operations to clone the skills of best performing agents whilst reducing the need for traditional classroom training.

Managers can listen to individual agents whilst they are interacting with systems and customers without interfering with the calls and take remote control of their computers should they need help. Trainees or agents can also call the manager directly for help at the push of a button, either by instant audio or text, should an issue arise which they feel they cannot handle themselves. This has been proven to increase first call resolution by up to 10% whilst reducing average handling times by up to 15%.

In the training environment, SmartVoice Assist enables a single experienced agent to answer live calls while trainees listen in. This provides invaluable experience of the live environment and improves system knowledge by observing how the agent navigates through various systems. This functionality reduces the "time to train" in both classroom and live environments whilst ensuring that consistent and best practices are achieved across the whole operation. SmartVoice Assist also reduces Gross Operational Spend (GOS) relating to training as only one agent needs to be taken away from the operation at any one time leaving other revenue generating agents to conduct business as usual.

SmartVoice Assist enables contact centre managers to spend more time with trainees and agents to accelerate their training, development and deployment. It will boost agent performance, enhance ROI and significantly enhance the level of service provided to customers."

For further information, please visit www.sinclairvoicenet.co.uk



As the UK's longest established specialist provider of multimedia interaction recording, quality management, interaction analytics, customer feedback and workforce management solutions to the public sector, Sinclair Voicenet has introduced a new range of innovative and cost effective solutions that will enable public sector contact centre operations to increase the quality of every customer contact.

What do customers really think of the service provided?

SmartVoice ViewPoint is a new customer feedback solution that captures the voice of customers immediately after point of contact and throughout the customer's journey. It will drive significant and

to be conducted immediately after customer interactions whilst the experience is still fresh and relevant. It provides unbiased feedback to determine the training needs of agents and sends automatic alerts to managers by SMS or email if results are falling outside acceptable limits, enabling instant action to be taken. SmartVoice ViewPoint increases agent engagement to improve staff retention, reduce staff attrition and better target training and recruitment.

An extensive, flexible reporting capability allows survey results to be viewed instantly using desktop, laptop, tablet and other mobile computing devices. Favourite reports, which are quickly and easily created, automatically update and results can be ranked

that you value their contribution and opinions, whilst helping to drive service improvements. The system can also be tailored to conduct market research projects using caller-accessed inbound IVR, freephone numbers, SMS, email and the internet. It can offer a choice of languages, with spoken comments transcribed from any language for review in the SmartVoice ViewPoint management console.

Clone Your Best Agents

SmartVoice Assist is a new and innovative training solution for public sector contact centres. It empowers managers to discreetly monitor the calls and on-screen activities of new and experienced agents in real-time and intervene or provide additional support

Satellite communications for government and military applications

There is nowhere on the planet that is immune to disaster or conflict



Whether it's a devastating flood in Europe, an earthquake in South America or an armed conflict in the Middle East, the immediate requirement is to bring help, whether in the form of humanitarian aid to address the human and environmental consequences, or military forces to contain the situation.

No matter what the scenario, there is one common denominator: the need for reliable communications that can instantly connect government services, aid agencies or military forces to the wider world.

In many cases, however, the local telecommunications infrastructure, be it landline or terrestrial mobile services, has been damaged, destroyed, or is simply non-existent, and an

alternative solution is therefore needed.

That solution exists in the form of satellite networks, such as Inmarsat's, which cover the planet.

Immune to the impact of disasters, they offer reliable voice communications and the ability to deliver high-speed broadband access to and from the most remote regions of Earth.

The relationship between the world's governments and commercial satellite providers has been changing in recent years. Traditionally, governments and militaries have managed their own satellite networks for use in critical operations, while procuring services from outside operators for less essential communications needs.

Today, economic considerations and a host of other factors mean governments are relying more heavily on commercial network operators, such as Inmarsat. The United Kingdom's Skynet 5 Private Finance Initiative, signed in October 2003, broke the mould when, for the first time, a government turned to a commercial company to provide military communications services. Other countries have since followed suit.

Besides spending concerns, the changing nature of conflict and the ways in which nations respond to natural disasters have had a dramatic impact on communications requirements, and on the relationships between governments and commercial satellite operators.

Taking military conflict as an example of this trend, we see these occurring frequently in remote, under-developed regions, where the terrestrial communications infrastructure is either unavailable, unreliable or, in some cases, may itself be a target.

By deploying mobile satellite communications, today's governments and militaries are able, very swiftly, to deploy UAVs (Unmanned Aerial Vehicles) to monitor situations ranging from the aftermath of an earthquake to rebel incursions. Utilising satellite connectivity to link the UAVs with the relevant headquarters – which could be located hundreds or even thousands of miles away – governments, aid agencies and military bodies can make

informed decisions and send help or military assistance to precisely where it is needed.

Satellite communications not only play a vital role in supporting decision making, they also provide the capability to link the people in the field with the outside world.

Through services such as Inmarsat's, journalists take the story live into the homes of billions. Aid workers, government officials and service men and women benefit from having an important link to friends, families and colleagues back at home. Additionally, those on the ground can access news and other information in the same way they would from their own living rooms, via laptop, tablet or smartphone.

This connectivity provides an

important and psychologically beneficial lifeline to those working at the 'sharp end'.

Even for regions with a sophisticated telecommunications infrastructure, disasters such as the Japanese Tsunami have underscored the need for voice and data services that are unaffected by the consequences of the event itself. Whether responding to a border incursion or dealing with the after-effects of a devastating hurricane, only satellite communications can be counted upon.

Taking all these factors together, the demand for bandwidth and capacity has never been greater, while at the same time the ability to predict where it will be needed has never been more uncertain, or the

of spacecraft orbiting thousands of miles above the equator.

The highly popular Broadband Global Area Network (BGAN) helped to revolutionise mobile satellite communications almost a decade ago. It offers simultaneous voice and broadband data connection using terminals comparable in size to a laptop, operating in a 3G-like network that stretches seamlessly across in the world.

Inmarsat continues to evolve the BGAN service, first introduced in 2006. Most recently, data speeds were significantly increased through a new service called BGAN HDR (high data rate). It allows users to achieve data speeds above 650 kbps with a single terminal, and around 1.5 Mbps with two terminals bonded together, enabling the user to access data speeds similar to those offered by fixed satellite services or, perhaps more commonly, the type of bandwidth a person would enjoy in their office or at home – all with easily deployable and portable equipment.

Of great significance to the world's governments is the forthcoming launch of Inmarsat's new Ka-Band network: Global Xpress (GX). GX will carry both civilian and military payloads, with services on each offered on a commercial basis. GX will feature speeds reaching 50 Mbps, further increasing military or government users' ability to transmit large quantities of data, high definition video and/or granular imagery.

GX has been designed to support mobile applications and to work in combination with Inmarsat's L-Band services, taking advantage of the best attributes of both.

The thirst for bandwidth, combined with the ever-present requirement to spend less, means that satellite providers must create tailored solutions for government and military users, featuring a suite of services designed with each unique user case in mind. Inmarsat has been doing just that for 30 years on land, in the air and at sea.

The company's investment in GX is a continued demonstration of its ability to innovate and expand on its legacy of trust and reliability, supporting governments and militaries when and where they require resilient communications.

budgets more scarce.

Today's governments and militaries need to be able to deploy rapidly and with the assurance that they can communicate, often on the move, exchanging vital data, video and imagery without reliance on terrestrial infrastructure, and without being slowed down by cumbersome equipment.

They want the speed of a fixed satellite network combined with the mobility of satellite services, which is exactly what Inmarsat offers today and will continue to in the future, with the launch of a next generation high-speed network in the coming year.

Today, Inmarsat meets the needs of the world's governments and militaries through its L-Band services, delivered through a fleet

Speech recognition technology is living up to its original promise, driving a dramatic cut in turnaround times in a struggling Histopathology Laboratory

When you combine a growing and ageing population and a healthcare system in desperate need of a makeover, you can understand why the NHS needs to make £20B of cost savings by 2015, and to move from paper to paperless records by 2018 to increase efficiency. But what role can speech technology play in driving efficiency and easing the transition to Electronic Health Records (EHRs), while putting the 'care' back into healthcare? In the case of Plymouth Hospital's Histopathology laboratory, it is a significant one.

The backlog turnaround

The hospital's Histopathology laboratory had a backlog of approximately 600 cases awaiting reporting. Turnaround times of more than ten weeks were typical, resulting in delays in the diagnosis of cancer, and there were many critical incidents in the Trust due to delays in cancer diagnosis.

To resolve these delays, it started by reviewing its internal workflow processes while evaluating technology that could reduce the build-up of histological backlogs; the sooner a histological diagnosis can be made, the sooner the patient can receive not only the next level of treatment, but also the right treatment. Therefore, the hospital introduced a streaming process that identified priority cases and set up a new workflow for cases, while scheduling tasks more efficiently. The final process involved the deployment of speech recognition solution Nuance Dragon Medical with TalkingPoint for Pathology.

Accurate and detailed reporting in real-time

Perhaps the most significant proof point that demonstrates the effectiveness of deploying speech solutions in conjunction with an improved workflow, is that the backlog was cleared completely. Additionally, the turnaround of new cases was boosted from the previous 40% within 10 days, to more than 80% in 10 days. This achievement exceeds the set national targets.

In daily use, pathologists benefit from speech recognition being time neutral; detailed reports are now created both accurately and in real-time, which make it convenient for the pathologist. Unlike previously, there are no delays waiting for a secretary to type up the report, preventing a typing backlog from building up. The secretary is then free to conduct tasks that ease the burden on the pathologist, allowing them to concentrate on the important issue of reporting of cases, rather than on administrative tasks.

Having also introduced speech recognition for Biomedical Scientist cut-up, the hospital is enjoying savings that equate to one assistant per session, or the equivalent of seven man-hours per day. Other time saving achievements result from the automatic entering of data into the hospital's Laboratory Information System, saving pathologists approximately 45 minutes a day. These are quantifiable proof points that show when managed properly, speech recognition saves time and human resource while increasing efficiency. Therefore, it's no surprise to hear many pathologists state, 'Once you use it, you never go back.'

Best of breeds means best results

Despite this positive experience story, some people have had mixed experiences with older speech recognition systems. Just as there has been significant progress in medical knowledge in the last two decades, there have been significant strides in the accuracy and ease of use of today's speech recognition applications. While speech recognition's accuracy is not an issue – even with accents, if the success of heavily-accented medical professionals enjoy when using the technology is to go by – there are some issues to consider and to overcome when deploying speech recognition.

Unsurprisingly, the greatest of which is resistance to change and the fear of new technology. Fingers have possibly been burnt in the past through false starts, usually the result of a piecemeal introduction combined with a lack of adequate training. Others have faced integration problems with existing software. Plymouth's experience proves that these challenges – whether they are change management or technology-related – can be overcome. In order to do so, and to make the deployment of speech as seamless as possible, the need to work with an experienced partner cannot be emphasised enough. In Plymouth's case, it worked with TalkingPoint, which was experienced in speech, but also in integrating it with existing Healthcare IT systems. When done correctly, speech doesn't just reward patient care; in this laboratory's case, what it has achieved using speech recognition has been rewarded with a

Nick van Terheyden
MD, Nuance Communications

£50,000 NHS Innovation Award. Plymouth invested this money to further improve its department.

Healing healthcare with speech

As we move toward 2018 and the introduction of EHR, the future for Healthcare IT is exciting. In anticipation of this, we are starting to see what the future holds for speech in order to help medical professionals more quickly navigate the EHR, the data, diagnosis and prescription options using their voice. Virtual assistants – like Nuance's Florence application developed for healthcare – will help medical professionals embrace this inevitable shift to a digital workflow. Most important of all, as Plymouth proves, speech is beginning to remove patients from backlogs and is putting them back where they should always be – at the centre of care.



Delivering secure and mobile virtualised desktops for modern Britain

The Virtual Desktop Infrastructure (VDI) market is growing fast, industry analysts predict it will be worth over \$5bn within the next three years. So why did it take so long to arrive? After all, virtual desktops have been around since the 90's. In reality, the infrastructure, cost and security issues weren't insignificant and back then perhaps it was too radical a concept.

Now, over a decade later the world has moved on, consumer devices are blurring with corporate equipment, cloud computing is now pervasive and the IT approach is more user-centric – looking at how to deliver a better service to citizens. The public sector particularly is jumping on the VDI bandwagon as hospitals, councils and education establishments realise how to utilise their IT assets more efficiently and prepare for current and future initiatives, such as Digital by Default.

To illustrate this, industry research has shown that over half of local councils have adopted Cloud computing within the last five years. As increasingly organisations turn towards remote/mobile working and BYOD environments, plus more users run multiple OS's and devices, the complexity and costs of managing the IT infrastructure has increased drastically. The time is right to reap those cost savings, remove hardware dependency, and deliver a 21st century network to employees. Therefore, the key areas for managers and directors to focus on are: mobility, security, manageability and productivity.

Mobility

One significant benefit of VDI is the ability to offer users mobile access to their desktop wherever

they are on the globe and whichever device they are using. Virtual servers seamlessly deliver applications and virtual desktops to any computer or mobile device. Remote desktop technology forms the backbone to an organisation's BYOD infrastructure – you can effectively manage BYOD devices, apps and access privileges across the network. At the same time, network security is maintained at the highest level. Using 2X ApplicationServer XG, you can deliver applications to mobile devices based on the IP, username or MAC address. By mobilising your business processes, you can achieve higher productivity and improved buy-in from employees.

Security

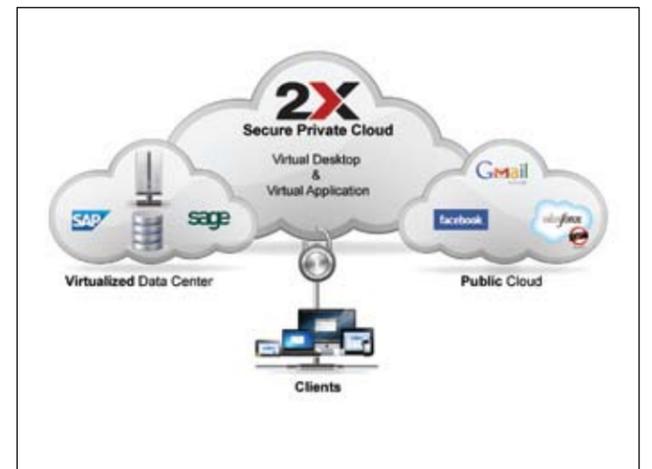
Network security is an important concern for every organisation. A VDI environment allows businesses to use cutting edge technologies to secure networks from online threats, intrusions and data crashes. Higher levels of security measures are incorporated to create a secure and reliable infrastructure. Installing updates, security patches and implementing disaster recovery methods becomes easier.

Agility and Productivity

Another significant advantage of VDI is the introduction of agility into business processes. A VDI enables you to instantly deploy applications and dynamically update them. By integrating business processes, you can create highly intuitive solutions.

2X Application Server XG – ideal for public sector

2X Software new Application Server XG v11 is a powerful way for large organisations to easily implement and manage a private cloud infrastructure. 2X



ApplicationServer XG is a Citrix alternative, focused on providing cost effective virtual desktop & application delivery. It is easy to implement, maintain and provides a high level support, all at a fraction of the cost of its competitors. Setting up virtual desktop and application delivery is simple, using a "wizard-based" setup.

It offers enhanced enterprise scalability, allowing more concurrent users to work within the same farm with Sites Management, while enabling multiple administrators with different roles to simultaneously interact within the system through Role Based Administration. With 2X ApplicationServer XG you can deliver virtual desktops and Windows applications hosted on hypervisors such as Microsoft Hyper-V, Citrix Xen, VMware vSphere and more, to any remote mobile or desktop device and grant access by username, group, IP or MAC address.

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- Scalability features such as sites management & role based administration.
- Supports all major hypervisors from Microsoft, VMware, Citrix & more.
- Integrates powerful universal printing & scanning functionality.
- Supports thin clients (HP, Wyse, 10ZIG) & the device-independent 2XOS.
- High-capacity, resource-based load balancing and management features.

2X ApplicationServer XG
Virtual desktop & application delivery

Delivering savings for the nation



As a Government Procurement Service (GPS) supplier, Bruynzeel Storage Systems Ltd can save public sector clients time and money. To guarantee best value, companies appointed to the Framework have undergone a rigorous and EU compliant tendering and evaluation process. You can be confident of receiving first class service and the very highest quality storage systems.

Bruynzeel's four year GPS Framework, RM1501, includes high density steel storage systems such as mobile and static shelving. This includes both electronic and manually operated mobile systems. This Framework can be used by all public sector organisations in the UK including central government, local government, NHS, education, devolved

administrations, emergency services, defence and not-for-profit organisations. The benefits of procuring on the GPS Framework include:

- **Guaranteed Quality** - Bruynzeel has undergone the demanding GPS quality evaluation exercise, giving complete assurance of quality and fitness for purpose. Bruynzeel Storage Systems is ISO 9001 and ISO 14001 accredited.
- **Best value** - To be chosen for the GPS Framework RM1501, Bruynzeel went through a rigorous, competitive tendering process, ensuring best value products and service at pre-tendered prices.
- **Cost savings** - Because the Framework is fully EU compliant, customers save the time and money normally associated with conducting their own tendering exercise.

Tasks such as the selection and evaluation of suppliers, obtaining various bids, checking product quality and confirming legislative compliance has all been carried out by GPS. You are assured of best value by using GPS Framework RM1501

- **Speedy implementation** - Save time by avoiding unnecessary trawling of sources and undergoing the competitive tender process, which can take up to 6 months for full EU compliance.
- **Legislative compliance** - Bruynzeel installations are fully compliant with all the relevant legislative and statutory requirements, including health & safety in the workplace.
- **Easy ordering** - The framework is fully EU compliant, saving customers the time and money associated with conducting their own procurement exercise.

Bruynzeel Storage Systems Ltd (incorporating Nord-Plan / Qubiqa) has extensive experience of designing and installing high-density storage systems to meet the full range of requirements of a large and varied public sector client base.

Bruynzeel systems are used in front offices, back-offices, high security areas, stores, Libraries, Hospitals, Universities, Archives, Museums – anywhere and everywhere for unit-load storage and filing.

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Lockable trolley 'removes risk'

A new lockable cleaning trolley system designed for high-risk healthcare environments is already proving its worth at a hospital in a major NHS trust.

The new system and equipment, supplied through Jigsaw Cleaning Systems, is being used on Magnolia Ward in Yeovil, part of the Somerset Partnership NHS Foundation Trust.

The trolleys are made from high-impact strength plastic, which offers lockable compartments and are designed to enhance storage efficiency.

David Dodd, Facilities manager for the Trust, said: "The trolleys have been purchased to help the service assistants deliver an efficient and very importantly a safe service ensuring that the cleaning chemicals used are safely locked away to prevent any patient inadvertently having an accident with them."

The compartments of the trolley - manufactured in Italy by the product specialist Filmop - can accommodate various kinds of cleaning products and are colour coded to reflect different materials and fluids.

Brian Boll, systems director at Jigsaw Cleaning Systems, said: "The methods and equipment for cleaning in modern healthcare settings are changing and the lockable trolley offers huge benefits in a high-risk environment whilst offering efficiencies all round."

The Somerset Partnership NHS Foundation Trust provides a wide range of integrated community health, mental health, learning disability and social care services to people of all ages.

The Department of Health has recently released figures which show that NHS spending on cleaning last year was up £40.7m to £937.9m.

A new specification on cleaning in hospitals was published last year by the Department of Health, National Patient Safety Agency and the British Standards Institution.

Contact Brian Boll on 01772734932 or e-mail brian.boll@jigsawcleaningsystems.co.uk for support or see www.cleanleanhealthcare.org



New anti-bacterial trolley system is a first

A major breakthrough in the battle against bacteria has been made with the launch of the first anti-bacterial cleaning trolley system to the UK market.

The A-B Plus Anti-Bacterial System, launched by Jigsaw Cleaning Systems and developed by Filmop, offers a total solution to infection control in cleaning and is also resistant to chlorine, often a damaging agent in healthcare environments.

The count of bacteria - the source of infections such as Norovirus, E-coli and Salmonella - goes consistently down when it comes into contact with the trolley system.

Using this system means the cleaning of hospitals and other healthcare premises is hygienic and bacteria-free and is particularly relevant for high-risk areas such as operating theatres, infection disease wards and intensive care units.

Institutions such as nursing homes, schools and universities, and areas in airports, shopping malls and large public spaces can all be cleaned with the same bacteria-free benefits.

James Blackhurst, managing director of Jigsaw Cleaning Systems, said: "This system offers an anti-bacterial system in the trolley and all its parts even down to the tyres and the screws.

"We're hugely excited about it and, working with Filmop, we think we can offer a new solution to this issue which has presented so many problems to healthcare and other institutions.

"The cleaning equipment and materials used through this process are a key element in keeping out bacteria and we believe this can make a real difference."



Could Local Authorities learn from the Ancient Greeks?

Most people have heard the tale of the Trojan horse and the subterfuge that the Greeks used to enter the city of Troy, ending 10 years of conflict. But most will not be aware that there are perhaps lessons to learn from this story by local government as it strives to open doors that have been closed for years and tries to impact service change that has up until now been too hard to deliver.

So maybe it is time for local authorities to create their own Trojan Horses and open up some of their most challenging and costly services to change?

Local authority property portfolios could be a prime example of a modern day Trojan horse. Many portfolios have developed in a random fashion over the years, evolving as a result of boundary changes, adapting to meet radical changes in operational requirements and growing to help deliver new service priorities. Demographics have played a part too, population shifts have changed the nature and location of demand for local authority support and therefore buildings based in new locations have opened in response.

The results of this are all too common. Properties are poorly utilised, often deteriorating due to lack of investment and with spiralling running costs. Not to mention an increasingly alarming risk profile. Further, assets that have been acquired in fits and starts over decades are rarely in an ideal position to adapt in the face of rapidly changing technology and citizen need.

The property assets of many local authorities can run into many hundreds. Often comprising, land and buildings ranging from major civic offices to garage sites, playing fields and community halls. Operating costs of multi-millions of pounds are commonplace and indeed many of the smaller assets

cost more to look after each year than they are worth. A lack of pro-active management is widespread and decisions to adapt the portfolio are prone to be politically sensitive. Ensuring effective provision of facilities with high utilisation levels, low-cost maintenance and attractive investment income presents a major challenge.

This can have profound implications for front-line services, causing them to operate in a way that is dictated by where they are based, rather than where their customers or demand is located. Significant inefficiencies often result from operational teams being split across a range of too-small locations, staff travel costs increase and community facilities are left under-used because shifting populations have moved demand elsewhere. Worse still, there are the intangible cultural impacts of fragmented service provision. Local cultures emerge and teams become parochially protective of their offices and environments. In essence services have typically redesigned themselves to operate within the current property envelope and do this independently of other services.

To combat the financial pressures of the recent economic downturn local authorities have been re-engineering and trying to deliver more integrated services, working more closely with other public sector partners and using innovative technology and self-service options. This approach has helped reduce staff numbers and in turn this has reduced the demand for operational facilities. However in this climate, the burden of the 'legacy portfolio' driving the wrong behaviors is keenly felt and can be deeply damaging.

Let's return to the Greeks at this point. If the 'legacy portfolio' of antiquated property currently represents an Achilles Heel for many local authorities, how can



it be turned into a positive? How can it be used as a catalyst and provide access to services to drive positive change?

Rather than property responding to service requirements maybe services should be forced to respond to the property made available. Property can be the Trojan horse. By property services taking the lead, driving changes and rationalising assets this could spark a fundamental reappraisal of where services should be delivered and how things can be delivered in an integrated way.

A bold statement, but many property portfolios in UK local authorities have the potential to reduce in size by 30% to 50%. In doing so this can provide improved accommodation that is better located for high quality service delivery. Revenue costs reduce correspondingly and capital funds released enable the overall quality of the portfolio to improve and driving down future maintenance costs still further. To achieve this will require a fundamental reassessment of the way all services are delivered, consolidating space used, driving down operational costs and providing better access and facilities for local communities.

There is no set model that will suit every local authority but there are a number of elements that all property change programs require to be successful:

Governance; a robust governance model needs to be in place to make strategic decisions and to manage the inevitable 'local

politics' and emotions.

Strategy; a clear roadmap and view of what the reduced asset portfolio should look like and by when including a clear target for the reduction in overall space.

Resourcing; as with all complex change programmes not ensuring the necessary capacity and skills is a recipe for failure; resource properly as the benefits can be huge.

Sustainability; build the systems and management structure required to manage the target asset portfolio effectively in the long-term. This means regular review and the flexibility to adapt to change and avoid a return of the 'legacy portfolio'!

Councils have a clear opportunity to use property as their Trojan horse to redefine where and how they deliver services and to improve the way they support their local communities. There are significant benefits available in reduced revenue costs, risk management and in generation of capital receipts. These could be used to meet social housing needs, to develop third sector services and or to bolster the local economy.

We look back on the Greeks as the fathers of democracy and it is from them that we inherited the concept of Local Government. There is still much we can learn from them and put to good use. Two thousand years after the Greeks wheeled in the Trojan Horse we still talk about the changes it set in motion!

ONLY A DOCTOR CAN DO THAT? NOT ALWAYS, SAY ORTHOPTISTS

The British & Irish Orthoptic Society highlights how gaps in the medical workforce and the expense of their time can be filled by other professions - such as Allied Health Professionals or AHPs.

Photo: Orthoptist assisting in Awake Craniotomy Procedure

We have all heard about healthcare rationing and the government's recent Call to Action* to people within the NHS to think long and hard about how we can deliver services differently and more cost effectively.

**The Call to Action NHS England sets out a call to action to staff, public and politicians to help NHS meet future demand and tackle funding gap through 'honest and realistic' debate.*

Much of the current NHS workforce planning is medic and nurse-centric and tends to ignore the contribution that smaller health professional groups make to care pathways in hospitals and the community - often more cost effectively. Orthoptists, part of the 130,000-strong AHP workforce, now work as theatre assistants, do laser treatments, run glaucoma clinics, diagnose and treat ocular conditions of childhood and the effects of juvenile arthritis -plus working in multidisciplinary stroke units.

If you have double vision after stroke, with the Orthoptist's help, your return to work could be almost immediate - saving six week's sick pay or benefits as well as expensive hospital bed days (considerably more than the £800 Orthoptic treatment). Other AHPs like Physiotherapists work in emergency settings and Occupational Therapists are alongside medics in hospital wards in the management of long term conditions.

Key to this debate about resources and Call to Action is to:

- Think about what AHPs can do to support medics more; workforce planning (and personal choice) mean that fewer medics are available for key specialisms like emergency care and so other qualified staff from the AHP pool should be utilised;
- Make planning discussions more inclusive of other professional groups – don't just focus on doctors and nurses!

- Support professional bodies like BIOS who are promoting innovation, extended practice and non-medical prescribing and responding to the Call to Action.

At times like these, where short term financial gain has priority over the planning of the longer workforce needs of the NHS and care for our ageing population, it's critical that we support effective management of long term conditions in the community and out of hospital. We need to ensure time is given to clinicians to gain the specialist knowledge they will require to do this. We need good leaders to have time to reassess the workforce requirements and ensure service redesign. We need the professional bodies, such as BIOS, to be listened to and enlist their help in designing the workforce of the future.

Most Orthoptists work in the NHS dealing with visual assessments in the newborn to macular degeneration in the elderly. Orthoptists diagnose and manage vision and binocular vision problems. Many do screening while others work in rehabilitation stroke units. They work in glaucoma and cataract clinics, undertaking work done by medics, as well as electro diagnosis and medical photography. Others work alongside neuro-ophthalmologists and in care of the elderly acute stroke and falls units they help get people's independence back and shorten the time spent in hospital.

Article compiled by Lesley-Anne Baxter, Anita McCallum and Rowena McNamara





New drug laws - what you need to know

By Mark Burrup, drug and alcohol testing specialist at Dräger



New drug driving legislation introduced earlier this year and expected to come into force in 2014, allows police officers to perform a roadside saliva-based drug test if they suspect a person's driving has been influenced by drugs.

the UK, having completed rigorous testing at the Home Office's centre for applied science and technology (CAST).

Since a vehicle used for company business is considered to be a place of work, employers must ensure the health and safety of employees even when driving, as well as ensuring others are not put at risk by their employees work related driving activities. Unlike alcohol, which in most cases can obviously be smelled on the breath, employees who take drugs are much harder to spot. For public sector organisations who don't already have one, introducing a drug misuse policy can help avoid any misunderstandings regarding their position on staff drug use.

But for those organisations where driving or safety critical jobs form a regular part of the work, such as ambulance services and/or operators of heavy machinery, drug and alcohol workplace testing schemes can be invaluable. Businesses requiring more information about the equipment Dräger manufactures that could be useful in implementing drug and alcohol workplace testing can contact Dräger on (01670) 352 891 or visit www.draeger.com/ukdrugalcohol

Once fully implemented, the Crime and Courts Bill will see an offence of driving under the influence of drugs carry a maximum penalty of six months in prison, a fine of up to £5,000 and an automatic, 12 month driving ban.

Public sector organisations where employees use a vehicle for work-related activities will obviously be most affected by the new law, but those that run a company car fleet or have a pool car for business meetings should

also be aware.

Judging by the numbers of increased enquiries Dräger is receiving about drug and alcohol testing, this legislation is clearly already focusing the thoughts of public sector employers.

Dräger is an acknowledged expert in the manufacture of drug and alcohol testing equipment and this year the Dräger DrugTest 5000 became the first and only drug detection kit cleared for use by police forces in stations across

70% of substance abusers are in full time employment



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their fields.

At Testfield.Co.Uk, We offer Male & Female Saliva Hormone Tests for measuring hormone levels, enabling you to discover if you have a hormonal imbalance in your body and what action to take. You can use our test kits in comfort of your own home and receive your laboratory tested result in 7 working days. This test can help you identify what, if any diet or exercise changes are needed to balance your hormone levels.

TestField.co.uk also offers drug and alcohol testing kits that allow individuals, parents, employers and other professionals to carry out the test in private and confidential environment. Our tests are easily packed and are hassle-free to use. Our drug tests are designed to detect specific drugs within the body and they are highly accurate. We offer classified drug tests in according to the type of specimen you prefer to collect such as: saliva, urine or hair

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Badgemaster help launch Lloyds and TSB rebrand

September saw the old name of Lloyds TSB disappear. Six hundred and thirty former Lloyds TSB branches have been re-branded as TSB with 1,300 branches being re-branded as Lloyds Bank.

The picture shows John Bancroft MBE, Managing Director of Badgemaster, cutting the ribbon to launch the new Lloyds brand in Derby.

Badgemaster have designed and manufactured the new name badges for the customer facing staff in both the new brands.

John says that "this was a very proud and



privileged moment for him and it was great to support such a great 250 year old British brand".

For more information on Badgemaster call Badgemaster on 01623 723112 or email customerservices@badgemaster.co.uk or visit www.badgemaster.co.uk



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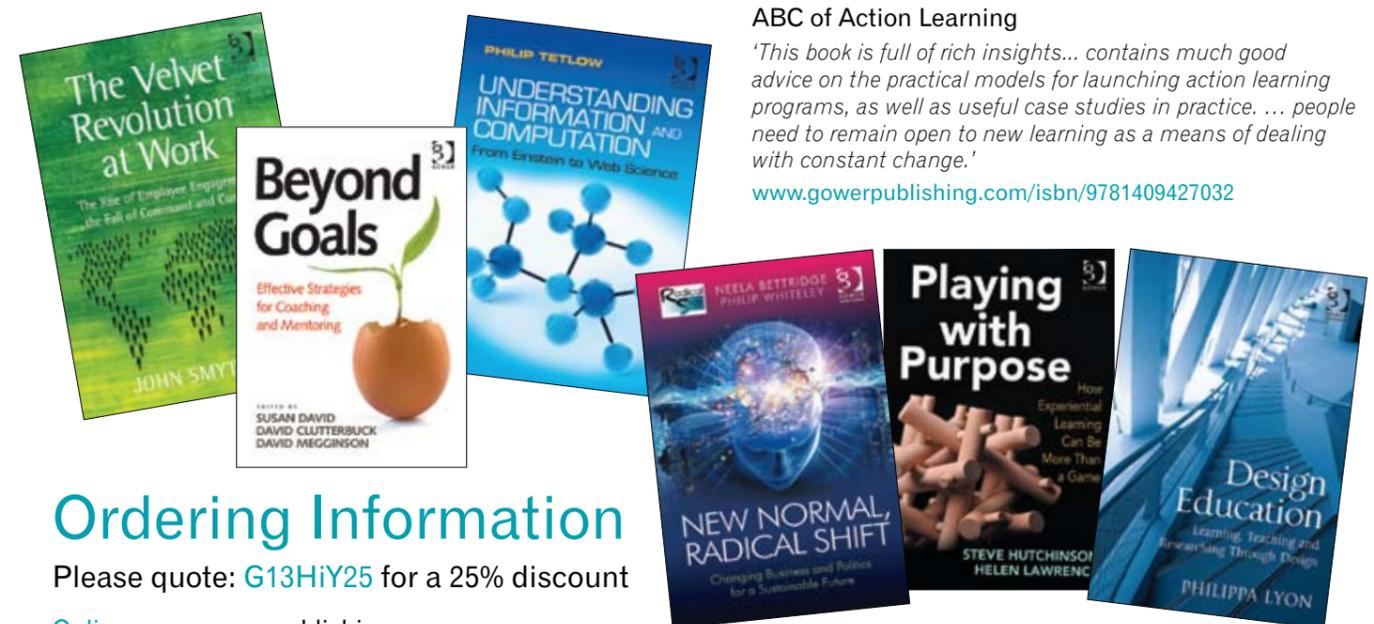
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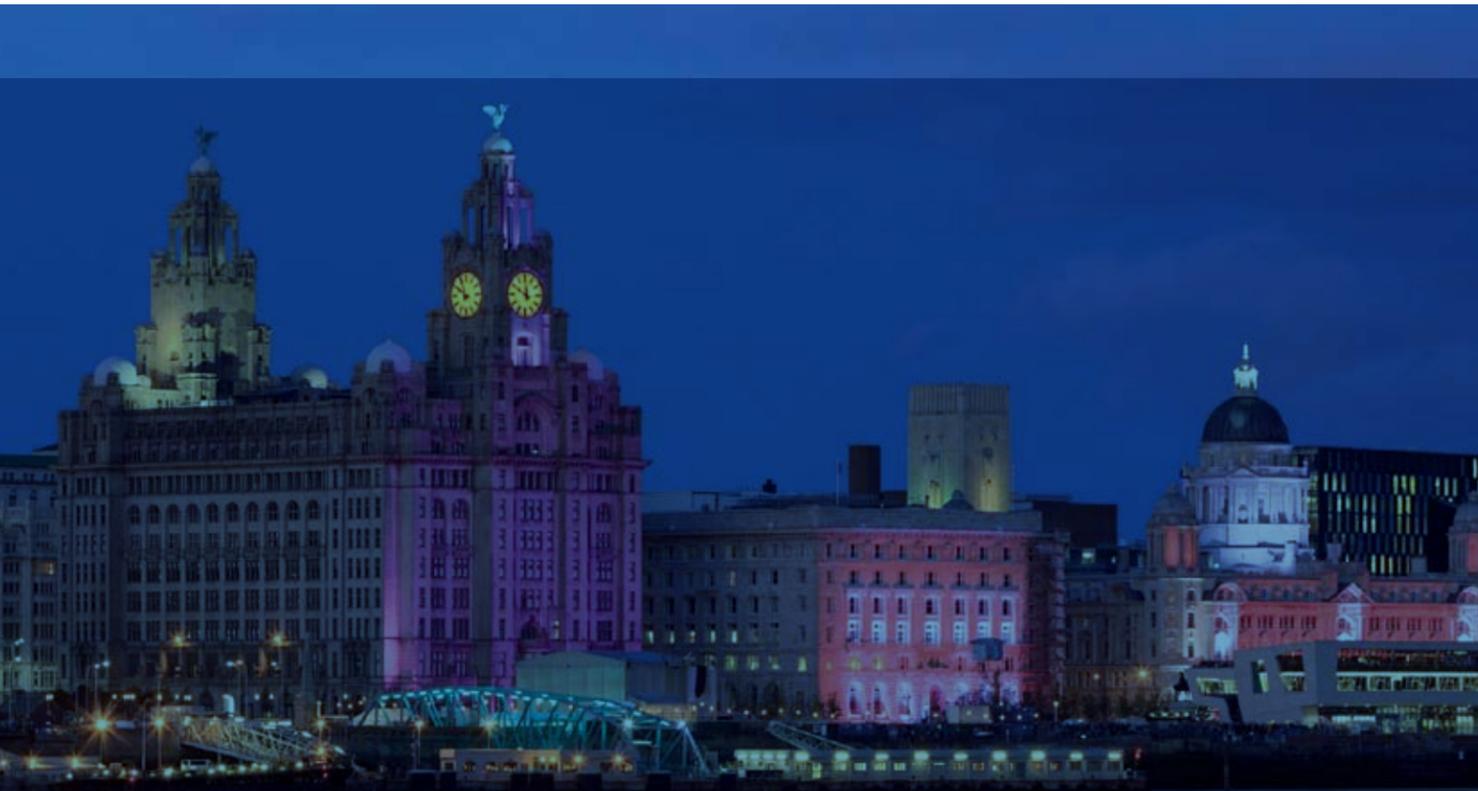
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Spirit and Merseytravel: driving forward with device management

Mobile devices have proved their value over and over again – and are now used extensively by field-based workforces and remote / home workers. However, to gain the maximum efficiency from the deployment of multiple handheld mobile devices, an effective device management system is needed. Merseytravel called upon the skills and expertise of Spirit Data Capture Limited to source and supply a suitable solution for its needs: SOTI's MobiControl software. This has enabled Merseytravel's ICT department to manage a large portfolio of personal digital assistants (PDAs), to automate their application deployment, to lock down devices, and to produce management information reports.



Merseytravel is the operating name for the Merseyside Integrated Transport Authority (ITA) and Merseyside Passenger Transport Executive (PTE). It is responsible for spearheading transport plans across the Merseyside area, to ensure that a co-ordinated and integrated approach is adopted. It also oversees the public transport network; co-ordinates bus and rail services; maintains the transport infrastructure; provides public transport information; and operates the Mersey road tunnels and the Mersey Ferries.

The organisation uses handheld M3 PDAs to carry out customer surveys. The data collected via the devices serve a number of purposes, including reimbursing bus and rail operators for seasonal and concessionary tickets. To increase the efficiency of its operation, Merseytravel decided to invest in device management software. During an in-depth Internet search, it came across Spirit Data Capture, an independent consultancy specialising in sourcing, developing and supporting mobile computing solutions.

Spirit recommended SOTI's MobiControl software, as it met all of the organisation's needs, including device security, application deployment, reporting and group management. MobiControl is a versatile device management solution that provides an efficient and effective way of deploying, supporting and managing multiple mobile deployments. It has been designed to optimise the effectiveness of mobile devices whilst freeing companies to focus on their core business activities.

Spirit demonstrated MobiControl to Merseytravel's IT department, which was impressed by the software's capabilities. Systems Programmer, James Wilding, explains: "MobiControl is currently being used to manage Merseytravel's portfolio of M3 Sky Handheld PDAs. There are currently 67 devices deployed by two teams, which run different in-house applications. MobiControl has allowed us to group these applications into deployable packages.

"This means that we can send out updates remotely. This removes the need for the M3s to be brought back to the office, which in turn increases the number of surveys that can be carried out by the teams. In addition to the remote

deployment, we've been able to lock down the devices. This ensures that users can only access the applications they require - which has reduced the number of issues that arise due to accidental setting changes."

James continues: "The lockdown policy also allows us to create a 'group' within MobiControl that can handle any lost or stolen devices. With a simple 'drag and drop' approach, the device can be completely locked down. A message is displayed, informing the user that the device has been reported as lost or stolen and providing them with a contact number."

The IT department has also made use of MobiControl's ability to create different users. This means that team leaders and managers can run reports on factors such as battery usage and signal strength. These all help with the management of staff. The department's service desk team can also use MobiControl for the remote control of an M3 device, enabling the team to provide on-the-job training and first line support.

The main benefits that Merseytravel has enjoyed from deploying MobiControl have included: remote package deployment; more efficient first-line support (due to the software's remote control capabilities); the ability to find signal weak spots using its reports; enhanced device security; and scheduled file synchronisation.

James Wilding comments: "So far, MobiControl has been performing exactly as we had hoped. It has reduced first line support fix times and has streamlined the package deployment. We have been able to develop additional in-house applications, and to test and deploy them remotely - which has increased the volume of surveys carried out.

"As well as sourcing and recommending MobiControl, Spirit has provided us with general technical support. They managed the installation of MobiControl in a professional and timely manner. The training they provided helped to ensure a smooth implementation and meant that the users adapted to the new hardware without difficulty. The team at Spirit were helpful, efficient and thorough and we would be happy to work with them again in the future."



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The Daphne Jackson Trust - re-igniting STEM careers

Star-gazing is a popular hobby, but few of us can dream of understanding the make-up of our solar system. But for Dr Hilary Kay, an astrophysicist who recently returned to research with a Daphne Jackson Fellowship, studying how stars die and re-ignite, is a passion.

'I love the excitement and thrill of observing new objects, or using new observatories, and analysing and understanding data that no one else has ever looked at.' enthuses Hilary.

Hilary established herself as a stellar astrophysicist 13 years ago before taking a break to start a family and work part-time as a government analyst. But her passion for stellar research was undimmed, and when she heard about the Daphne Jackson Trust, she embraced the opportunity to return to research part-time as her children settled in to school life.

Daphne Jackson Fellowships are unique. The two year, part-time fellowships give STEM professionals, who have taken a career break of two or more years, the opportunity to balance an individually tailored retraining programme with a challenging research project in a suitably supportive environment. Hilary is based at the University of Manchester's Jodrell Bank Centre

for Astrophysics (JBCA), where her fellowship is helping her update her skills and extend her expertise to study how an old star within our Galaxy called Sakurai's Object re-ignited many years ago.

Stars 'die' when the main fuel source at their centre runs out. But sometimes, residual helium re-ignites producing 'born again' stars. Studying this dynamic stage of stellar evolution may help researchers like Hilary identify the possible fate of the Sun itself.

Reaching out to returners

To date, the Daphne Jackson Trust has helped 're-ignite' the careers of over 250 STEM researchers (women and men). Over 90% of Daphne Jackson Fellows are women who like Hilary, have taken a break to bring up children.

Dr Pia Ostergaard, a Daphne Jackson Trust Advisor, also returned to research with a Daphne Jackson Trust Fellowship and now holds a permanent lectureship at St Georges, University of London. She recently presented evidence

at the House of Commons Select Committee Enquiry on women in academic STEM careers on behalf of the Trust and says,

'Daphne Jackson Fellowships undoubtedly help retain a talented and diverse STEM workforce, and prevent a large pool of women being lost to the UK's academic sector. The two-year part-time fellowship provides a unique combination of flexibility, mentoring and retraining that gives returners the confidence and skills they need to compete for research positions.'

The Trust provides the infrastructure and expertise required to recruit and re-train fellows and administers the awards, whilst the host institution covers overheads and consumable costs. Salary support and management costs are provided by external sponsors such as the UK research councils, universities, charities, learned societies and industrial partners. Many universities both sponsor and host a fellow.

To date the Trust has partnered with 76 different sponsors including 31 universities and 5 research councils, and continually seeks to extend its reach. Over 80 institutions around the UK have hosted a Daphne Jackson Fellow and the Trust wants to see every UK University hosting, and ideally sponsoring a Daphne Jackson Fellow.

The Government has now recognised that other sectors could also benefit from reaching out to returners, and as part of its commitment to addressing the skills gap in engineering, is supporting the Daphne Jackson Trust to explore ways to return qualified female engineers to their profession after a career break.

To find out how your organisation can support a Daphne Jackson Fellow and help retain a diverse and talented STEM workforce, please contact the Daphne Jackson Trust on 01483 689166, e.mail djmft@surrey.ac.uk, or visit www.daphnejackson.org.

Hilary Kay and Pia Ostergaard were amongst over 40 Daphne Jackson Fellows who inspired delegates at the Trust's research conference at the Royal Society in October



The Daphne Jackson Trust returns researchers to their careers with confidence and currently has the following sponsored fellowship opportunities:

A Royal Astronomical Society sponsored Fellowship in astronomy, solar-system science or geophysics based at any UK University or research institution

A Fellowship partially sponsored by and based at the University of Surrey in the Faculty of Engineering and Physical Sciences

Fellowships in any STEM subject partially sponsored by and based at the University of Leicester

Daphne Jackson Trust

Please contact us for details of how to apply for these fellowships, or to find out more about sponsoring or hosting a Daphne Jackson Fellow.

www.daphnejackson.org | 01483 689166 | djmft@surrey.ac.uk | Find us on [f](#) [in](#) [t](#) @DaphneJacksonTR

Turning St Neots red: St Neots Town Council invests in Toro

Since Kevin Matthews arrived at St Neots Town Council five years ago as operations manager he has had one aim in mind: to turn the existing fleet of machinery Toro red.

"When I arrived at St Neots Town Council it was immediately obvious that the machines being used weren't the best for the job," he says. "There had been no clear strategy in place when making machinery purchases up to that point and as a result the kit was wrong for the job intended."

"I've been 'making-do' by increasing cutting frequencies with the machines we have, while waiting for the budget to start building a proper fleet of machines. I was confident that Toro was the best way forward in terms of quality of cut and build quality.

"For effective grounds maintenance it's imperative to consider the machine in relation to

the type of grass being cut and the desired finish. You want the best possible cut for the best possible cost. The Toro CT2120 delivers just that. It is the first capital piece of equipment we've had since 2007 and the start of my dream Toro fleet!"

The CT2120 was chosen by Kevin for its ability to produce a fine cut and will be used for

cutting village greens and lawn cemeteries. "The CT2120 is lightweight and easy to manoeuvre around smaller spots and has a lovely fine cut for high visibility spots. The fact that it's lightweight and compact means it can be easily moved between sites on a trailer drawn by one of our vans, too," he says.

"It's absolutely brilliant to have a decent bit of kit at last. It's not only made a difference to the results we produce, but it's also made the grounds team's job that much more enjoyable."

Going forward Kevin has a three-year plan that will see all old machinery replaced - with Toro of course!



Kevin Matthews (right) and Lely's Mike Taylor with St Neots Town Council's Toro CT2120.

Lely celebrates grounds products' success story

Sales, service and technical support all strengthened as part of distributor's major improvement programme

Lely UK has made giant strides in serving local authority and landscape contracting customers with Toro grounds machinery since its appointment as distributor. And describes progress to date on its latest undertaking as "a success story".

It was in January 2012 that The Toro Company – owners of Hayter Limited – made Lely official distributors for the sale, service and technical support to customers who had previously bought Toro grounds products from Hayter or its dealers.

Since then the award-winning distributor, which has 30 years' unbroken experience selling and

servicing Toro professional turf machinery, has worked hard to restructure operations to provide councils and contractors with excellent service in the future.

Now all that investment in time, expertise and resources is paying dividends, with sales to existing and new customers gathering pace on the back of a successful programme of improvements.

Recent new sales include those for Huntingdon District Council, and St Neots Town Council. Both local authorities opted for two of Toro's best-selling models: the LT3340 and CT2120 triple mowers respectively.

Meanwhile, Lely's investment in building a direct sales team with specialist grounds sector experience, to work alongside its existing golf and fine turf equipment retail team, is proving

a big hit with councils and contractors. These Lely retail area managers, as they are called, are responsible for all sales in areas where there is no Toro main dealer. Servicing and repairs are carried out by Lely-appointed service centres in these areas.

Both sales and service are handled by Lely-appointed Toro main dealers throughout the rest of Britain.

Peter Mansfield is Lely's general manager for turf products, and, with the company's national sales manager, Jeff Anguige, has overseen the integration of the Toro grounds range into the business. He says: "Last year was Lely's first with Toro grounds products – and it's been a success story. The LT3340 triple mower has sold particularly well. And our decision to appoint people with

solid grounds sector knowledge and experience to sell the equipment has gone down well with customers in areas where we don't have a full dealer to handle sales.

Jeff Anguige echoed these comments and added that it was important to remind local authorities and contractors of the confidence they could draw from Lely's long experience in the turf machinery distribution business.

He says: I'm sure there are lots of former Hayter customers out there who still don't know too much about Lely. So it's important for them to know that we have 30 years' experience selling Toro turf machinery to the golf, sport and amenity sectors, and our dealer network, after sales and back-up are all second to none."

THE LANGUAGE OF CARING

How the public sector can help an increasingly multilingual and multicultural population – and still meet its cost-saving targets!

Recently, an elderly English lady set out on a cruise of the Greek islands and unfortunately, she fell ill. Considered too sick for the ship's medical team to manage, she was dropped off at a hospital in Piraeus. At the hospital, no-one spoke English so couldn't ask her about her symptoms. There was no nursing support because in Greece, families look after their relatives in hospital, but her family was thousands of miles away. Nursing support could be paid for but no-one told her that because no-one spoke English. Only swift intervention by her family in England and an air ambulance home saved her life.

In the UK, we can be extremely proud that we don't take that approach. Despite huge changes in population structure over the past two decades, our public services have continued to support every individual to the best of their ability. Cultural differences and language barriers have undoubtedly created difficulties and anyone visiting a UK hospital or going out on patrol with the emergency services can see those difficulties for real.

Every day, people in public services need to communicate in different languages for a whole host of reasons: to help them deliver babies safely, make the right diagnosis, save the lives of accident victims, protect the UK's borders against illegal and criminal immigration, read manuals to operate life-saving equipment, help people newly-arrived in the UK to find work and accommodation, communicate with prison inmates to reduce suicides, and run peacekeeping operations overseas.

Cost savings

Added to the need to meet the needs of multilingual communities is the drive to achieve cost savings in all service delivery. The obvious question is 'Can these two apparently conflicting requirements possibly be achieved?' One organisation that believes that they can is thebigword, one of the world's top-20 language services companies and a major supplier to the UK public sector.

thebigword's multi-million pound investment in skills training, linguist accreditation and technology is supporting the public sector to do its job – whatever the language. The language services that thebigword provides fall broadly into two main categories: translation (the written word) and interpreting (the spoken word). In addition to these, thebigword provides British Sign Language (BSL) and supports Easy Read.

The public sector language revolution in recent years has been Telephone Interpreting. This enables two people who speak different languages to communicate over the telephone via an interpreter who also comes on to the

line, usually within 30 seconds. thebigword is a major provider of Telephone Interpreting to the UK public sector, interpreting two million minutes of speech every month.

thebigword also translates 35 million words of text monthly and is also the only company to hold all three Government-approved frameworks relating to language services, making its services immediately and easily accessible without a tendering process: face to face interpreting (RM738/1), telephone interpreting (CAG/912/0181) and translation services (11/GEN/25).

Professionalism

Above all, when public sector organisations call in the interpreters, they need professionalism and quality. An interpreting mistake can be damaging in any situation but within the public sector it can literally be life-changing. Errors can result in miscarriage of justice, misdiagnosis of illness, wrongful detention of a suspect, or invasion of privacy.

This issue comes into sharp focus when operating in a war zone. In 2012 thebigword was appointed to provide interpreters to

support UK operations in Afghanistan.

Covering the period of planned withdrawal of combat troops by NATO and handover to Afghan Security Forces, this is a highly sensitive and influential operation. It's also brought business to the UK from what was formally a US-serviced contract.

To deliver professional interpreting to the public sector at a highly competitive price, thebigword has made major investments in technology and training. Its half a million pounds a year investment in technology has resulted in the most advanced telephony management and text translation systems in the world. Ten per cent of the company's staff now work on technology development and the new tools it has developed have kept thebigword at the forefront of its industry and enabled significant cost reductions for customers.

Emotionally-charged

The key factor surrounding interpreting is that, irrespective of technology, it is primarily a human activity. For interpreters working within the public sector, there is the overlay of dealing with highly emotionally-charged situations.

thebigword's interpreters are regularly called upon by Social Services to help in the transfer of children into care. They tell people on a daily basis that they have a terminal illness, they interpret the stories of asylum seekers who have suffered terrible torture, work with disaster recovery teams, and tread the careful path between conflicting factions in war zones.

To address this, thebigword has partnered with Leeds Metropolitan University and the International School of Linguists (ISL) to develop new training courses for Public Service Interpreters delivered through an online learning environment. The new qualifications academically match, and even go beyond, the existing Diploma in Public Sector Interpreting. Alongside this, thebigword is working with ISL to provide testing, training and accreditation for every linguist that it uses to deliver public sector services.

The Future

There are few areas of operation where it's correct to say that imminent developments will make the lives of public sector employees easier than they are now. Fortunately, language services is one of them.

At this stage, it won't involve a wholesale move to machines. Translation and even interpreting by computer is becoming more commonplace but the technology as it stands now is not sufficient to meet the public sector's needs. When it comes to diagnosis, technical instructions, rights and liberties, among many other things, a less-than-adequate standard of translation is not enough. It has to be accurate because the implications of anything less are enormous. This means employing the skills of the human linguist and using technology to get those skills to where they're needed, and quickly.

thebigword is already at the frontier of 'point of delivery' interpreting through its sophisticated telephone interpreting service. The future will bring even more exciting developments such as video interpreting and rapid linguist deployment and for the written word, document turnaround of less than 30 minutes is already in the pipeline.

The challenge for public sector organisations is to meet the needs of an increasingly diverse population whilst still delivering its services and achieving its targets. Whereas there is so much negativity about public services, this is a good news story because the public sector can meet those challenges and thebigword is there to help.

Pictured right: David Capper, Bernie Byrne, Larry Gould, Diane Cheesebrough.



'Getting infrastructure right'

UK infrastructure is a paradox. We have world-renowned capabilities in architecture, engineering and construction. Yet, with some exceptions, like the Olympics and Crossrail, our record at creating business, service and communications infrastructure is a best

indifferent. There is chronic underinvestment. We need to spend around £500bn to bring the UK's transport, energy and telecoms networks up to the standards of Europe's best. Too many projects get cancelled, delayed, or stuck in the planning system. This creates investor uncertainty and high costs. Short-termism and the political cycle threaten major initiatives that by their nature require decades to plan and deliver.

The Coalition seems determined to address this. Ministers tasked Infrastructure UK, the Treasury body that advises on these matters, to produce the first National Infrastructure Plan. The Treasury is working to attract private infrastructure investment, introducing new guarantees to underwrite investors' risks, recasting public private partnerships, and trying to get pension fund finance into the system. Lord Deighton has been appointed Commercial Secretary to the Treasury, in effect our first Minister for Infrastructure. And in this year's Spending Review, Chief Secretary to the Treasury Danny Alexander announced a £100bn infrastructure programme, including the biggest expansion of road building in generations.

All very welcome. Small steps in the right direction. Yet only small ones. Fiscal constraints mean private investors will have to shoulder the bulk of the investment load. Yet they're still not coming forward in the necessary numbers. Despite recent advances, including permission for Hinckley

Point C Nuclear Generator, the long-term resilience of our energy infrastructure remains questionable. And continuing controversies around HS2 and airport capacity illustrate the absence of a political consensus and the poverty of our national debates.

So the Management Consultancies Association is calling on government to go further, faster in our report Building Blocks: How Britain Can Get Infrastructure Right.

UK infrastructure needs better planning. Infrastructure is not an end in itself. It is an enabler of growth. Government should define what infrastructure is for first, then determine what projects to back. It should focus on projects likely to reap the greatest benefits, using experts to investigate and determine those benefits. This approach would bring clear principles to otherwise contentious matters like the future of UK airports. It would help government produce better infrastructure business cases. Currently, government struggles to win public support for major projects, like HS2. That's because it doesn't focus early and clearly enough on outcomes: what infrastructure changes for the better in the real world. To help government choose the right projects and forge cross-party a new independent Office for Infrastructure should be established.

Our infrastructure needs secure approaches to funding. The Treasury Guarantees Scheme should be extended. Government should also make clear what the funding model is for each project in the National Infrastructure Plan. This will give investors clarity and certainty. Investors need to know how long-term service revenues from assets will be generated. If those revenues depend on public spending, government should

make clear what it will fund – and what it will not. Crossrail has succeeded in part because of this sort of clarity. Infrastructure experts can also help government get more pension funding into infrastructure by advising funds, who may be new to this terrain, on how to target their investments.

Above all, the UK needs better approaches to infrastructure delivery. To help reduce tensions and delays in the planning system, communities affected by infrastructure projects should get a greater share of the benefits, such as a bigger slice of increased business rate income new projects can bring. There should be specific and appropriately resourced delivery structures for major projects. The Olympics shows the benefits of these sorts of structures, where experts with proven track records are specifically recruited and rewarded to deliver projects. Experts should also devise and commission projects, to avoid errors in project design that are expensive to eradicate.

Implementing the 21 recommendations in our report would take the UK a long way towards infrastructure excellence. Yet the report also showcases successes the UK can build on. We may not build enough high-quality assets. But as the Olympics, Crossrail and a host of less glamorous initiatives show, we have the capability to do so. The UK's world-class infrastructure advisers are already helping to marshal project finance, develop business cases and manage complex programmes, both here and across the globe. They pull together the very dispersed and complex value-chains required to deliver infrastructure projects. Already a major export, they should be at the heart of efforts to make the UK a centre of infrastructure expertise and excellence. Currently these experts are often used late in the day to get failing projects back on track. Getting them in early to help choose and plan the right projects is a better – and cheaper – way to employ them.



Paul Connolly is Director of the MCA Think Tank. Building Blocks can be found at the MCA Website, www.mca.org.uk

CityFibre and Peterborough seal partnership on Gigabit City roll-out

Fibre connectivity will deliver future-proof digital infrastructure throughout Peterborough

London and Peterborough, 13 November 2013—CityFibre's vision of creating Gigabit cities throughout the UK took a significant step forward today with the official signing of a strategic partnership agreement with Peterborough City Council at a ceremony held in the Town Hall.

Following the recent announcement of its intention to privately invest in the fast-growing city, CityFibre and the Council have paved the way to ensure an efficient and well-planned network roll-out that will benefit Peterborough and transform it into a 'Gigabit' city.

"This is a major step forward in our objective to deliver Gigabit cities that can provide businesses and consumers with the huge benefits of ultra-fast broadband connectivity," said Greg Mesch, Chief Executive Officer at

CityFibre. "The scale of our plans and the strategic partnership with Peterborough City Council will enable us to deploy an infrastructure that can create jobs, boost the productivity of existing businesses and attract new companies into the city."

CityFibre identified Peterborough as an excellent candidate for its Gigabit city vision due to the city's recent business growth and hunger for innovation supported by its forward thinking local authority. Peterborough will have access to a future-proof pure fibre infrastructure that will position it at the forefront of the UK's digital economy.

The roll-out starting next Spring, will see 90km of core fibre infrastructure deployed throughout the city, bringing the benefits of gigabit speeds to key business districts, data centres and mobile base-stations, as well as schools, hospitals and other sites important

to the community. This first phase is expected to be completed within 18 months.

Greg Mesch added: "Fibre Broadband is widely viewed as the utility of the future and pure fibre networks, such as the one we are deploying in Peterborough, are the only future-proofed solution. Networks such as this are the foundation of our Gigabit city vision. There are over 100 towns and cities in the UK that currently do not have ultra-high speed connectivity, so the opportunity for CityFibre to play a part in modernising the UK's digital infrastructure is extremely exciting".

CityFibre will achieve its Gigabit City vision through highly efficient utilisation of its pure fibre networks by Internet Service Providers delivering ultra-high speed connectivity services to local government, businesses and consumers as well as by mobile

operators requiring fibre base-station connectivity to enable next generation 4G services.

Investor appetite in this sector is gaining momentum. Jon Moulton, Founder of Better Capital, Member of the Advisory Board for the UK Regional Growth Fund and an investor in CityFibre commented on Peterborough's gigabit future, "I have recognised fibre infrastructure as a major growth area and the experience and achievements of the CityFibre team made them a natural choice for my personal investment in this sector".

CityFibre's Gigabit fibre connectivity is already benefiting businesses and citizens in York where CityFibre has implemented a city-wide fibre network. The same model is proving out further afield delivering real returns and reinvigorating communities across Europe, the USA and Asia.



New zero tolerance policy for PSN Compliance requires rapid change

#becrypt

October saw the official launch of the latest Government End User Device (EUD) Strategy, the culmination of work undertaken by the Cabinet Office, CESA and industry partners. The strategy seeks to enable change regarding the use of computing devices within Government. The degree of proposed change reflects the urgency of achieving operational efficiency within Government aligned with the best practices of the private sector. It also reflects the degree to which attitudes towards technology have changed within Government. Most of us are proficient users of multiple operating systems across different device types in our private lives, and we have come to expect that the benefits that modern consumer technology can provide should be the norm.

Remote access to PSN from unmanaged devices is no longer an option for public sector organisations, however there are some cost effective options now available that enable productivity, provide a good user experience and provide the right level of security. Dr. Bernard Parsons, CEO of Becrypt explains.

Government's main challenge as it seeks to adopt increasingly diverse technology is the potential impact on security, and this is where strategy has moved most significantly from previous thinking. The starting point is that change has to happen because the benefits of change and the costs of status quo are too great. This provides a context in which the risks of new technology should be viewed as something to be understood and managed by informed users. This is a significant move away from a world where constraints of technology use were defined through an understanding of the technical risks.

The new strategy sets out a framework of threats and controls related to mobile technology, against an assessment of popular mobile platforms. Organisations can then assess what they feel may be appropriate for their environments, given the nature of the OFFICIAL information being accessed, and their risk appetite. The strategy requires significantly more informed risk management by both providers and users of technology.

PSN Compliance - a Catalyst for Change

Certainly the pressures of operational efficiency are as great if not greater in Local Government than anywhere, and the potential for mobile technology to support flexible working practices across a broad range of roles is significant. However, Local Government departments are

also typically already managing greater risk than equivalent Central Government environments, with locally defined policies set by locally defined risk appetite. Whilst the EUD strategy exists as an enabler for change, the convergence of IT systems across Government to the common Public Sector Network (PSN) acts as a catalyst for change. Many Local Government systems do not comply with the centrally defined policy that defines compliance to PSN, and the recent "Zero Tolerance" stance of the Cabinet Office will force Local Authorities to evolve IT systems.

One of the central principles of the EUD Strategy is that if a device is not fully managed, it cannot be adequately trusted, therefore unmanaged home machines (a form of BYOD) are no longer acceptable. This presents an immediate requirement for change for many Local Government departments to achieve PSN compliance. Pre-EUD strategy, this may have presented the unappealing prospect of either significantly restricting remote access services, or issuing expensive laptops: neither option being realistic for most concerned. The reported typical costs of owning a laptop within Government range from £1200 to £7000 per person per year. With most of the cost associated with the ongoing management of a full operating system, along with a collection of security and software applications

– all of this when only a browser is required to support most remote access.

Hence, Government strategy emphasises the importance of leveraging security at the platform level, preferably standards-based, and if possible open source. Where remote access solutions can be commoditised at the platform level, the corresponding through-life management can also be commoditised, and offered as a service. This ties in with the Government's "Cloud First" agenda, achieving cost savings by leveraging standardised shared services. The emergence of thin-client based Netbooks as a managed platform is an example of low cost remote working, benefiting from these characteristics.

Becrypt's Low Cost Solution

With this in mind, Becrypt has launched a new Platform as a Service, Becrypt Remote End User Device Service. The service combines Becrypt tVolution, a secure thin-client application that enables connection using VDI technology, installed on a Netbook as a turnkey package, available to either buy or lease. Also available through G-Cloud it is configurable to each organisation's individual requirements and enables compliance with PSN CoCo.

For more information about tVolution and Becrypt Remote End User Device Service, email: marketing@becrypt.com or www.becrypt.com

Meeting the wireless challenge in the public sector

Wireless networking specialist, Meru Networks examines the role of Wi-Fi as an enabler to delivering better and more cost effective public sector services.

Every day we see public sector organisations expected to do more with less, and with pressure coming from all sides to find new ways to achieve even greater cost savings, it seems that it is more important than ever to squeeze value from every penny spent.

Add to this the growing need to accommodate the demand for mobility and BYOD (bring your own device), it seems that wireless networking is becoming the only option to help public sector bodies deliver more efficient and cost-effective services to its users.

The advent of tablet computing over the past two years and the explosive growth in the numbers of mobile devices trying to connect to networks has led to a situation where legacy networks and IT infrastructures simply cannot cope. The problem is that public sector staff and customers expect to be able to log on and stay in touch wherever they are, whether that's in the classroom, in a hospital bed or at the local library or doctor's surgery. The demand on public sector networking resources has never been greater.

A world-class wireless network for 21st century healthcare

The Health Service presents its own unique challenges to deploying wireless networks. Some of barriers are physical – many of our hospital buildings date from the Victorian era – while others concern quality of service and meeting the exacting demands of a busy environment where patient safety, clinical efficiency and quality of care is critical, and even life-saving.



Take Sheffield Health and Social Care NHS Foundation Trust, the main provider of a range of specialist health and social services in Sheffield. To function effectively, the Trust relies heavily on Wi-Fi – a key part of its operations involves using wireless for mobile drugs prescription to improve patient care and support. As well as drug prescriptions and dispensing, the Trust needs to access scans and lab results wirelessly at bedsides and in consulting rooms. It is also moving away from paper-based patient notes to an electronic records system in an effort to improve operational efficiency and provide better services to patients. However, unable to meet the needs for scalability and reliability its legacy network was proving to be a barrier rather than an enabler to change.

Meru Networks has helped the Trust not only to develop a wireless network able to support its ambitious digital record and healthcare provision projects, but also to deliver on the 25-30 per cent efficiency targets set by the Government.

Managing the demands of 21st century education

Wireless technology is also becoming essential in schools as they move towards a personalised teaching and learning model. Meru is now working with more than 2,750 colleges, universities, and schools in the UK and Ireland to help them cope with the sharply rising number of mobile devices and increase in network traffic.

One of these pioneering schools is Essa Academy in Bolton, a success story in the academy school system. With its motto 'All Will Succeed' reflected in its innovative use of technology, Essa has become the first school in the UK to issue every pupil and teacher with an Apple device, including iPads, iPods and MacBook Airs, running over a Meru network.

The Academy's goal is to ensure all pupils have access to 21st century learning resources and to move away from printed textbooks – having a reliable, secure and high performance Wi-Fi network is critical to the success of this model. With its ambitious plans for a wireless-led environment, Essa has not only pioneered the concept of 21st century learning and teaching, but has also reduced its £80,000 photocopying bill down to £15,000 a year.

Others are being forced to look hard at their existing legacy networks and decide whether they are up to the job of thousands of mobile devices and users accessing the Internet simultaneously. West Midlands-based Sheffield Community Academy recently replaced its entire Cisco network with Meru Networks to support more than 1,000 Android mobile devices. It is not just hospitals and schools that are reaping the benefits of wireless either. Every local authority in the country has

targets to improve efficiency and deliver cost savings and we are seeing a huge uptake across the board for Wi-Fi to deliver improved productivity for staff and better services for local users. In just the last year, Meru has worked with Hampshire County Council to deliver staff and guest networks at multiple locations, and deployed Wi-Fi in offices at Swale, Tameside, Midlothian, Leeds, Eastleigh and Somerset Councils.

With wireless now delivering at every level – from helping Papworth Hospital monitor vital signs at its specialist heart unit to enabling Luton Borough Council to provide free connectivity at its



Aquatic Centre – it is becoming the go-to technology to enable better public services for all.

For further information, visit www.merunetworks.com

Video case study on Essa Academy and Meru Networks: http://www.youtube.com/watch?v=LncJ_UfwO2w.



Marshall-Tufflex energy saving systems target heating, hot water and electricity bills at home and work

Tackling fuel poverty and implementing energy saving initiatives is key for public sector organisations. Systems from energy management specialist Marshall-Tufflex can do just that – its Domestic and Commercial Boiler Managers, plus Voltis Home and Voltis commercial systems tackle electricity, gas, oil and LPG energy usage, delivering meaningful savings and attractive pay-back times.

The British manufacturer's efficient Domestic and Commercial Boiler Manager systems were recently Highly Commended in the prestigious Electrical Industry Awards 2013 (Energy and Carbon Saving category). The systems impressed judges with their ability to save users up to 20% on

heating and hot water bills and their ease of installation in both new-build and retrofit situations. The compact units are installed close to the boiler by a qualified electrician. They house a digital microprocessor programmed to control the boiler and, crucially, reduce the amount of time it spends dry cycling.

The Domestic Boiler Manager is perfect for social housing given its ease of installation and ability to substantially lower tenants' fuel bills. Plus there are no user controls – it is a 'fit and forget' solution. The system is Energy Saving Trust Recommended and qualifies for the 5% VAT level if purchased direct from an installer. It is suitable for use with gas, oil and LPG combi, condensing or modulating boilers and can be supplied with an external weather sensor,

Reduces boiler running costs, but don't just take our word for it

With typical annual savings of 20%*, no wonder our new domestic boiler manager is Energy Saving Trust Recommended.

- Reduces energy bills and CO₂ emissions
- Compatible with mains gas, LPG and oil boilers
- Easy to install by a qualified electrician
- Typical 2 year payback*

Contact us or visit our website for details.

0843 3080 540
www.marshall-tufflex.com/dbm

*subject to boiler usage pattern

further increasing its efficiency. In addition to cutting fuel bills the manager can also help prolong the lifespan of domestic boilers. Field trials carried out in social and private housing validated the unit's performance, with five test installations returning a combined average saving of 43%. One elderly couple made savings of 61% during a 30 day trial, an exceptional result attributed to the couple having their heating on for long periods.

Voltis Home

Voltis Home is a proven, efficient and reliable way to 'optimise' a household's incoming power supply (UK average 242Volts) to a lower level (ie 220Volts) allowing residents to benefit from lower electricity bills and appliances that last longer because they are not over supplied with power.

The system differs from many competitors in that it performs at higher electrical loads – it is rated up to 60Amps, approximately 13kW. This means that all circuits in a typical house can be connected to Voltis Home with no need to isolate those for electric showers, immersion heaters, cookers etc. This not only makes installation quicker, but also cheaper. Importantly Voltis Home is also fitted, as standard, with an automatic bypass function that activates should Mains supply fall too low. This safeguards power supply to the property.

As with the boiler manager, Voltis Home has no user controls and no maintenance requirements. The unit (300mm x 240mm x 147mm) is easily fitted by a qualified electrician between the electricity meter and consumer unit.

What would you say to substantial savings on your electricity bills?
"Thank you."

Fitting a Voltis Home domestic voltage optimisation unit is the easiest way to save on your electricity bills.

- Reduces excess voltage supply
- Increases the life of household appliances
- Suitable to work alongside solar PV installations
- Rated to 60Amps
- Easy installation and maintenance free

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Contact us or visit our website for details.

0843 3080 540
www.savepowerathome.co.uk

Honeywell and Stor Generation to cut energy use, boost revenue for public and private organisations

Automated demand response allows facility owners to get paid for trimming consumption or feeding power to the grid, becoming part of a virtual power plant

BRACKNELL, England, Oct. 25, 2013 – Honeywell (NYSE: HON) today announced it is working with power-management company Stor Generation Ltd. to help organisations automatically adjust energy use in their buildings, creating virtual power plants (VPPs) to help stabilise the electrical grid.

Stor Generation will use Honeywell's automated demand response (ADR) technology to connect with facilities and aggregate energy savings tied to temporary adjustments in heating and cooling equipment, and other building systems. The same technology can combine and feed power from onsite generators into the grid. Companies and public entities that participate are compensated for their involvement.

Stor Generation will provide aggregated electricity reductions from many buildings to programmes like National Grid's Short Term Operating Reserve (STOR) initiative. STOR and similar services help balance energy supply and demand, especially in response to the ebb and flow of electricity from wind turbines and other intermittent renewable energy sources, key to reducing the potential for outages.

"To take part in STOR and receive the financial benefit, organisations must be able to offer at least 3 megawatts of demand reduction or generation, exponentially more energy than most businesses can afford," says Scott Petersen, director for Honeywell Smart Grid Solutions. "Stor Generation can aggregate

power from dozens of facilities, provide the reserves to National Grid and share the incentives with its customers – gains that could mean tens of thousands of pounds each year for an organisation."

"However, Stor Generation has to be able to 'switch on' these VPPs quickly, and provide National Grid with a measurable, verifiable account of the energy savings and generation delivered. Honeywell's ADR technology is the only solution that can meet these requirements and, as a result, it will soon be connected into National Grid's dispatch system."

The Honeywell platform is built around Akuacom, the company's software as a service (SaaS) that allows aggregators and utilities to send signals to building systems when excess electricity is needed. The SaaS talks directly to the facility technology using an open communication protocol, Open

Automated Demand Response (OpenADR), and the subsequent changes are fully automated, which means flexibility and convenience for organisations and power providers alike.

As Stor Generation signs up companies for the programme, Honeywell will conduct site audits to design a load-shed strategy for the buildings, provide testing and training, and link each facility to the automated system. Building owners will select and approve the specific energy management measures before they join the programme.

In addition, the ADR technology can help each organisation better manage electricity use every day and boost long-term energy efficiency.

Stor Generation will maintain the customer relationship, own the load curtailment portfolio and use Honeywell to make the end-to-end connections.

"Honeywell's solution enables us to offer clients a new source of revenue, with little or no impact on the building's operation or its occupants," said Stor Generation

chief executive officer Dr. Azad Camyab. "It also provides clients with near real-time energy use awareness and visualisation, and gives them the ability to reduce their kilowatt-hours by offering site load flexibility. Participants also benefit from reducing their carbon footprint and will ultimately play an important and integral part in the UK decarbonisation strategy, supported by the UK government and Energy Regulator" We look forward to working with Honeywell to maximise this value for our clients."

Visit honeywellsmartgrid.com

or follow HoneywellGrid on Twitter for more information on the company's smart grid technology and services.

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Peak Events Demand A Powerful Response

Time for “Lucky Britain” to dump the dogma and get fracking

For the UK to rebalance its economy by reestablishing a dynamic industrial economy, the underlying cost of energy, and the security of its supply, are key elements. When Britain was at the height of its industrial might its energy needs were provided in-house by about 180,000 coal miners. They were the basis of our industrial strength. Today, we are struggling with a disastrous expensive energy policy that is based upon an illusion of a green economy with a huge dependence on imports.

The 2008 Climate Change Act was conceived during a period of great alarm over the consequences of Man-made Global Warming. The Act was intended to reduce carbon emissions and thereby save the planet from imminent catastrophic overheating. However, in practice it does nothing of the sort. It is more about dogma and posturing than reducing carbon emissions. It is also evident that the science upon which it was based had rather more uncertainties and was less settled than was being mooted at the time.

Despite an increase in emissions there has been no increase in global temperature for the past 16 years. The computer models, upon which the catastrophic heating was justified, have to be questioned and there is a need for more research, particularly to separate man-made effects from natural variability. In the meantime, however, regardless of the rights and wrongs of the scientific debate, the 2008 Act continues to impose unrealistic targets and huge taxes upon fossil fuels that will increasingly cripple the UK economy, with no sensible effect on global carbon dioxide emissions.

When it comes to meeting the

energy needs of the nation, wind farms and solar panels are not the answer. Policies based upon dogma, rather than economic reality, are not going to sustain the nation. Indeed they can only encourage poor investments in non-viable businesses and the exodus of industry to locations offering more reliable and competitively priced energy. This we cannot afford.

But ‘Lucky Britain’ has an energy solution at hand: A means of providing a secure and competitively priced supply of energy in-house. An in-house supply that will offset imports, provide a major contribution to the balance of trade and to the security of supply. An excellent trigger for the renewal of productive industry and the services that support it. ‘Lucky Britain’ is sitting on potentially massive resources of Shale Gas which, thanks to developments in fracking technology, can now be exploited safely and commercially.

Shale Gas developments in the USA have already reduced energy costs there by a staggering 40%, made them a net exporter of gas, and commenced the rejuvenation of productive industry. Shale Gas has half the carbon dioxide content of coal and has significantly reduced emissions

in the USA. The location of major Shale Gas reserves will undoubtedly reshape world politics and the associated flow of wealth. Britain’s resources are estimated to be between trillions and thousands of trillions of cubic feet, sufficient to heat every home for the next 100 years as a minimum – and could be far greater.

The Chancellor gave the go ahead for Shale Gas at the last budget but there has been continued negative commentary and delaying tactics from environmental alarmists who support the dogma that wind and solar power are viable alternatives. They are not, and pursuing these options other than as marginal contributors will be disastrous for the UK economy.

A combination of Shale Gas with nuclear energy provides a realistic basis for the energy needs of the nation, with a reduction in carbon emissions as a bonus. Is this not a sensible half-way house even for extreme environmentalists? Let us bear in mind that while we are closing coal-fired power stations, or converting them to burning more expensive imported wood-chips with an increased carbon footprint, China, India and Germany are busy building new

coal-fired stations that will far outweigh our total contribution to carbon dioxide emissions. (i.e. 20 in Germany, 363 in China, 453 in India, 2 in Japan)

The message must be made clear. If we wish to save the environment then we must first save the economy. Poor nations are unable to save anything – and certainly cannot afford to undertake the research necessary to allow more options in the future.

The UK is precariously positioned, heavily in debt, with a dwindling industrial base and facing serious economic difficulties. A major drive to reindustrialize, triggered by Shale Gas, offers a realistic hope of restoring the fortunes of this lucky country, north and south alike. There will be technical challenges of course, but so there was with the development of North Sea oil and, indeed with the first industrial revolution. It is time to dump the dogma, stop the whingeing, and get on with it. This regeneration of productive industry deserves the highest national priority and unified political support.

*Sir Alan Rudge,
CBE, FREng, FRS
President. The ERA Foundation*

CTA (Council Tax Advisors) partners with Local Councils across the UK: Aiming to halve use of bailiffs by 2016



Having already gained much praise for their successful residential/business Council tax advice and mediation services, CTA is now offering their expertise to UK Local Councils in the hope that they can halve bailiff usage within the next three years.

From the consumer’s end, CTA (Council Tax Advisors) come as a godsend to the millions of individuals and businesses that owe Council Tax arrears. Offering free telephone advice and helping clients communicate with their Local Council to set up manageable repayment plans, thousands have turned to CTA after bailiffs have come knocking.

However, in a bold new move, the company has announced that it is now offering its services to Local Councils themselves, in the hope of halving bailiff use by 2016.

The free service will be offered to Councils across the country as an alternative to traditional bailiff enforcement. By not charging any fees at all, CTA’s services are expected to come as a direct benefit to Local Authorities and other debtors.

“Millions of homeowners are in arrears and dozens of businesses each week are forced to shut their doors due to unpaid Council Tax bills. Bailiff action really isn’t the best option and each of our services is designed around avoiding bailiff intervention,” says Chris Richards, Founder of Council Tax Advisors.

Continuing, “We help anyone with our free advice and our paid mediation services usually come in at less than £150. By dealing with major bailiff companies including Equita, Ross & Roberts, Rossendaes, we’ve been able to stop their action and negotiate sensible repayment plans on behalf of clients. We’re now turning things on their head and offering to

work free of charge with the Local Councils, directly.”

The relationship will be the first of its kind in the United Kingdom, expected to bring relief to many whose lives have been put on temporary hold while potential action is discussed or as it physically takes place.

“Nobody needs a bailiff at their door and their drastic action starts long before they arrive. The threat of bailiffs brings many people stress, worry and directly impacts all areas of their lives. We’re trying to prove that a softer and more calculated reaction can ultimately be more amicable for both sides. Local Councils will save money on resources and, using our expertise, we’ll ensure repayment plans are put in place for them to get the taxes they deserve,” says Richards.

CTA currently has a 98% success rate at stopping bailiff action, with 60% of problems resolved during a single free phone call with the client. Through the company’s new partnerships, these high success rates are set to bring a drastic reduction in the number of bailiffs being put to work.

All interested Local Authority parties are urged to make contact today to set up an initial consultation, free of charge. For more information, visit: www.counciltaxadvisors.co.uk.

The company can also be reached via telephone: 01225 667 667.

Stopped vehicle enforcement increases road safety outside schools

An editorial by David Richmond, CEO of Videalert Ltd

As discussions continue regarding the use of CCTV enforcement, there is no sign of any reduction in the number of children being injured on our roads. In fact, according to the insurance industry, more than 1,000 children a month are injured on local roads around British schools. These numbers are rising despite the zig-zag road markings outside schools that were designed to improve visibility, giving pedestrians a better view of the road in both directions, as well as giving greater visibility of possible dangers to drivers.



Local authorities are responding by looking at a new generation of digital CCTV systems from specialist suppliers such as Videalert for the enforcement of stopped vehicle offences in these locations. Without any human involvement and using a single camera, these systems continuously monitor restricted areas and automatically zoom in to capture the number plates of any vehicles that stop during the period of time defined by the local traffic order, typically twice a day during the school opening and closing hours. The cameras then automatically zoom out and capture relevant parking signage. The video evidence packs are wirelessly transmitted

to the council for review, before automatically generating PCNs. These systems can also record video outside schools 24/7, providing further protection to pupils, staff and premises.

The new stopped vehicle enforcement systems provide local authorities with a better and more cost effective alternative to the mobile enforcement vehicles that are equipped with ANPR cameras to capture offenders. Such vehicles can only be deployed in one place at a time and their running costs can often exceed £500K over a five-year period, when the manpower resources that are required to operate them are included. The new systems are also more cost effective than

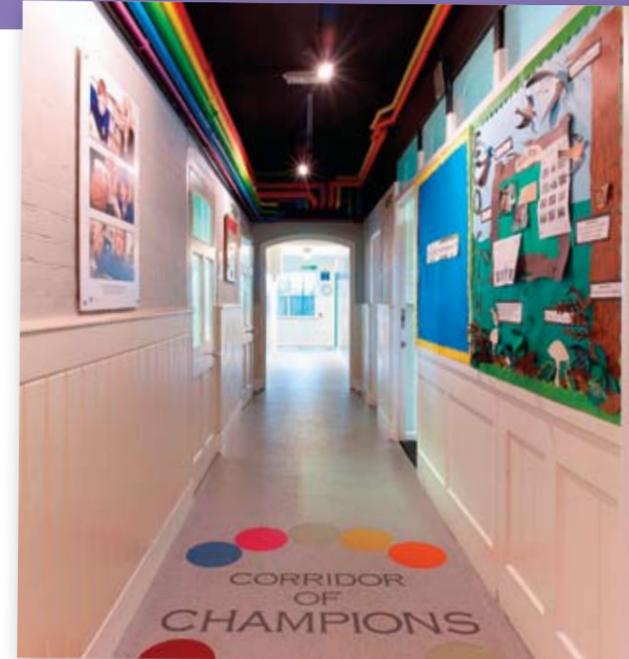
recruiting and mobilising additional teams of on-street CEOs to be positioned outside schools during opening and closing times. From experience it is well known that driver behaviour only changes when an enforcement vehicle or CEO is seen - it promptly reverts to the previous behaviour when the enforcement vehicle or CEO has moved to another location.

Videalert's stopped vehicle enforcement system has recently been given Manufacturers Certification by the Vehicle Certification Agency (VCA) on behalf of the DfT, as an approved device. This is the first system to be formally certified as required by current legislation for systems used to enforce parking offences. It

means that councils will no longer have to complete a Technical Construction File (TCF) with details of all the components and connections for every proposed installation and submit it to the VCA for formal approval.

Local Authorities and manufacturers believe that the introduction of this technology is in line with the government's position on concentrating enforcement efforts on areas, such as outside schools, where children's safety has become a major issue due to people parking negligently. It provides cost effective and continuous enforcement that will help to change the behaviour of drivers and will have a greater impact on increasing road safety over the longer term.

Altro walks the walk of champions



St John's Primary School in Kent has a bold and colourful new entrance area and corridor created using Altro XpressLay™ safety flooring, originally laid at Olympics venues for London 2012.

As the supplier of flooring to the London 2012 Games, Altro was the only PVC manufacturer of safety floor approved for use at the Games and supplied flooring for 33 Olympic venues, not just in London.

London 2012 was the most sustainable Olympic Games in history and Altro supplied a total of 50,000m² of safety flooring to the Games – enough to completely wrap the Olympic Stadium.

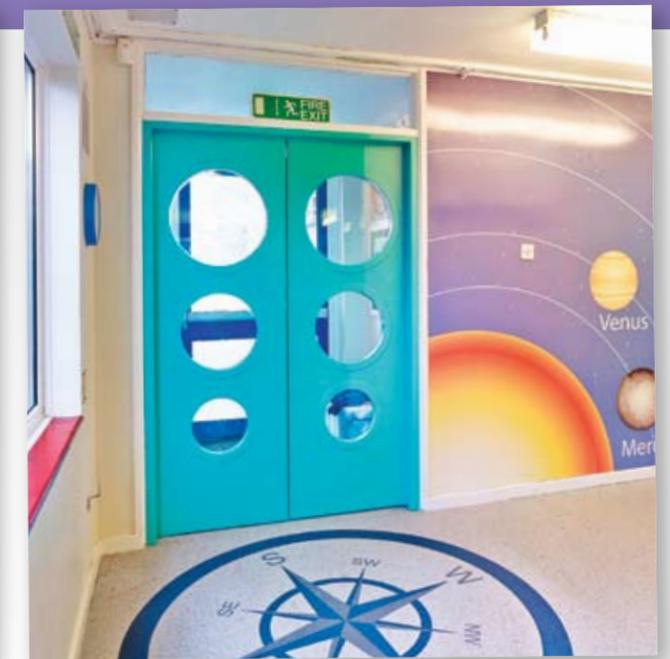
Re-use of the flooring has been possible as Altro XpressLay is the world's first ever adhesive-free safety floor that can be taken up easily post-installation for re-use or recycling, making it ideal for temporary installations and the Olympics was the first time it had been reused on a large scale.

The entrance to St John's Primary now features coloured circles that replicate the famous Olympic rings with the words 'Corridor of Champions' in the centre.

In an area used as a dropping-off point by parents, the flooring has been inlaid with a compass image and a barometer created using Altro Suprema IITM which sits alongside coloured weather symbols inserted into the corridor floor.

The project began when Architectural Technician at IBI Nightingale, Suat Yasar, noticed the condition of the corridors during a personal visit to the school and decided to approach manufacturers to discuss the donation of new material.

Suat Yasar said: "The corridor refurbishment has given the school a fresh new look that will appeal to the children and the teachers. Our design uses colourful imagery inspired by the world map which has been applied to the floors and walls. The Altro flooring, which once supported our Olympic heroes,



has been re-used to provide a robust platform for a dynamic learning environment."

Altro XpressLay safety flooring has a unique underside emboss that forms tiny air channels that allow any moisture in the subfloor to escape, which makes it possible to install over existing sound and secure flooring surfaces such as vinyl tiles.

Supplied with free Altro Looselay™ double sided tape specifically formulated to work with the underside of the flooring, Altro XpressLay can also be installed in situations where adhered safety flooring is inappropriate, such as historical and listed buildings.

With a thickness of 2.2mm and a slip resistance rating of equal to or over 36 TRRL, the flooring is very durable and practical, perfect for areas of general circulation such as school corridors, classrooms, hospital streets and shops.

Being 100% recyclable, Altro XpressLay also contributes to reducing the environmental impact of a flooring specification with an

A+ BRE Generic Green Guide Rating for Safety Flooring.

Head Teacher at St John's Primary School, Sally Quirk, said: "The installation has changed the school beyond recognition and has given the pupils the opportunity to tread the same floor as the Olympians trod, which is so inspirational for them.

"We are really grateful to Altro for donating such a unique gift and can't express how delighted and thankful we are to have been able to inject a new lease of life into the school with the refurbishment."

In addition to the flooring, Altro Whiterock Chameleon™ wall cladding has been used in the reception area. Perfect for feature walls, it provides a water-tight, wipe clean, smooth surface and is highly durable.

St John's Primary has made the most of the bold colour palette by having the school's badge digitally printed onto walls along with a map of the world and an image of the solar system.

Water industry reform could provide massive opportunities for the English public sector

A series of sweeping reforms are coming to the English non-household water market which will give the public sector the chance to cut its water bills and carbon emissions. Under the changes, all non-household customers – including public bodies – will be able to choose their water and wastewater suppliers.

Business Stream, Scotland's largest provider of non-household water and wastewater retail services, said that with competition due in the English non-household water market by 2017, England's public sector can make significant water efficiency savings. Since Scotland's market opened to competition in 2008, customers have saved more than £35 million in consumption savings, over £30 million through discounts, and have reduced carbon emissions by some 28,000 tonnes. This last figure is equivalent to taking more than 7,000 cars off the road.

In 2011 Business Stream was awarded a framework agreement with Procurement Scotland which will see us deliver a combined saving of more than £36million in efficiencies and discounts.

Glasgow City Council, Scotland's largest local authority, has worked with Business Stream to take advantage of a new finance model called gainshare. Under this agreement, Business Stream provides the up-front investment capital for water efficiency measures and infrastructure, and shares in the efficiency savings over the life of a four-year contract. It is expected that the council will save more than £1.3 million over four years. This equates to more than 1,105 tonnes of carbon.

With English non-household customers of all sizes potentially able to switch water and sewage suppliers, competition will ultimately bring not only financial

savings but also a greater level of innovation and better standards of customer care.

According to Oliver Driscoll, public sector senior account manager at Business Stream, both public and private organisations need to act now in order to develop a sound understanding of their water use before 2017. He said being prepared and ahead of the game will give procurement and energy managers a significant advantage when negotiating their water supply contracts.

Driscoll said: "As it stands English non-household water customers have very little or no data around their water use, making it very difficult to analyse which processes consume the most water. This is in sharp contrast to the attitude most organisations have towards other utility costs such as gas, oil and electricity. With competition around the corner, public sector organisations will finally be in the position to demand more from their supplier by negotiating discounts and pushing for better service and greater innovation.

"For public sector organisations, particularly those that run multiple sites, analysing the quantity of water they use, as well as how they use it, can ultimately result in major financial benefits. Properly understanding what a water bill covers allows the person responsible to closely monitor consumption and look at how to better manage water use.

"When competition is introduced to the English market, water suppliers will ultimately lose their regional monopoly with public sector and business customers being able to choose their supplier for the first time. This puts customers in a very strong position to demand a better deal."

Since Scotland's competitive market was introduced, Business Stream has pioneered more



than 60 new services, helping customers to benefit from innovative solutions that are tailored for their organisations' water requirements.

These include innovative finance models such as gainshare, as well as a hire fleet service, which allows organisations to hire state-of-the-art equipment to provide short-term water, waste water and trade effluent treatment.

Driscoll said: "The success of the competitive Scottish water market combined with the increased pressure on the UK's water supply has made water more of a priority for businesses and public sector organisations alike. This is particularly the case in water-stressed areas such as the south east, and customers are beginning to understand how good water management can be a central part of their organisational strategies.

"Although market opening may be a few years away, public sector organisations south of the border can already begin making savings. We've helped customers take simple steps that have not only

reduced reliance on water, but also controlled costs and contributed towards reducing their carbon footprint.

"Whether it's a long-term investment in an alternative water source such as a borehole, fitting water efficiency devices such as tap aerators and cistern hippos, or using smart water meters to accurately measure consumption, taking steps to make more efficient use of water will ultimately have a positive impact on an organisation's water bill."

Making property work for you: Saving up to 30% on floorspace

Derek Binnie, director of Space Solutions discusses how organisations can find savings from real estate by improving employee workspaces.

The current economic climate places all organisations, whether public, private or third sector, under pressure to analyse how they operate and manage spend effectively. Property, previously considered a 'sunk' cost in any business, is typically the second highest cost on the balance sheet, after salaries, and has become a clear focus for many organisations looking at ways to reduce costs within their business.

Although headline rentals have not moved significantly in the last few years, most city centre occupation costs range from £35 to £55 per square foot. Yet, headline expenses, such as rent and rates, are only part of the overall costs of occupying space; operating outlays like service charges, insurance, utilities, cleaning, and other costs all add up to make every square foot a costly expense.

Since taking on existing property commitments, most businesses have seen their organisation evolve and change shape as new technologies and new ways of working are adopted, however, the way in which they use their space has become detached from this evolution.

Today, there is a clear recognition across every sector that 'right sizing' represents a significant opportunity to deliver cost savings. Carefully assessing requirements and identifying potential cost savings through managed change, improved planning or aligning working practices, can make a significant contribution.

Our review of customer activity over the last three years has highlighted that there is the potential to save between 25% and 35% on floorspace by managing the process correctly. However, there is also a growing realisation that achieving this is not as simple as adding more desks or decanting the staff from two, or more, buildings into one.

Significant savings can be made each year by understanding the space use and requirement of each individual organisation. For example: a business currently on a 6,000sq ft office floorplate, with an average occupation cost of £45 per sq ft, and establishing space savings of 35% through improved working, could save £94,500 per annum if they correctly 'right size'. Over a lease term of 5 years, this offers almost £1/2m (£472,500) of savings.

This is obviously a generic approach and, sadly, there is no 'one size fits all' strategy. The key to a successful property strategy is to understand the organisation - how it operates and how that knowledge can be aligned with property commitments, such as lease periods and rates, and future business requirements. Most organisations are unclear how to assess their current use of space or understand what changes to their workspace could look like. Therefore can't understand the potential impact and cost savings available to them, should they

remain within their current property or relocate. Others will simply fail to gather this intelligence prior to acting because they believe it may be too costly, often only identifying mistakes after they have been implemented - a huge missed opportunity.

One of the most sobering statistics we have identified through recent analysis of utilisation within office space is that existing accommodation is, on average, under-utilised by around 25-35%. This means that



for almost any organisation, spatial redesign can have a huge potential bottom line saving. Research also highlights that most clients, since taking on their existing property commitments, have seen their organisation change shape as new technologies and ways of working are adopted, however, their use of space does not reflect this progress.

Impending lease breaks/ends provide the impetus for most businesses to consider moving. In the past, the cost and organisational disruption was simply too great to proactively select this option (unless forced due to growth). Today's competitive commercial property market sees landlords working hard to retain existing clients, whilst others offer lucrative deals to lure businesses into their properties. There are exceptional

deals that include refurbishment costs and incentives, such as rent free periods, which can all contribute to significant savings - should a business renegotiate in their existing premises or move.

We recommend a business consider their options at least 12 months before lease break/end. The quicker they understand their space requirements, the more time they have to plan and assess the deals available and subsequently realise the benefits and savings available in the current market.

As the leading workplace consultant in the UK, Space Solutions has worked with organisation from SME's to blue chip, third and public sectors. We have supported national, regional and local governments and individual departments in assessing opportunities and designing for strategic change which will directly impact on the bottom line.

Our specialists work closely with clients to understand their organisation; how it operates and how that links with their property commitments and requirements. By analysing current use of space and occupation, clear and costed options can be produced, which demonstrate a clear understandable return in terms of savings, enabling organisations to make informed decisions regarding an immediate or future strategy.



Employee benefit solutions for modern thinking authorities

Nottingham City Council
TOTAL SAVINGS OF OVER
£500,000

With budget cuts rife, authorities are increasingly adopting an innovative approach to boost staff engagement

Nottingham City Council is one of several authorities that work in partnership with P&MM Employee Benefits to boost engagement by helping their workforce save on everyday living costs. Nottingham City Council's Works Perks scheme has been in place for seven years, with a requisite that the scheme should run at zero cost.

Tara Bath, Reward and Retention Consultant, Nottingham City Council said: "The Council's objectives to attract and retain talented people, to support a committed and engaged workforce, and to be an employer of choice, are prominent. Implementing a high quality cost-neutral solution has helped us to achieve this.

"Since its inception, various initiatives have been introduced, most recently the development of our holiday purchase scheme which has had the additional benefit for the council of driving savings that would otherwise have had to be found elsewhere. We've saved over £0.5 million on salaries and employer's NI through this scheme since launching."

The employer NI savings which are generated through these and other salary sacrifice schemes ensure that each component scheme more than pays for itself - the Council's savings significantly outweigh the fees each month.



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**Eighth National
NEET Conference 2014**
5th February 2014, Birmingham



The Holiday Inn, Birmingham City Centre

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Engage, Enable, Empower and Employ NEETs

NTRL invites you to join us at our 8th Annual National NEET conference and allow your organisation the opportunity to be a part of the solution to the immense challenge posed by UK unemployment. Official figures still show that 2.49 million people aged 16 and over are unemployed, of these 1.09 million 16-24 year olds were Not in Education, Employment or Training (NEET) in the second quarter of 2013, virtually unchanged from January to March 2013, but down 104,000 from a year earlier, according to the Office for National Statistics.

Building on the successes of our previous conferences, this one day conference will once again provide delegates with an exciting opportunity to hear from young people and key stakeholders from across education, public, private and third sectors.

KEY SPEAKERS AND APPROACHES INCLUDE:

- **Mike Thompson**, Head of Employability programmes, Barclays UK Retail and Business Banking (UK RBB) and **Constance Nafuna**, Young Ambassador - 'Work-based learning for NEET's – Barclays UK solution'
- **Rifaat Foufa**, Director of Social Enterprise, Gazelle Colleges - "Earn as you learn" bringing education and business together to tackle youth unemployment'
- **Dr Robin Simmons**, Professor of Education at the University of Huddersfield - 'Reclaiming the Disengaged: The case for a Youth Resolution'
- **Phil Treleven**, Director of UK Services & Tony Lucas, Operations Officer, The Duke of Edinburgh's Awards - 'Using the DofE programme to improve outcomes with NEETs'
- **Laura Jane Rawlings**, Founder at Youth Employment UK (YEUK) - 'Supporting lifelong employability and career management skills'
- **Keshav Bhatt**, Founder of Revolution Hive and Youth Employment UK (YEUK) Youth Ambassador - 'Youth Enterprise: How I started my business from my bedroom for £15'
- **Dorothy Hodgson**, Contracts and Partnerships Manager, Inspire Education Business Partnership – 'The Inspire: 16 – 19 ESF NEET Programme 2011 – 2015'
- **Gareth Davies**, Director, Portal Training & Consultancy and Young Ambassadors – 'SWEET – Succeeding with education, employment and training'
- **Craig Browne**, Funding Consultant – 'Positive Outcomes: Grant Funding for Social Inclusion Projects'

To register and for full information please visit www.national-training.com/neet2014

Centre Managers need to possess sound business acumen coupled with good organisational skills



There's far more to centre management than meets the eye! Going the extra mile is all in a day's work for Wendy Jones and her team. Wendy, Head of Operations and Asset Management for primary healthcare developer gbp partnerships, takes a look at just some of the challenges that her Centre Management teams face week in, week out and why it provides so much job satisfaction.

In the past the responsibilities of a centre or building manager were seen as a fairly limited one - calling on their assistance when a light bulb needed changing!

Today, perceptions may be different to years ago, but perhaps some still perceive the role to be narrower than it actually is. Our remit extends far beyond providing such services as reception and help desk cover, overseeing logistics deliveries and building maintenance duties.

In reality, the job title 'Asset and Operations Relations Manager' more closely reflects what we do and no two days are the same. gbp partnerships Centre Managers need to possess sound business acumen coupled with good organisational skills and, to succeed, be proactive, work to high standards and be self motivated.

The health centre buildings under our management are

operated under set guidelines, but the provision of certain services may differ to reflect the needs of the area.

Certainly, no health centre could function without the coordinating of all operational aspects and the bringing together of various clinical providers under 'one roof.' Each Centre Manager is responsible for a number of different tenants - all with individual requirements needing to be met - whilst adhering to the operational policies of the building.

There can be more than 20 different service providers in just one building from Hospital Trust consultants, community clinics, sexual health specialist clinics, a full range of diabetic services, out of hospital services, counselling services through to local community groups.

Once a new building has reached practical completion the gbp partnerships Senior

Management team commissions the operational running of the facility ensuring all equipment, contracts and services are set-up and ready to serve the patients. The next step is to hand over the building to the appointed Centre Manager - within the same team - who deals with all operational aspects of the building, moves the tenants in and takes over the day-to-day management.

The Centre Manager is responsible for sweating the asset and striving to achieve optimum occupancy rates, creating income streams through the use of non-clinical bookable space, as well as all aspects of health and safety. However, the remit does not end there - add to the list of duties compliance and complete responsibility for the fabric of the building and you are starting to get a clearer picture of the job spec!

Key management aspects incorporate internal auditing,

security and inspection control. Monthly reporting includes Key Performance Indicator (KPI) analysis on management and contractor performance, patient numbers and patient costs. Data analysis undertaken by us enables CCGs to make informed decisions on which services need to be provided within a given facility and takes into account patient costs and patient numbers.

The Centre Manager has to provide advisory details on services not using the available space, which is immensely useful in helping NHSPs in the scheduling of services.

Fortnightly updates of all building activities are provided to the GP tenants, whilst the CCG receives monthly community activity reports. Further reports include a monthly contribution to the LIFT Continuous Improvement Committee and monthly submissions to NHSPs QIPP

agenda.

Then there is the responsibility for creating a community hub for the benefit of the local neighbourhood, the ongoing liaison with the CCGs and local neighbourhood teams to assist in addressing the health priorities.

A key aspect of the job is ongoing liaison with third party tenants including the City Council, pharmacists, shops and cafes operating on-site; to ensure that they are complying with building policies.

When it comes to the community aspect of our work, it is true to say that each of our teams bring a dedication that extends well beyond what is expected of them.

We have established a community network across each of the 12 centres that we operate across Merseyside and our Centre Managers support many projects including the Healthy Homes

programme run by Liverpool City Council.

Good news stories on how people's lives have been managed and changed for the better are fed back. A good example of this is a patient who went to see his local GP complaining of a bad chest. The GP found that the man's life was in turmoil - struggling to cope with no job, no money; as well as contend with chest issues and general bad health. Not surprisingly he was found to be suffering from depression.

His circumstances created a vicious circle and, as a result, his confidence was at an all time low. As a direct result of booking into the health centre, numerous other services were brought in to help his situation.

He received dental treatment from the on-site dentist, saw a speech therapist, work experience was arranged and Job Centre Plus helped him get work!

The healthcare buildings in Liverpool are recognised for being modern and well operated buildings. We are fortunate that the PCT showed great foresight for healthcare provision in the area and enabled the delivery of a first class LIFT programme.

Our responsibility as gbp partnerships Centre Management is to look after these assets for 25 years, run them at optimum levels of organisation and, at the end of the lease, hand

them back in as new condition as the day they were 'handed-over.'

For further information about gbp partnerships and Centre Management please visit: www.gbpartnerships.co.uk or contact Wendy Jones on 07871 054043 or email: wendy.jones@gbpartnerships.co.uk; or Wendy Court on 07891 198068 or email: wendy.court@gbpartnerships.co.uk



SIMPLE SMOKE ALARM CONTROL FROM AICO

Aico launches unique radiolink alarm controller

Aico, one of the UK's market leaders in domestic Fire and Carbon Monoxide (CO) detection, has launched an innovative new wireless Controller for its RadioLINK Professional alarms.

As with previous Aico Alarm Control Switches, the new Ei450 Controller allows residents to simply test and silence all the alarms on the system and quickly identify and locate the exact unit which has triggered the system (visually identifying if the source is a fire or CO leak), all from one convenient location.

With best practice supporting larger alarm systems, more frequently with CO alarms, improved control functions are vital to ensure the system is simple for residents to use. The new Controller has a single button for ease of use, guiding you through the actions to take in the correct order; for example, if the alarms are in normal standby state, pressing the Controller will Test the system. If the alarms are sounding, pressing the Controller will firstly locate the source of the alarm; pressing it again will silence the system.

Powered by a built-in ten year Lithium battery, the Ei450 Controller communicates with alarms using RF signals. This means that there is no wiring whatsoever, enabling it to be installed with minimum expense and disruption.

The Controller has a unique advanced memory feature that can be used to check if an alarm has triggered when the occupant has been away from the property. Ideal for troubleshooting and exceptionally easy to use, simply access the 'Engineering Mode'

of the Controller; if an alarm has been triggered the Memory section of the Controller's button on the front will flash and the Fire or CO indicator will light accordingly. Pressing the button will then identify the exact alarm that has previously triggered the system.

The Controller also comes with a House Coding indication feature to assist with installation. As devices on a RadioLINK system need to 'learn' each other's unique serial numbers in order to

RadioLINK allows Smoke, Heat and CO alarms to be interconnected using Radio Frequency (RF) signals, eliminating the need for interconnection wiring.

communicate, they are placed into 'House Code' mode during installation. The Controller will flash to indicate the number of alarms the Controller is coded with – a useful check for the installer.

The Ei450 Controller is stylish and sleek in design, making it suitable for an exceptionally wide range of properties, both modern and traditional. It has been designed for use with Aico's Ei2110 Multi-Sensor, 160RC Series and 140RC Series alarms

when fitted to RadioLINK bases, plus its 200 Series and Ei262 RadioLINK CO alarms.

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

For more information, please visit www.aico.co.uk.



An invoice automation workflow case study: Oxford Health NHS Foundation Trust (OHFT)

In 2005, Oxford Health NHS Foundation Trust (OHFT) chose ITESOFT, a leading developer of automated document processing and Purchase-To-Pay solutions to streamline their Accounts Payable process. This forward thinking approach from OHFT was a driving factor in the evolution of their shared service centre in Oxford.

The Aim

OHFT aimed to achieve financial spend control and visibility through supplier invoice automation and the ability to access to information on demand. A key focus was to improve supplier invoice data accuracy through eliminating manual errors, reducing unnecessary delays and easily identifying duplicate invoices. Having a system in place that was able to streamline the way invoices were tracked and authorised was also a major priority; indicating clearly who did

what and when. Secondary goals included decreasing pressures on staff during busy periods such as year-end. There was also the goal to boost staff productivity through reducing the time spent on supplier enquiries, manual data entry and searching for misplaced Invoices.

In full, the organisation aimed to implement a solution whereby they could attain full visibility, improve purchase to pay cycle times and gain control of their Accounts Payable process, from both an operational and financial point of view.

What is invoice automation?

Automating the processing of invoices by integrating straightforward workflow and document matching software with existing systems, as a result removes manual and repetitive tasks. Being able to access comprehensive financial management information quickly speeds up the decision making process for audit and reporting purposes as well as providing the "what if" scenario.

Why automate invoice processing?

A study conducted by the Aberdeen Group evaluated a certain number of accounts payable departments and designated those who had successfully leveraged automation to optimise their efficiency as being "high performance".

Companies classified as "high performance" surpassed their competitors on numerous points. These companies showed:

- 91% reduction in the cost of processing invoices
- 46% shorter invoice processing cycles
- 12% decrease in late payments
- 30% reduction in the time spent handling supplier queries

Main Challenges of an Accounts Payable department:

- Control & Visibility: uneconomical business processes and inefficient payment cycles
- Auditability: Staff focused on data entry & lost documents, rather than higher level tasks
- Accountability: A complex approval & decision making process

Main Challenges of OHFT's Accounts Payable process:

- Invoice volumes increasing at a rate of 10% a year
- No signature limit and cost centre checking
- Pressures from the government for tighter regulatory compliance
- Loss of paper invoices
- Complicated audit trail
- Payment delays

What did Oxford Health NHS Foundation Trust Achieve?

- A fully auditable process; able to identify the approval process efficiently
- Reduced invoice processing costs
- Access to invoices anywhere through a web based portal
- Over achieved PSPP targets
- Reduction in processing Staff
- No barcodes, no dividers.

To find out more visit www.itesoft.co.uk





Public Sector specifiers who need to solve the problem of low water pressure in public sector housing and building stock now have the option of an all-in-one unit that provides low noise levels, ease of installation and automatic commissioning.

Low water pressure given a boost with the launch of e.sybox from DAB Pumps

The e.sybox from leading manufacturer DAB Pumps uses ergonomic design and cutting edge technology to bring a 'plumb and play' dimension to installation, saving time, money and costs. It can be fitted vertically or horizontally on its anti-vibration mountings or onto a wall and can be plugged directly into the mains electricity supply.

All the tools the installer needs are kept neatly in the lid of the unit, along with a useful QR code that links directly to an online 'how to' video. The LCD high-resolution display is adjustable for easy reading and the user-friendly interface makes it possible to access performance information and customize the main settings.

Once primed and switched on, the unit automatically commissions, saving more time, maintenance and hassle. Energy efficient, the pump's variable speed motor operates from 0.3kW to 1.5kW, providing a powerful performance with flow up to 120 Litres/min and head up to 6 Bar. E.sybox is self-priming down to eight metres. Having a variable speed motor means the pump increases and decreases flow as demand dictates, saving unnecessary energy use and the associated cost of a fixed speed pump.

For larger buildings the unit's wireless connectivity and modular design means the system can be expanded to a four-pump booster set using bluetooth. Pressing '+' on the LCD display for 5 seconds puts the machine into the mode where it searches for wireless

association, communicating this status by the blinking of an icon. As soon as two machines in a working communication range they become associated and work with each other.

A specially designed casing and water-cooled motor means the pump offers extremely low noise levels for tenants and users of public sector buildings – the solution to an inherent problem in residential pumping situations.

Its award winning design means the e.sybox will not look out of place wherever it is installed and features like dry running and frost protection offer added peace of mind. It also saves on space being extremely compact and around 30% smaller than other systems.

"Specifiers have the added peace of mind that it comes with a three year guarantee," explains Neil Haigh, Project Manager. "The

inverter technology in the unit manages energy consumption efficiently, thereby avoiding waste and allowing considerable economic savings."

DAB Pumps has also introduced a wall mounted bracket system, making installation even easier. It can be fitted vertically or horizontally on anti-vibration mountings bringing choice and flexibility to where and how it can be plumbed in. Now there is a third option, a wall mounted bracket system called 'e.sywall' that allows the pump to be installed directly onto the wall in locations where floor space is minimal. This accessory also means that the additional pump outlet, only normally usable when the pump is installed horizontally, is made available for the installer to use adding to its versatility.

"The e.sywall system brings yet

another way to install the e.sybox pump which gets rid of the headache of low water pressure," continues Neil.

Founded in Veneto, Italy in 1975, DAB Pumps has been operating in the motor-driven water pumps industry for 37 years and is recognised in Italy and globally as one of the leading companies in this sector.

With nine production plants and numerous sales offices in Europe and around the world, it produces more than two million motor-driven water pumps each year. The company is based in Bishop's Stortford, Hertfordshire where it manages all business activities for the UK and Irish markets.

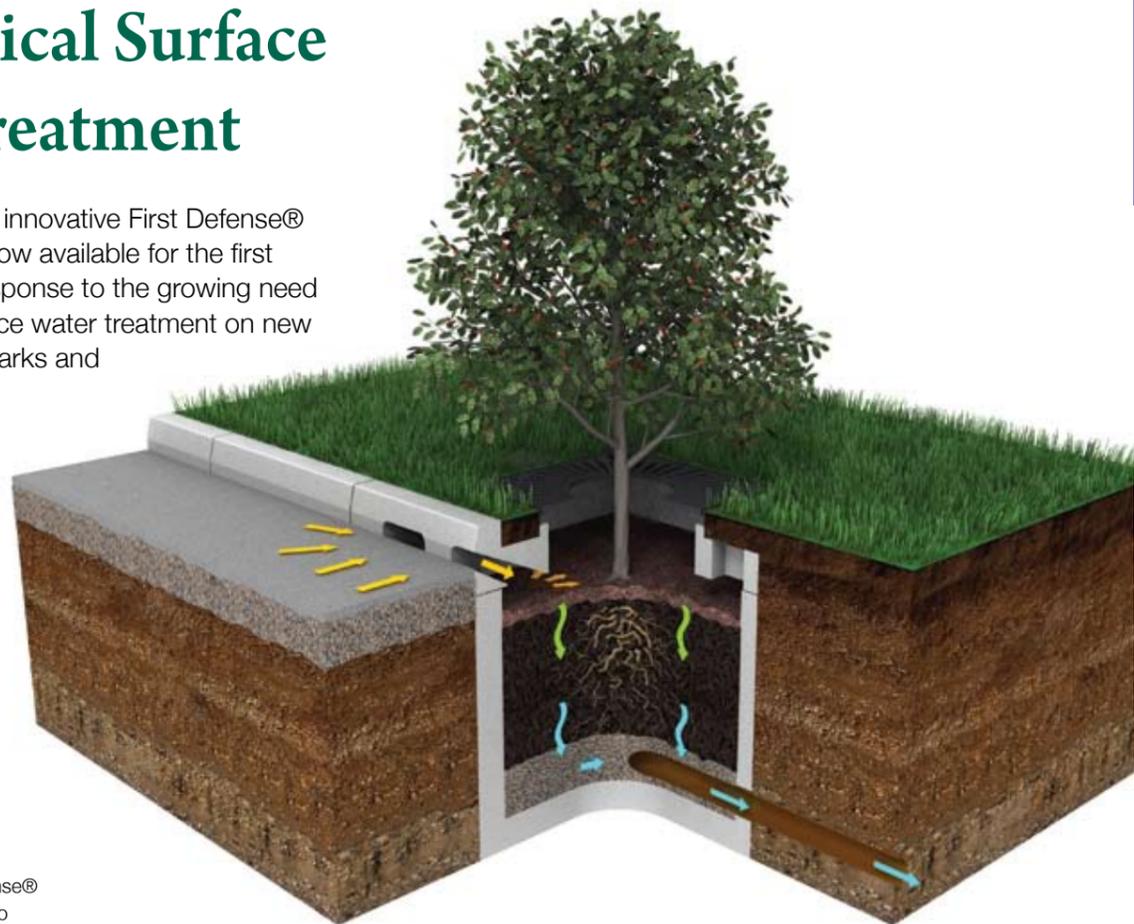
For more information call 01279 652776 or log onto

www.dabpumps.co.uk



Hydro Launches First Defense® for Economical Surface Water Treatment

Hydro International's innovative First Defense® vortex separator is now available for the first time in the UK, in response to the growing need for economical surface water treatment on new developments, car parks and highways.



Already well-established and proven in the US, First Defense® uses a gentle vortex action to remove coarse particles, litter and oil from surface water runoff – a requirement which will become increasingly important as a result of growing regulation for Sustainable Drainage Systems (SuDS) in future.

The First Defense® has been launched as part of the Hydro StormTrain™ Series of surface water treatment devices, a comprehensive toolbox for silt, sediment and pollutant removal as part of SuDS.

“By introducing First Defense®, Hydro is adding a well-established, proven technology to its UK range of surface water treatment devices, creating the broadest choice of proprietary treatment products available,” said Alex Stephenson, director of Hydro International's UK Stormwater Division. “First Defense® provides an economical option where litter, oil and coarse particles need to be removed.”

Designed and developed

by Hydro International, First Defense® is already proven in the US and has passed the stringent certification criteria of many US regulatory authorities.

Delivered as a pre-cast standard-size concrete manhole with internal components pre-fitted, First Defense® delivers repeatable, predictable, at-source pollution control for small- to medium-size catchments with easy installation and minimal maintenance.

The internal components of the First Defense® are designed to create a low energy rotational flow within the chamber, allowing sediments to settle to the sump, while oils, floating litter and debris rise to the upper containment area. Harmful pollutants are therefore captured safely within the device, protecting public areas.

The gentle action of low-energy vortex separation eliminates excessive agitation of captured

pollutants, ensuring they are not resuspended during peak flows. During peak rainfall events, the integral bypass also ensures pollutants remain within the chamber and are not washed out.

The orientation of the outlet can be adapted to suit site conditions. Single and multiple inlet pipes are also available, along with an inlet surface grate for maximum design flexibility.

“Deciding on the correct SuDS-compliant treatment solution to meet the requirements of the catchment and receiving watercourse can be difficult,” adds Alex Stephenson. “Hydro StormTrain™ Series offers a comprehensive range of options and the devices, including First Defense®, that can be used individually or in combination to achieve an effective SuDS management train.”

The expectations of the EU Water Framework Directive (WFD)

are influencing the development of legislation in England, Wales and Northern Ireland, as well as driving the implementation of established regulations in Scotland. In every case, the Hydro StormTrain™ Series offers future-proof SuDS-compliance.

Hydro has developed a useful online Treatment Selection Tool to help users examine the options and consider the likely consequences in terms of cost and pollutants. Visit www.hydro-int.com/stormtrain/tool.

For more information on the Hydro StormTrain™ Series call the StormTrain™ hotline on 01275 337955, email stormtrain@hydro-int.com or visit www.hydro-int.com/stormtrain.

Rule changes in aggregate recovery a golden opportunity for local authority road waste recycling

According to Siltbuster, leading waste treatment specialists, the newly published revised edition of the Waste and Resources Action Programme (WRAP) Protocol on the recovery of Aggregates from Waste is a major development for local authorities and their waste management companies, as it means they can now recycle the bulk of their gully or sweeper waste.

The recent announcement by WRAP, states that the mineral fraction recovered by Mechanical and/or Biological Treatment (MBT) can now be used as feed stock for aggregate recycling, therefore allowing recovered material to be removed from the waste chain for the first time and achieve 'End of Waste Status'.

Prior to this, the recycling of aggregate from sweeper or gully waste could only be undertaken by a limited number of sites holding a bespoke Environmental Permit. As such it was out of the reach of most local authorities.

Although in volume terms, gully or sweeper waste is small compared to domestic waste, it represents a significant proportion of the overall weight of waste local authorities have to deal with. In addition to this, since April's increase in the Landfill Tax, simply sending gully waste to landfill is a much more expensive proposition than it used to be. Therefore it is a valuable recycling opportunity for local authorities trying to meet ambitious recycling targets and minimise costs; typically gully or sweeper waste contains 60% to 80% mineral fraction which if reprocessed could be put to good reuse, leaving only the organic and finer fractions for disposal or further treatment.

Dr Richard Coulton CEO of Siltbuster Ltd says: “To date most local authorities have managed to meet their recycling targets by maximising recovery from domestic waste. But with stiff targets still to meet, and most of the obvious avenues exhausted, they need to find new options. This development is therefore a golden opportunity for local authorities as it makes recycling of gully and sweeper waste a viable option.”

According to the revised protocol from WRAP the MBT process must be designed to recover the mineral as a clean product free from the organics and other contaminants. Simply screening the material without further treatment will not achieve the required separation; the material must be put through a washing system, such as Siltbuster's Gritbuster, specifically designed to separate the components on both size and density. Following separation the material can then be further processed under the WRAP protocol and sold as aggregate.

Richard Coulton concludes: “With over one million tonnes of roadside and gully waste to be dealt with each year nationally, there has never been a better moment for local authorities to revisit how they deal with their road and gully waste.”

A Closer Look at How the Guidance has Changed: The Guidance on the “Recovery of Street Sweepings and Gully Emptyings” published by the Environment Agency in May 2012 importantly sets out the framework for handling these materials. The guidance confirmed that following physical (mechanical) and/or biological treatment (MBT) the waste would be reclassified from

waste code 20-03-03 (Street Cleansing Residues) to a Chapter 19 code (Mechanical and/or Biological Treated waste - MBT). It also stated that after physical/biological treatment street sweeping and gully emptyings could potentially be recovered as soil substitute and/or aggregate; which, on the face of it, opened the door to recycling at least the mineral fraction found in sweeper/gully waste. However the guidance then all but closed the door again by stating that the material could not be reprocessed under the previous edition of WRAP Protocol and that each site would need to apply individually for End of Waste status.

As a result the recycling of aggregate sourced from sweeper/gully waste has only been undertaken by a limited number of sites with a site specific Environment Agency approved End of Waste Protocol. Leaving the possibility of recycling sweeper/gully water out of reach of most local authorities ...until now.

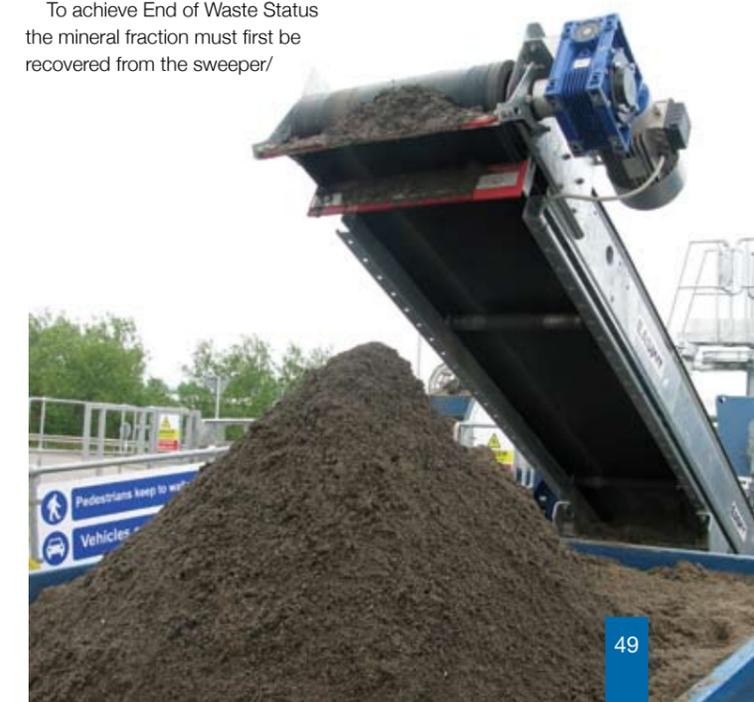
To achieve End of Waste Status the mineral fraction must first be recovered from the sweeper/

gully waste by MBT and then reprocessed in accordance with the WRAP Protocol. At that point the material becomes a usage aggregate product and provided it is put to beneficial re-use is no longer considered a waste.

Set up and run by experienced process engineers, Siltbuster Ltd. also provides an unrivalled range of technologies and practical solutions for the construction & environmental remediation industry to deal with all aspects of silt management and waterborne pollution prevention or control. Siltbuster Process Solutions Limited, a sister company to Siltbuster Limited, provides water and effluent treatment solutions for the industrial manufacturing, food and drinks production, municipal waste water, potable water, agriculture and minewater discharges.

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

www.siltbuster.com



Simple technology attracts energy and maintenance savings

According to Ofgem, annual fuel bills for the average household have reached £1,420 and with the latest price hikes taking effect in November, some will now be paying even more. Combine this with the difficult economic climate and many household budgets are being stretched to breaking point, so it's little wonder that affordability is now high on the political agenda.

While Government goes to and fro debating the real impact of green levies and wholesale costs with the 'big six' energy providers, charities such as The Energy Saving Trust have been proactively offering long-suffering homeowners practical advice on how to make their homes more energy efficient and save money, while keeping the home fires burning.

However, among the various solutions available, many are switching on to one simple and cost-effective technology that has the potential to make a significant and lasting contribution says Paul Strudley, Sales Director at ADEY Professional Heating Solutions.

Magnetic protection

Magnetic filtration is already making a difference in the reduction of carbon emissions and heating energy bills, working towards the Government's target of at least 80% by 2050. However, since its introduction to the central heating sector ten years ago, it's been operating beneath the government's radar. Yet with Government support, this contribution could amount to one of the single biggest and most cost-effective solutions to emerge from the central heating industry for both domestic and non-domestic energy usage on every level.

The Department of Energy and Climate Change recognises the domestic sector as having the second highest energy use, accounting for around 31%. Furthermore, space and water heating in the domestic sector is thought to account for a staggering 80% of its total energy usage. The Energy Savings Trust also believes that boilers account for around 60% of all domestic CO2 emissions in gas heated homes in the UK.

Yet a recent survey of 1,300 homeowners commissioned by ADEY revealed that many of the UK's boilers could be running inefficiently, with many homeowners failing to properly maintain what is one of the most expensive appliances in the home. Regular servicing is crucial especially for modern boilers, as although they are the most efficient ever, their narrow waterways make them even more vulnerable to the damaging effects of black iron oxide sludge, corrosion and other debris.

ADEY's range of MagnaClean magnetic filters are designed to remove virtually 100% of the suspended iron oxide sludge that causes radiator cold spots, blocked pipework and damaged boilers.

The potential to reduce carbon emissions and make energy savings through the installation of effective magnetic filters on central heating systems on a UK-wide scale is huge. Government figures claimed that replacing 125,000 old G-rated boilers (below 70% efficiency at the time) as part of the boiler scrappage scheme would save 140,000 tonnes of CO2 annually. This is equivalent to taking 45,000 cars off the road.

Installing a MagnaClean filter in just one million of the UK's 22 million households would save in the region of 225,000 tonnes of CO2 annually. That's equivalent to



taking 72,000 cars off the road at a fraction of the cost.

Independent industry research has also shown that as a result of adopting effective magnetic filtration, a typical three-bedroom household can reduce carbon emissions up to 250kg annually and cut its heating energy consumption by 6% a year. The ongoing system protection it provides could also achieve maintenance savings of more than 30% a year and help to extend the operational life of a boiler, potentially way beyond the industry accepted life span of 12-15 years.

Magnetic maintenance in action

Cambridge City Council is just one public sector organisation reaping the benefits of including magnetic filtration in its rolling annual gas appliance replacement programme, ensuring all tenants have reliable, high efficiency, quality heating and hot water on demand.

Chris Brown, Heating Engineer for Cambridge City Council, explains: "New boilers are obviously a big investment so for the new boilers we install on existing radiators circuits, we follow best practice and powerflush them through to remove debris that has accumulated in the system."



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