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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.

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NORTHGATE PUBLIC SERVICE OFFICE OPENS WITH PLANS FOR 170 NEW JOBS

Up to 170 new jobs are being created with the official opening of the new Northgate Public Service office in Bulwell today. The building was officially opened by long term Bulwell resident Mayor Jackie Morris, Deputy Councillor Graham Chapman, and Anthony Singleton, Executive Director, Northgate Public Services.

The new business hub will provide cost-effective document services, such as scanning and mailroom services, to the local authority in Nottingham and other government offices including central government departments, and police and health care organisations throughout the UK. Estimated to be worth in excess of £50 million to the local economy over the initial 7 years of the partnership, the new jobs will be spread over the next five years, with 70 positions already filled and includes 25 apprenticeships

Councillor Graham Chapman said: "This is a great shot in the arm for the local economy. It means more money in the local economy, more jobs and more apprenticeships in a big organisation with opportunities for advancement.

"The creation of the hub is a direct consequence of the success of the partnership between Nottingham Council and Northgate Public Services, which is expected to save the council £6 million as well as safeguard council jobs."

When advertising for the jobs, both the council and Northgate Public Services agreed to focus on advertising for people who had difficulties finding employment and who might be long term unemployed.

Charmaine Chulan was out of work for six years before finding employment at the new hub.

"I'd been to college for four years and studied beauty therapy and had a daughter," said Charmaine. "I'd been administration for work experience before this opportunity came along. It took me a long while to get a job – now that I have, I plan to be here for a long time, learn a bit of everything, and become a team leader! Now that I have a job, there's so much more I can do with my daughter, so many fun things."

Anthony Singleton, Executive Director Services, Northgate Public Services, said:

"We're extremely pleased with the opportunity to deliver public services to the people of Nottingham. Our partnership with the council through this business hub reflects the strength of our long term commitment to the area, as well as our belief in the drive and focus of our new local employees. Over the coming weeks and years we will continue to be looking for new employees, so if you have what it takes, please do get in contact." Future vacancies will be advertised jointly with Nottingham City Council employment hub.

THE UK'S FIRST MULTI-COMFORT BUILDING

Developers interested in building a small commercial project to cutting-edge sustainable design levels can benefit from a substantial support package from Saint-Gobain.

The company has developed the Multi-Comfort standard, based on Passive House standards, which has a holistic approach to occupier comfort, factoring in thermal, audio, visual and indoor air comfort, plus overall economic comfort, in terms of affordability and lifetime costs.

Now Saint-Gobain is looking to support a small number of exemplar projects to capture data and prove the concept.
The first Multi-Comfort project in the UK is already under construction, with a new sports and drama hall at a leading private school and the company is also supporting exemplar projects in the health building and self-build sectors.

The support package includes design and specification assistance, Passive House modelling, independent testing and certification and two free places on the Passive House Tradesperson Course, accredited by the Passivhaus Institut.
Stacey Temprell, Residential Sector Director at Saint-Gobain UK & Ireland, commented: "Building to Multi-Comfort standards will mean minimal changes to designs, no additional cost of construction and no more time on site. The completed Multi-Comfort building will also be more appealing to the occupant. "We are committed to offering a comprehensive support package throughout the design and build phase. In return, we will carry out testing and evaluation to prove the concept and provide mutual learning and development.

"In addition, participating in an exemplar project will demonstrate a real commitment to delivering innovative sustainable buildings." To apply to become an exemplar project, visit **www.multicomfort.co.uk/exemplar-projects**

NHSBT IMPLEMENTS NEW LOGISTICS TECHNOLOGY

NHS Blood and Transplant, which provides transport of blood and associated services to the NHS in England and North Wales, has implemented CALIDUS TMS transport management software from OBS Logistics to support its aim to increase efficiency in order to keep the cost of blood low.

Safeguarding the blood supply involves collecting blood from more than 3,000 donation venues in England and North Wales. Blood is tested, processed, stored and delivered, to NHSBT's 15 stock holding units for onward on demand shipment to every NHS Trust in England and North Wales.
Making sure that all available logistics resources are deployed in the most efficient manner is the best method of meeting variations in demand.

DIO DELIVERS NEW TRAINING FACILITY FOR ARMY ENGINEERS

The Defence Infrastructure Organisation (DIO) has delivered a new training facility for Army engineers at MOD Lyneham.

Over the past two and half years DIO, working with its contractor Hercules (a 50:50 joint venture between Kier Group and Balfour Beatty), has transformed the former RAF base at Lyneham into a new training facility for the Army's Corps of Royal Electrical and Mechanical Engineers (REME), which is due to complete its move to the site from Arborfield and Bordon in early 2016.

The £121 million construction project, part of a £230 million investment in redeveloping the site, includes new and refurbished Single Living Accommodation for trainees, purpose-built enhanced training facilities including classrooms, training suites, a large outdoor training area, a medical and dental centre, a gymnasium, outdoor sports facilities, refurbished offices, a refurbished Sergeants' and Officers' Mess with a new extension and REME's new regimental museum, developed in the Old Officers' Mess. In total the project involved building around 60,000m² of new buildings and refurbishing 65,000m² of existing units.

The new facility also re-uses part of the old RAF station, which is more sustainable than constructing new buildings. The airfield area, with its runway, which will be used for outdoor training, is a good example of this.

DIO lead project manager Graeme Wildridge said:

"This is a significant milestone in the delivery of the new REME facility at Lyneham. This project is a fantastic example of how DIO is supporting our Armed Forces by providing the right facilities in the right place to meet their needs. The close working relationships and team effort between all those involved within this project has resulted in the successful handover of facilities."

DIO Director of Projects and Programme Delivery Air Vice-Marshal Elaine West visited the new facility and said:

"MOD Lyneham will be a fantastic place to train our Military personnel. The new facilities will enable REME to come together in one location. We're all proud of the contribution we're making to the Armed Forces – DIO's purpose is to support the Armed Forces by providing what they need to live, work and train, and this project ticks all three boxes in one development."

Roger Frost, Project Director for Hercules, said:

"We are delighted to have worked on such a high profile major project for DIO.

"The scale of the 93-week construction project, which spans a 1,200 acre site and has employed over 1,400 individuals at construction peak and 40 local companies during its lifetime, should not be underestimated – it reflects Balfour Beatty and Kier's reputation for safely delivering high-quality, sustainable solutions."

Hercules worked with the Forces Career Transition Partnership, which assists military personnel to secure permanent work on completion of their service, and Enterprise Works, a Swindon-based organisation which supports individuals with a disability, specifically injured ex-services personnel, to secure employment.

Mr Frost said:

"We're very proud of what we've delivered here and our support for ex-service personnel to secure employment along the way. We wish MOD Lyneham's new residents all the best in their new home."

BRITISH SAFETY COUNCIL 2016 INTERNATIONAL SAFETY AWARDS

The British Safety Council has launched the 2016 International Safety Awards which recognise businesses and organisations from around the world who have demonstrated a commitment to protecting their workers from the risk of being injured or made ill at work during 2015.

Now in their 58th year, the International Safety Awards have played an important role in helping to promote the social, economic and business benefits of employers taking sensible and effective steps to ensure the health, safety and wellbeing of their employees and others.

The awards are open to organisations of all sizes, types and industry sectors – both members of the British Safety Council and non-members – in the UK and internationally.

Last year, 515 organisations from a diverse background won an International Safety Award, including businesses from the UK, Africa, Asia, mainland Europe, the Middle East and the West Indies.

Previous winners have included Alisal Logistics of Turkey, Bahrain National Gas Company, Bovis Homes, Delhi International Airport, Glasgow Airport, GlaxoSmithKline, Kuwait National Petroleum Company, Kelloggs, Kingston University, Nigeria Liquefied Natural Gas Ltd and the Rugby Football Union's Twickenham Stadium.

Opening the awards, Mike Robinson, Chief Executive of the British Safety Council, said: "The British Safety Council's vision is that no one should be injured or made ill at work, anywhere in the world. Our International Safety Awards seek to recognise and reward organisations who have demonstrated to the satisfaction of the scheme's independent judges a commitment to protecting the health, safety and welfare of their staff and others who could be affected by their work activities.

"Winning an International Safety Award enables organisations to share their achievement with their employees, clients, contractors, local community and the wider public. It may help inspire other organisations to also make that commitment and emulate the success of our winners.

"Health and safety, managed sensibly and proportionately, brings real and lasting benefits for workers, their families, businesses and society as whole.

"I look forward to inviting this year's International Safety Award winners to celebrate at our Gala Dinner at London's Grosvenor House Hotel on Friday 6 May 2016."

The closing date for applications is Monday 8 February 2016. To apply go to: **www.britsafe.org/isa**

This edition is dedicated to the memory of Tony Clarke 1959 - 2015

How training breaks down barriers to whistleblowing and fraud prevention

Rachael Tiffen, Head of Counter Fraud and Governance at CIPFA

Establishing clear guidelines and policy for whistleblowing is a significant part of preventing and detecting fraud and misconduct in the workplace. It isn't something which should be overlooked or swept under the carpet, especially as public services fraud costs the tax payer an estimated £21 billion per annum*. Yet whistleblowing still remains an uncomfortable topic for discussion amongst many people.

Establishing clear guidelines and policy for whistleblowing is a significant part of preventing and detecting fraud and misconduct in the workplace. It isn't something which should be overlooked or swept under the carpet, especially as public services fraud costs the tax payer an estimated £21 billion per annum*. Yet whistleblowing still remains an uncomfortable topic for discussion amongst many people.

In the UK we still have some way to go when it comes to addressing whistleblowing and creating internal reporting systems that enable this, as highlighted in the 2013 Whistleblowing Commission report. The Commission recommended; "the introduction of a statutory Code of Practice for whistleblowing arrangements to assist employers, workers and their representatives in addressing whistleblowing concerns."

The Commission's Code includes, "15 recommendations for raising, handling, training and reviewing workplace whistleblowing. Key requirements include:

- confidentiality will be maintained where requested;
- clear assurances are given to staff about protection from reprisal;
- specific individuals have responsibility for the arrangements;
- greater oversight of whistleblowing arrangements by non-executive directors or equivalent;
- review of the effectiveness of the arrangements and publication of key data."

Individuals who have previously tried to raise concerns have often had to show remarkable courage in coming forward and putting their head above the parapet. This is still true today, in both the public and private sector, as a lack of clear guidance, effective processes and protection deters people from stepping forward to flag concerns at work.

Whistleblowing policy should play a central role in any industry, as no one is truly immune to the threat of fraud. Having in place a defined procedure for reporting fraud and misconduct at work is an integral part of good governance, compliance and risk management too. The benefits of getting this right and listening to a concern raised can help prevent disaster, avoid costly litigation, and potentially preserve a reputation.

According to a recent study of the experiences of 1,000 whistleblowers by Public Work (PCaW), 82% of whistleblowers raise concerns internally**. Employees therefore play a vital role when it comes to protecting against fraud and corruption at work. Whistleblowing is everyone's responsibility and it's important to involve staff in discussion and debate about whistleblowing policy and the role it plays within your organisation. It's also essential to educate employees. Training can be used to equip staff with the right language, skills and approach to raising concerns at work, and to support an anti-corruption culture in the workplace.

Staff are the eyes and ears of public sector organisations, but there are a number of factors that can actively dissuade people from stepping forward to report misconduct or raise concerns. One factor we frequently see at the CIPFA Counter Fraud Centre is a lack of awareness of existing policies and procedures. With the complexity of fraud on the rise employees need resources, training and advice on where to go for help. Workers also need to know what to expect and how their organisations will support them, along with their rights if they do step forward. Knowledge and training alleviate misunderstanding, and boost confidence within individuals as well as the organisation they work for.

Understanding what motivates an individual to blow the whistle is also important, and there are a variety of reasons why people do this. Newer employees, for example, are more likely to blow the whistle and 39% have less than two years' service, according to the PCaW study**. Furthermore, 53% of whistleblowers are skilled workers or professionals**. Many simply want to do the right thing, promote accountability and justice, or have a sense of responsibility and a desire to protect colleagues, their jobs and public funds.

At the Counter Fraud Centre we see common themes reoccurring when it comes to barriers to employees reporting misconduct. Examples of these common themes are: -

- the intensification of the complexity of fraud
- a perceived lack of support, both internal and external, for individual whistleblowers
- a fear of repercussions
- lack of awareness of internal reporting processes, and
- clear systems and practices not in place.

All of these themes point to the requirement for individual employees to receive proper training and advice. Whilst staff should seek opportunities to equip themselves with the right knowledge, by approaching HR for example, the onus remains on employers to train their staff on the organisation's whistleblowing policy and effectively communicate its content and purpose. The process of training protects and supports employees who may wish to raise concerns by arming them with information on how to act including, raising the alarm outside of the usual channels and what steps will be taken to protect them.

A solution to this workplace challenge is a new whistleblowing e-learning package from CIPFA that empowers employees to act in the right way if they witness misconduct at work. The e-learning is suited for use in organisations where a whistleblowing policy already exists. Using scenario-led content and case studies, the course sets out how to raise and report concerns at work and aims to clear up 'grey areas' around processes, complaints and definitions. It also aims to provide a comprehensive understanding of whistleblowing and why it is important. Staff will learn:

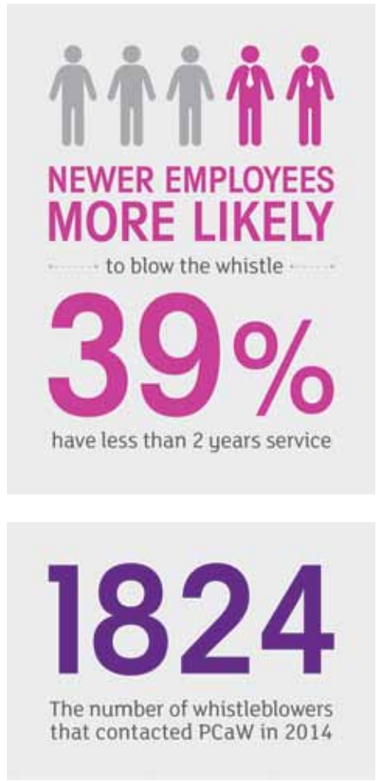
- what whistleblowing is,
- how best to raise concerns,
- where staff can raise concerns,
- what to expect and how their organisation will support them, and
- Rights and options for support.

The CIPFA Counter Fraud Centre has worked with the leading whistleblowing charity, Public Concern at Work (PCaW) and audit, advisory, accounting and tax specialists Mazars to create an easily accessible, e-learning course covering the fundamentals of whistleblowing.

The new package empowers employees to act in the right way if they witness misconduct at work. From an employee perspective it shows that their employers are listening to their concerns and demonstrating effective leadership, creating a positive working environment.

Whistleblowing should not be ignored due to perceived negative consequences for an organisation and its employees. There is a raft of potential problems facing firms or public sector organisations that do not adequately address the issue. Ultimately, if a system for whistleblowing is not offered within an organisation then that organisation exposes itself to further risk. Disgruntled employees with no effective means of redress will turn to external sources to blow the whistle, and this can be to the detriment of the organisation as well as the individual.

For more information and to download the e-learning programme go to the CIPFA Counter Fraud Centre web area **http://www.cipfa.org/services/counter-fraud-centre**. Contact one of the team to discuss your requirements or telephone **0207 543 5600**.



Source: "Whistleblowing: the inside story - a study of the experience of 1,000 whistleblowers", Public Concern at Work and University of Greenwich 2013.

MOTOROLA SOLUTIONS

Data, the new Sherlock Holmes

By David Parry, Motorola Solutions

Consider this, 90 percent of the data in the world today was created in just the past two years. So far we have only just begun to scratch the surface of what we can do with data, and yet it is already changing everything. Inputs from smartphones, from social media, from cameras, sensors and alarms – from everywhere – offer the promise to help government agencies see, hear and do more. Every second, critical operational data is being created, collected and stored – incidents reported, crimes committed, video recorded, calls for service received. This unstructured data can either be a millstone around your neck, filling servers stored in disparate sources, making it hard to access and correlate and costing money, or it can be transformed into a valuable asset, but only if you can make sense of it.

To stay a step ahead, officers on the beat and those who watch over them, need the right data to have better visibility to what's happening around them at all times. To make this possible, requires a mission critical operating environment that makes data work, turning information into intelligence and intelligence into safety. The foundation of this architecture begins with unified data and through its analysis, dynamic intelligence. When they are in place we can start to inform and improve mission-critical performance.

90 percent of public safety decision makers we talk to view data as critical, but they need the right tools to access, compile and share this data in a smart way. The emergence of the cloud provides a tremendous opportunity for law enforcement, governments and other organisations to cost effectively access and then transform how data is used, turning it into a tangible asset.

To implement intelligence-led strategies that deter crime and improve outcomes, agencies can look to the cloud to deliver new approaches to crime analysis, predictive policing and public engagement. Through tools from companies such as Public Engines, new capabilities are becoming available that enable public safety organisations to work with an increasing amount of data from varied sources, harnessing this information to gain key intelligence and integrate it seamlessly into their operations.

For command centres, data can now be visualised in analytical dashboards or on maps, making it easier to share information and improve decision making. Crime information can be mapped and then used to enhance engagement with the general public with alerts issued through a website or app. The public can also more easily interact, sending tips that the police can respond to while maintaining the source's anonymity throughout the investigation.

These tools help police forces gain actionable intelligence to anticipate and respond to incidents with the best information available. But the game changer is the ability to take data, analyse it and then predict the likelihood of crime occurring. When forces are stretched and budgets are tight the ability to make tactical recommendations about where to allocate resources, when to patrol and what to be aware of to best prevent crime are invaluable.

With the latest generation of advanced crime analytics, such as the software provided by the Wynyard Group, identifying criminal patterns and making connections that may have taken officers days, weeks or months of intensive investigation or in fact may never have been uncovered can now be reduced to hours or even minutes. By connecting and analysing disparate data sources such as criminal history, social media networks, property records, field notes and other types of evidence, the software can expose unnoticed relationships and help identify criminal patterns. This takes the value and importance of data even further into the realms of detection and prevention and now also actively supports resolution of crime by freeing up agency resources to investigate new leads and solve cases.

Motorola Solutions' is combining all this technology into a single Intelligence-Led Public Safety Platform. Delivered as Software as a Service (SaaS), public safety agencies of all sizes will now be able to do more with less, upgrading intelligence and investigative capabilities at a fraction of the cost while securing new abilities to help identify persons, relationships and events of interest. Agencies will find it easier and faster to share data regionally or nationally to help deter crimes that extend across jurisdictions, and with this intelligence delivering a single view of the criminal environment, it will help stop criminals and protect citizens and their communities.

Visit
www.motorolasolutions.com

Allaying employees' concerns when introducing workplace drug testing

Increasingly, employers are using drug testing as a tool to reduce the risk to their employees, and the public, from incidents caused by the effects of drug use in the workplace. Employees can understandably be concerned by the introduction of drug testing to their organisation, particularly with the circulation of scare stories about individuals being wrongfully dismissed following drug tests. Some of their concerns relate to their legitimate use of medication that may cause them to fail a drug test. Addressing these fears is an important part of the consultation and awareness raising process that should be undertaken prior to the introduction of a drug and alcohol policy and associated testing programme in any workplace.

Through many years' experience of assisting organisations introduce policies and programmes, Alere Toxicology is very well placed to help allay the fears that their employees may have. Some of this support can be offered as training and awareness sessions to employees and managers in the lead up to the introduction of testing. Additionally, the technical expertise of the laboratory based testing, and the development of our end-to-end drug testing process mean that it is possible to clearly differentiate between legitimate use of medication and the use of illicit drugs in contravention of a drug and alcohol policy.

Our drug testing process has been developed to ensure that legitimate use of medication is identified as such and the final outcome of the drug test in these situations is a pass. A medical review process is critical in ensuring that legitimate use of medication is identified. The medical review is carried out after completion of the laboratory analysis. The laboratory toxicologist will conduct an initial review of the result and indicate if the result is consistent with any declared medication, however the toxicologist is not a qualified physician, so cannot discuss the result with the donor as 'medical-in-confidence'. For this type of discussion, a physician is required.

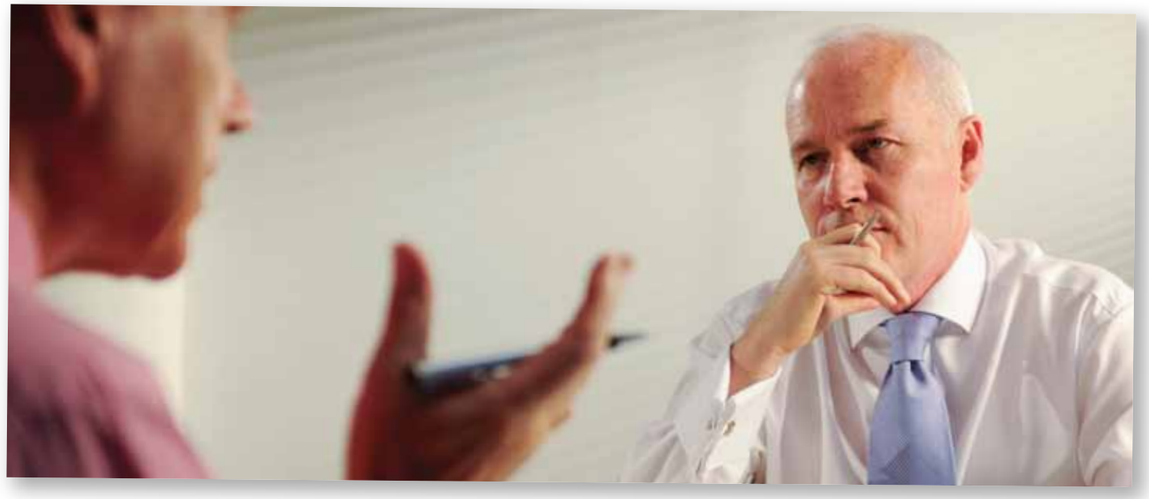
These uniquely qualified physicians are referred to as Medical Review Officers (MRO). They are able to discuss the use of medication with the donor, and have the ability to check any prescribed medication with the donor's prescribing GP. If the MRO is satisfied that there is a legitimate medical reason for the positive analytical finding they will report the result as 'pass' or 'negative, 'consistent with declared medication'. This important part of the drug testing process safeguards the donor against legitimate medication causing a drug test failure.

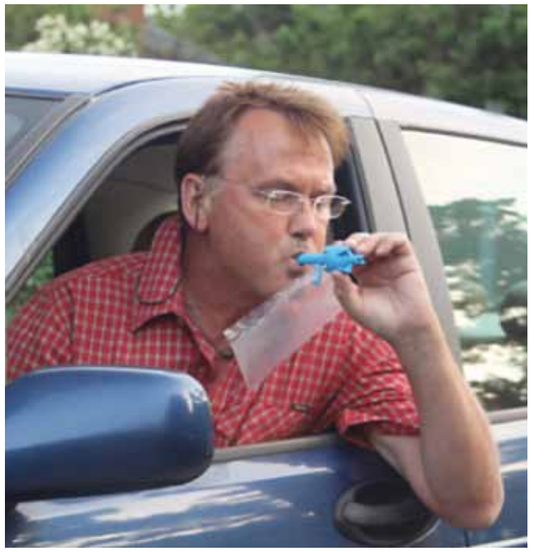
The MRO is an individual who is medically qualified and has an understanding of the issues related to drug use and abuse, as well as the sample collection and laboratory processes associated with drugs of abuse testing. Some organisations have occupational health physicians working within their own occupational health departments who act as MROs for their drug and alcohol testing programme. We provide training courses for MROs that ensures they have a detailed understanding of the drug testing process and the interpretation of the analytical results. It also provides continued professional development (CPD) to ensure their knowledge and understanding develops at the same pace as changes in the world of drug abuse and testing.

We provide an independent MRO to support the drug testing programme for organisations that may not have their own occupational health physicians. The service is also available to employers who wish to keep the MRO process completely independent of their own organisation. Where this service is used, the result of the drug test will not be reported to the employer until the independent MRO has completed their review. This ensures the donor does not come under any undue suspicion whilst the medical review is being conducted.

The use of an MRO to independently review drug testing results is only one part of a drug testing programme that we can provide organisations who wish to implement drug and alcohol policies supported by a testing system.

More information:
www.aleretoxicology.co.uk





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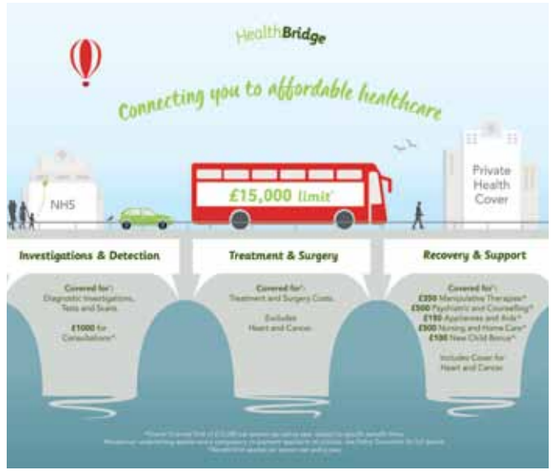
Discover all advantages with this new and powerful drug testing technology. The breath air drug testing was developed by research at Karolinska University hospital, Huddinge, Sweden, and is now commercial available.

For information please contact
info@sensabues.com

Connecting the Public Sector to more affordable healthcare

With the NHS needing to make significant savings over the next few years, we are likely to see it continue to prioritise more complex and urgent treatments – like cardiac issues, cancer and emergency care – where the Service traditionally excels. However one result of this could be a longer wait for those with less urgent conditions such as cataracts and patients requiring orthopaedic surgery, diagnostic investigations and tests.



Revealing research from CS Healthcare[1] – specialist health insurance providers to those who work / have worked in the Public Sector – showed that 4 in 5 participants (80%) believe the NHS needs to receive more funding in real terms, not simply inflationary increases whilst 10% say the NHS should cut back on spending. 10% (1 in 10) are happy with the Service at this time, but there is a growing recognition that we must all take greater levels of personal responsibility for our healthcare, with 44% of respondents stating that if services do not improve they would want to consider private medical insurance – even if they could not presently afford it – and actually look to take it out.

At the same time as this increasing pressure on the NHS, premiums for traditional medical insurance cover have increased rapidly, pushing them out of the reach of many average earners over recent years.

It is with these issues in mind that mutual friendly society CS Healthcare has launched HealthBridge, a new and affordable health insurance plan designed to bridge the gap between the NHS and private healthcare.

With a cover limit of £15,000 per person per policy year, HealthBridge provides members swift access to diagnostic tests and treatment & surgery whilst avoiding potentially lengthy NHS waiting times at an affordable price.

The key features of HealthBridge include:

- Investigation and Detection: members are covered for diagnostic investigations and tests including ECG, EEG, ultrasound scans, blood tests and X-rays, as well as specialist consultations
- Treatment and Surgery: members are covered for hospital care for in-patient, day-patient and out-patient surgery, including pre-operative tests, surgeon and anaesthetists fees (subject to them charging within customary and reasonable fees), surgery and operating costs, hospital accommodation, Consultant and Specialist fees and post-operative treatment. Whilst treatment for heart and cancer conditions is excluded from cover, aftercare support for heart and cancer conditions is covered under the Plan's Recovery and Support benefits subject to moratorium underwriting terms
- Recovery and Support: to help ensure recovery is smooth and in an environment that is designed to help the member to recover in a clean, safe and private place, HealthBridge offers attractive allowances for out-patient therapy such as physiotherapy, osteopathy and chiropractic treatment, psychiatric consultations and counselling, appliances and aids following an in-patient admission, nursing and home care following a hospital admission
- Moratorium Underwriting: applicants do not need to complete a health questionnaire, instead any pre-existing conditions are excluded under moratorium underwriting terms*
- Guided healthcare: in the event of a claim, the CS Healthcare team will assess the options in the member's local area and provide three options from the Society's network of hospitals

One of the key aims of HealthBridge is to provide high quality private health insurance at an affordable price. By way of an example, a family of four – two 35 year olds, with two children under 12 – living in the South West, the Midlands or Wales, would pay £56.66 per month2 for HealthBridge, whereas traditional health insurance with CS Healthcare's your choice product would cost in excess of £180 per month[2].

Commenting on the launch of HealthBridge, CS Healthcare CEO Mark Rothery said: "We set out to design a sector-leading product to meet the needs of those who work or have worked in the Public Sector and their families. HealthBridge delivers quality connected healthcare at an affordable premium, and sets a new benchmark in this sector of the market."

*Those seeking further information on HealthBridge and/or who would like to obtain a quotation should visit www.cshealthcare.co.uk or contact CS Healthcare on 0800 917 4325†.

1 The Study was commissioned by CS Healthcare with fieldwork amongst an audience of 201 civil servants and public sector workers between the ages of 25 and 65 completed during February 2015.

2 Prices correct at 1 September 2015. Your choice quote based on two 35 year olds, one 12 year old and one 9 year old selecting the essential module with fully comprehensive diagnosis and heart & cancer modules and the therapy & care module using the partnership hospital list with £0 excess at a total premium of £181.36 per month.

† In the interests of continuously improving our services to members, your call will be recorded and may be monitored for training, quality assurance purposes and/or the prevention and detection of crime.

New ARGOS business account to improve purchasing processes

Innovative solution provides businesses with a streamlined purchasing method and burden free administration

Argos for Business, a leading provider of merchandise to the business community, has launched the new Argos Business Account. The facility aims to streamline the purchasing processes for organisations in the public sector, SMEs and large corporates, while providing them access to purchase products via multi-channel routes.

The new Account provides businesses access to over 90,000 Argos and Homebase products in-store or online at argos.co.uk. The Argos Business Account allows organisations to take advantage of exclusive purchasing benefits including easier VAT reclaim and extended payment terms.

The Argos Business Account offers organisations such as councils, schools, care homes and hospitals, as well as private sector companies, an exclusive and fully secure payment method, removing the need for timely and complicated expense forms. A purchase order facility is available if required, combined with weekly electronic invoicing, meaning all orders can be fully accounted for and itemised. This makes VAT reclaim far easier to coordinate.

Committed to creating products that meet customer needs, the new Argos Business Account's payment terms have been extended to allow up to 37 days for payments. This has been put in place following customer research. The extended payment terms will help public sector, SMEs and large corporates to manage their finances more effectively.

Customers can have multiple account cards on a single account – perfect for consolidating spending across multi-site organisations, yet allowing numerous employees to have purchasing power. With a single account, businesses can maintain control over spending and credit limit. Also, payments can be made via BACS, direct debit or cheques to suit all organisations.

The free account can be used as and when needed for everything from office furniture, to kettles and laptops.

Danny Clenaghan, Argos for Business, said: "The Business Account has been created with the customer in mind. Following successful trials earlier this year, we believe we are launching an account that organisations across the UK need to help manage expenditure and ease purchase pressure points; meanwhile, the extended payment facility will help organisations to manage and control their finances and cash flow.

"The new account will lessen administrative burdens too, affording employees more time to focus on delivering their business objectives. Consolidated invoicing offers a seamless and painless way of reconciling purchases, and reclaiming VAT is also made easier as invoices are fully itemised. Purchasing responsibilities can be delegated to others in the business while control can be retained centrally under one account."

Find out more at **argosforbusiness.co.uk/account**

Argos FOR BUSINESS

Cleaner public transport:

The only way forward

By Stuart Littleford, GPSJ

In September German car maker Volkswagen admitted fitting defeat device software to fool testers into believing their vehicles met environmental standards, also President Obama addressed the UN over his concerns on climate change and the need to reduce air pollution. Government & Public Sector Journal takes a look at what is being done to help reduce emissions in our towns and cities from our public transport and how this will be developed into the future.

Currently the UK government is working to reduce emissions by promoting more public transport choices, supporting the market for innovative forms of transport and encouraging a move to cleaner and lower carbon vehicles. Transport accounts for around a quarter of UK greenhouse gas emissions and affects air quality at the roadside.

Many UK local authorities are now looking at how they can reduce emissions in towns and cities with buses and taxis being the obvious starting point, this includes a Ultra Low Emission Zone (ULEZ) scheme to be brought in by 2020 to reduce the capital's emissions even more. Mayor of London, Boris Johnson, recently announced the plans which will help London become the ultra low emission vehicle capital of Europe over the next 10 years.

Continued on page 16...

CBTF 2015 funding clears the way for Eminox SCRT

Eminox supports all bidders and local authorities in submitting tenders for the recently announced Clean Bus Technology Fund (CBTF) 2015. Eminox SCRT technology reduces harmful diesel exhaust gases. It works efficiently in urban operating conditions and is the best way for local authorities to protect the health of the population from the damaging effects of NO2.

With elevated levels of air pollution remaining a challenge for many cities across the UK, the Department for Transport (DfT) has announced funding to help local authorities reduce nitrogen dioxide (NO2) emissions from local buses. The total fund available for this scheme is £5m. Local and transport authorities must submit their funding applications to DfT by Friday 30 October 2015. Funding is available for technology that achieves 50% or more NOx emissions reductions from the tailpipe, and impacts on other emissions including CO2 per vehicle.

CBTF 2015 supports those technologies that are able to provide vehicle emission testing evidence demonstrating high levels (at least 50%) of NOx reducing capabilities from the tailpipe, under driving conditions that are representative of the normal operation of the vehicle. This must be achieved while not significantly increasing the NO2/NO ratio. The evidence must be independently verified.

Gainsborough-based Eminox has developed SCRT technology, which has been retrofitted to more than 3,000 buses in Europe. The technology has been independently tested on the MLTB cycle, which simulates urban bus operation and reduces harmful NO2 emissions by 96.7%, along with NOx (95%), PM (98.8%), HC (98.1%) and CO (96.5%). In field data supports this with consistent reductions in excess of 95%.

Recent tests carried out by Kings College showed that retrofitting Eminox SCRT systems to 100 buses operating on Putney High Street achieved a sustained decrease in roadside NO2.

"Local authorities that apply for CBTF on the basis of SCRT-type technology will have taken a major step forward in tackling air pollution from bus exhausts in built up areas," said Dr Martin Ott, Head of Retrofit at Eminox.

"Our SCRT technology is proven to work in the real world and is capable of virtually eliminating NO2 emissions from bus exhausts. It is ideally suited for those bidding for the CBTF grant. It is also significantly lower cost than buying new buses, so it represents good value and can deliver a greater impact for the funding available. Upgraded buses can also meet even tougher standards such as the new London Ultra Low Emission Zone (ULEZ) limits, which will come into force in 2020".

Air pollution is estimated to cause 29,000 premature deaths in the UK each year, making poor air quality one of the most serious public health risks facing us today.

For more information on Eminox, visit: **www.eminox.com** or call: **01427 810088**.

British Technology for a Cleaner World

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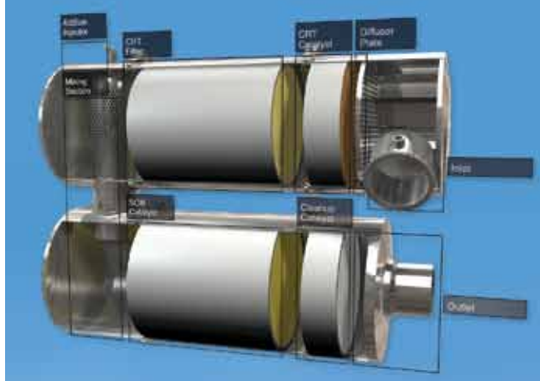
Emissions Reduction

Upgrade heavy duty diesel vehicles to Euro VI



A healthy option for bus operators

- ✓ Can reduce PM, NOx, NO_2, HC and CO by more than 95%
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- ✓ Proven real world emissions reduction
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Eminox

The number of electric vehicles on the streets of the Capital is growing and TfL already runs the largest green bus fleet in the world. It was also announced that the London Fire Brigade's fleet of 57 support cars will be replaced by range extender and hybrid electric cars by 2016.
To boost the uptake of low emission vehicles, London's existing charging network will be expanded, with plans to install 150 rapid charging points by 2018 to support zero emission taxi and private hire vehicles. Top-up grants will be made available to encourage taxi drivers to go green, as well as decommissioning grants for taxis 10 years or older.

The plan also includes a programme to boost the take-up of low emission vehicles by commercial fleets, and a commitment that only the most environmentally friendly vehicles will qualify for a discount to the Congestion Charge.

There will be a consultation on the proposed changes to the way taxi and private hire vehicles are licensed ahead of the Ultra Low Emission Zone (ULEZ) planned for 2020.

The consultation focuses on two main proposals: The first requires all newly licensed taxi and private hire vehicles to be zero emission capable from 1 January 2018.

This means vehicles must be either pure electric or a hybrid vehicle capable of running in zero emission (at tailpipe) mode for all or part of the time.

The second proposal suggests keeping the existing 15-year age limit for taxis to encourage retirement of the oldest, most polluting vehicles through a voluntary decommissioning scheme.

A £65m fund will be used to help drivers upgrade to the next generation of environmentally friendly vehicles, helping to make London's taxi fleet the cleanest and greenest in the world.
A spokesperson for the Mayor of London told GPSJ: "The Mayor has delivered some of the most ambitious and comprehensive measures in the world to help improve air quality in the capital and protect Londoners from pollutants. The robust programme of work has included the roll out of hundreds of cleaner buses, the setting of age limits on our taxis and a £20m fund that is being spent on tackling pollution hotspots. This work has helped halve the number of Londoners living in areas above nitrogen dioxide limits, brought nitrogen oxide emissions down by 20 per cent and emissions of particulate matter down by 15 per cent.
Notwithstanding this progress, the Mayor recognises more needs to be done which is why he has confirmed proposals for the world's first Ultra Low Emission Zone."

We asked the Mayor of London's office to answer the following questions on vehicle emissions;

Q1: SCRT retrofit technology can upgrade heavy duty vehicles to Euro VI emissions levels – do you plan to allow vehicle retrofitted to this standard into the London ULEZ?

Yes. We are retrofitting a lot of our Euro V hybrid bus fleet and they will be allowed in the ULEZ. If a retrofit solution emerges on the market for other heavy duty vehicles then we will consider this, subject to a national certification scheme. In the future, and subject to its meeting these requirements, heavy duty vehicle users could in principle then register their retrofitted vehicle with TfL and not have to pay the charge.

Q2: When SCRT technology was retrofitted to buses on Putney High Street , NO2 levels fell by 16% - do you plan to use this technology more widely to tackle NO2 hotspots?

As well as all buses in central London meeting Euro VI hybrid standards, an additional 400 Euro V buses outside central London will meet the Euro VI standard by 2020. We are already using this technology throughout London on routes that pass through areas of high NO2 concentrations.

The decision regarding which bus routes to retrofit are based on which routes pass through areas of high NO2 concentrations, where buses are a large contributor to vehicle NOx emissions. We also consider which routes have the longest contract end date so that benefits are realised over a sufficient time period. We take a pan-London rather than borough specific approach. As part of the latest ULEZ consultation we have committed to retrofit an additional 400 Euro V buses outside central London, which will lead to 800 buses being retrofitted with this technology to meet the Euro VI standard by 2020.

Q3; Will there be any specific ULEZ funding for buses? (I think there will be for taxis)?
We are investing over £200 million in upgrading our bus fleet to make it ULEZ compliant, including the purchase of over 300 zero emission (at tailpipe) vehicles. We have proposed a demonstrator project to help other bus operators serving central London to trial electric operation.

Q4: Will there be an additional incentive for near 'zero' emission diesel vehicles?

Not for heavy goods vehicles.

Continued on page 21...

SCRT clears the air

With a continued focus on reducing NO2 levels in built up areas, Steve Rawson, Head of Retrofit Engineering at Eminox, looks at why SCRT-type technology offers the best way forward for local authorities looking to tackle air pollution from vehicles.

"The Supreme Court Justices ruling in May on air quality was against a background of the UK being in breach of European legal limits for Nitrogen Dioxide (NO2). The ruling was the culmination of a five year battle fought by ClientEarth. The judges were unanimous in their decision, saying: "The new Government, whatever its political complexion, should be left in no doubt as to the need for immediate action to address this issue [of air pollution]."

Near-zero emissions

There is an effective way of achieving near zero emissions and specifically tackling the issue of NO2 by choosing Eminox SCRT technology. This has been proven to cut NO2 and other pollutants by more than 95% without having to buy new vehicles. SCRT has been designed specifically for challenging urban duty cycles and the evidence of what it can achieve is clear. Independent tests on the MLTB cycle, which simulates urban bus operation, demonstrated NO2 reduction of 96.7%, along with NOx (95%), PM (98.8%), HC (98.1%) and CO (96.5%). In field data supports this with consistent reductions in excess of 95%.

CASE STUDY 1: REDUCES ROADSIDE NO2
Air Quality experts at King's College, London have attributed a 16% reduction in NO2 pollution on Putney High Street to Eminox SCRT technology retrofitted to buses. The company upgraded the buses between April and July 2013 and King's College identified a clear decrease in NOx and NO2 concentration during the same period.

NO2 concentrations on Putney High Street were well above legal limits before 89 buses in regular use on Putney High Street were retrofitted with SCRT. As well as the large drop in kerbside NOx there was a sustained decrease in NO2 concentrations of 12% (kerb) and 16% (façade) over the full period of the study. This has been particularly effective in reducing the number of short term exceedences of NO2 limits.

CASE STUDY 2: LOWER EMISSIONS THAN EURO V HYBRID
We recently supplied our SCRT system to Brighton Bus for fitting on Euro III vehicles. The technology was tested against other buses on a route in the city centre that traverses Brighton & Hove through a known air pollution hotspot.

The bus was fitted with Portable Emissions Monitoring System (PEMS) and loaded to represent a 70% passenger load. Multiple trips were conducted in normal traffic during business hours, stopping at regular bus stops in a similar manner to the passenger service.

The research found that, when averaged across the bus route on which tests were taken, the total NOx emissions results of the Euro III bus retrofitted with SCRT were substantially below those of all of other buses tested, including a Euro V hybrid vehicle.

Meeting tough new standards

Eminox SCRT technology has already been retrofitted to more than 3,000 vehicles, including buses as old as Euro II and III, and the focus is now moving to Euro IV and V vehicles. Upgraded vehicles can also meet even tougher standards such as the new London Ultra Low Emission Zone (ULEZ) limits, which will come into force in 2020. Its effectiveness will ultimately have a greater impact on the health of people living and working in the worst polluted zones and the fact that SCRT technology is already available provides a highly effective way forward."

For more information on Eminox, visit: **www.eminox.com**

SCRT technology from Eminox achieved a sustained decrease in NO2 concentrations of 12% (kerb) and 16% (façade).

Eminox SCRT technology has been proven in the real world to reduce NO2 by 96.7%, NOx 95%, PM 98.8%, HC 98.1% and CO 96.5%.

Nottingham looks to expand its EV charging solutions with APT Technologies

Plans are being developed by Nottingham City Council to introduce new on-street rapid charging points from APT Technologies to further support the Council's fleet of electric buses.

Recent developments that are making APT Technologies' Evolt rapid charging solutions quicker and easier to install are helping the Council to look seriously at on-street charging to further improve operational efficiency by keeping the buses out on the road for longer.

Steve Cornes, Principal Project Officer for Public Transport at Nottingham City Council, is excited by the possibilities that on-street charging might bring: "Being able to charge the vehicles on street would dramatically reduce 'dead' mileage, reduce costs and increase time efficiencies," he says, "and fewer buses would need to be operational at one time."

APT Technologies' relationship with Nottingham City Council started in 2012, and since then eight Evolt Compact rapid chargers have been installed at locations including bus depots, a bus station and a Park and Ride facility to serve a fleet of 46 zero tailpipe emission electric buses.

The electric buses and their charging infrastructure are helping Nottingham reach the City's Strategic Sustainability Target of a 26 percent reduction in carbon emissions by 2020. To help in the City's aims, APT created a bespoke charging system enabling each rapid charger to provide 50kW of DC power to an electric bus, resulting in a full charge in 2 hours and 20 minutes.

Steve is pleased with how the relationship with APT Technologies is evolving: "Our strong and long-term collaboration with APT means Evolt is the Council's only supplier of electric bus rapid charging solutions," he continues. "The quality and performance of APT's products combined with high levels of service and customer support makes them an ideal supplier."

Justin Meyer, General Manager for APT Technologies, says recent innovations are making Evolt rapid chargers the product of choice for a number of local and City Councils: "Our technology is proven in the field not only to deliver operational efficiency, but also to support an individual Council's sustainability agenda."

The Evolt rapid charger range of 50kW DC and 43kW AC output charging systems is made up of three carefully designed products; the Compact Charger, Tri Compact Charger and Advanced Charger. All are proven systems allowing simultaneous EV charging at AC and DC outlets on the unit (when enabled). Each unit also has a built in 3G communications modem enabling remote monitoring of the charging process and charging data collection (where needed).

APT Technologies sparks to life in St Albans

APT Technologies, the leading innovator in Electric Vehicle (EV) charging solutions, is helping taxi drivers in St Albans to 'go green' by providing the city's very first rapid EV charge point.

Funded by local taxi firm Electric Blue and in conjunction with St Albans District Council, APT installed its Evolt Tri-Rapid charger that simultaneously charges two cars, providing an economic and time-efficient solution.

The installation comes as Electric Blue unveiled a new initiative to its 300 plus taxi drivers, giving them the ability to trial an EV before making the full-time switch, says its Managing Director, Alex Calnan:

"Today marks an important step forward in the city's ambitions to improve air quality for residents, as well as helping to reduce carbon emissions by harnessing electric power on our busy streets," he says.

"Once the first taxi is operational we expect take up to increase exponentially, as owners and customers see the benefits," Alex concludes.

Due to the rising ambitions from local councils and businesses to reduce carbon emissions in their area, APT Technologies is rapidly expanding its supply of Evolt Chargers, says Justin Meyer, General Manager: "Evolt's reliability and cost-effective products make them a perfect choice for those looking to explore the benefits of EV Charging."

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http://www.aptcontrols.co.uk/apt-technologies

The Fuelcard People

The Fuelcard People has pointed out that public sector vehicles are now being refuelled with the world's most expensive diesel.

Steve Clarke, group marketing manager, cited the latest research by globalpetrolprices.com, published on June 22, 2015. He said: "It made headlines that the UK is back into the world 'Top Ten' for petrol prices, but nobody seems to have noticed the diesel chart. Of more than 170 countries surveyed, we have the world's most expensive diesel."

The research, cited regularly by the world's broadcast, print and online media, includes an explanation for internationally differing prices. Steve Clarke said: "There is no mystery to the UK's embarrassing position. Each nation buys oil on the same global markets, but then imposes its own taxes. The price paid by the public sector includes 59% for diesel, 61% for petrol. Having to pay the highest fuel duty in Europe is not simply another burden on a hard-pressed public sector, it is crippling our economy and hindering the recovery."

He put the high rates of duty into context and offered a warning to UK businesses. "Even in notoriously expensive places like Switzerland, Luxembourg and Monaco, they pay less for petrol. Everyone in the world pays less than our public sector has to pay for diesel. With fuel being a major cost for any organisation using the roads, the government is making it even harder to meet budget targets. With a deficit to clear and no room for manoeuvre, nobody should expect the Chancellor to be reducing fuel duty in the foreseeable future."

Steve Clarke's long experience in the serving the public sector makes him perfectly positioned to comment. The Fuelcard People reduces refuelling costs for many thousands of public sector vehicles every day, typically by up to 4p per litre for both diesel and petrol.

Fresh air for the future

By 2020, Transport for London is committed to ensuring all 300 single-decker buses operating in the ULEZ are zero emission and all 3,000 double-decker buses will be hybrid.

Together, these measures are expected to nearly halve emissions of harmful nitrogen oxide (NOx) from vehicle exhausts in central London.

The ULEZ will also lead to a significant fall in the number of people living in areas of poor air quality by 72% in central London and 54% London-wide.

Buses on routes 507 and 521 will be replaced by the greener electric vehicles next year, lowering carbon emissions and helping to improve the city's air quality.

They will join route 312 in south London, which will become the first all-electric bus route in the autumn.

As well as being good for the environment, electric buses provide a smoother, quieter ride for passengers.

Routes 507 and 521 link Waterloo station to Victoria and London Bridge stations respectively and, when converted, 51 electric buses will operate across the two routes.
By 2020 there will be 300 electric buses in passenger service in the Capital.

Nottingham City Council

Nottingham City Council are to introduce new on-street rapid charging points to further support the Council's fleet of electric buses.

The electric buses and their charging infrastructure are helping Nottingham reach the City's Strategic Sustainability Target of a 26 percent reduction in carbon emissions by 2020. To help in the City's aims, APT created a bespoke charging system enabling each rapid charger to provide 50kW of DC power to an electric bus, resulting in a full charge in 2 hours and 20 minutes. Steve Cornes, Principal Project Officer for Public Transport at Nottingham City Council, is excited by the possibilities that on-street charging might bring: "Being able to charge the vehicles on street would dramatically reduce 'dead' mileage, reduce costs and increase time efficiencies," he says, "and fewer buses would need to be operational at one time."

The council is using APT Technologies' Evolt rapid charging solutions that are quick and easy to install APT are also helping the Council to look seriously at on-street charging to further improve operational efficiency by keeping the buses out on the road for longer.

APT Technologies' relationship with Nottingham City Council started in 2012, and since then eight Evolt Compact rapid chargers have been installed at locations including bus depots, a bus station and a Park and Ride facility to serve a fleet of 46 zero tailpipe emission electric buses.

APT Technologies has also supplied and installed three of its very latest Tri-Rapid Chargers at sites in Shoreditch, Dalston and Hackney Central.

Principal Transport Planner at Hackney Council, Ben Kennedy, told us that the Council is committed to sustainability: "Hackney has a reputation as one of London's most innovative boroughs, and this is reflected in encouraging the transition to an e-mobility society for residents, visitors and commercial vehicles," he says.

"Making these on-street rapid EV charging points available for public use is an important development, and we have been delighted to work with the engineers at APT Technologies to make this a reality."

Birmingham City Council

Europcar, the leader in car hire services in Europe, continues its commitment to moving its fleet to 5% electric vehicles by 2020, with the launch of a new electric vehicle service in Birmingham City. The 100% electrically powered Nissan LEAF cars will be used for delivery and collection of hire cars in Birmingham and will be available to hire at Europcar branches across Birmingham, allowing customers to experience the greenest motoring technology.

Ken McCall, Managing Director, Europcar UK Group, told GPSJ: "Europcar is leading the way in sustainable transport with a commitment to a 5% electric vehicle fleet by 2020. From today we will be promoting a new fleet of electric rental vehicles to the people of Birmingham and introducing our ground-breaking electric vehicle delivery and collection service. Europcar customers in Birmingham will now have the ability to reduce their environmental footprint and opt for a greener solution for urban journeys by renting an electric vehicle.

"Europcar very much welcomes the support given to our new service by Councillor Sir Albert Bore and Councillor Lisa Trickett. We believe this initiative will contribute to Birmingham City Council's ambitious environmental goals. Europcar also supports Birmingham City Council's Mobility Action Plan White Paper which promotes electric vehicles as a sustainable transport solution for the City, utilising the extensive charging infrastructure already put in place by the Council."

With more local authorities and councils now keen to invest in cleaner forms of transport this can only be good news for the health of people living, working and visiting our cities.

Ends

South Kirkby waste management plant working with Council to boost employment

de Poel Community, a social enterprise that was founded under the ethos of helping people with barriers to work to find sustainable employment, is celebrating boosting local employment with Shanks Waste Management, the international waste to product business and ALS Managed Services, leading provider of temporary workers to the recycling industry.

Recently, Wakefield Council has heavily invested in a new, state-of-the-art Waste Treatment Facility at South Kirkby as part of a PFI project. Shanks, responsible for operating the site, is already reaping the benefits of working with de Poel Community and ALS Managed Services as their on site supplier for staff at the Materials Recycling Facility.

Working with an aligned vision, ALS is committed to finding suitable candidates, and is delighted to be working alongside de Poel Community to provide employment opportunities to the local community.
ALS initiated the partnership in a drive to create more jobs in the local area and enhance its already diverse workforce.

de Poel Community's national partnership with Job Centre Plus provides a vital link in the employment chain and enables talent to be attracted from the immediate community. Local candidates have undertaken Pre-Employment Screening and Training facilitated by de Poel Community, with the ultimate aim of gaining a Waste and Recycling qualification. With a guaranteed job interview for those looking at full time roles who passed the screening process, successful candidates went onto complete a two day work trial at the South Kirkby Waste Treatment Facility and the successful ones secured a job offer as a result.

Mike Walter, Site Manager of the South Kirkby Waste Treatment Facility, comments, "At Shanks, we are attracting members of the local community through our diverse and inclusive workforce model, we value and encourage this through our local recruitment process. Through our strategic partnership with de Poel Community, ALS and Job Centre Plus, we have already built on our talent attraction strategy and hope to strengthen our team through a number of local appointments in the coming weeks.

"Following the first group of 11 candidates, we have seen a fantastic success rate with six of the 11 candidates completing all elements of the training programme and work trial and who will now commence paid employment over the coming weeks".

Sarah Sanders, Diversity and Inclusion Manager of de Poel Community

Cllr Maureen Cummings Cabinet Member Communities and Environment at Wakefield Council, said: "I welcome this partnership which is giving people employment opportunities at this new state of the art facility which provides an essential service to residents and businesses in our District".

Sarah Sanders, Diversity and Inclusion Manager of de Poel Community, also commented: "de Poel Community was founded on the ethos that everyone deserves the opportunity to work, and we are delighted to be working with Shanks, ALS Managed Services and Job Centre Plus in a common goal to create more employment opportunities for the local communities . We look forward to progressing our partnership in the months and years to come".

Steve Lanigan, Commercial Director of ALS Managed Services commented: "This partnership is hugely beneficial for all parties, promoting safe working practices and providing job-specific training prior to employment in the local area. This collaborative approach to employment helps to encourage a safe and efficient workforce, promotes recycling and underpins the 'circular economy' ethos championed by Shanks".

LOCAL authorities are being warned to stay on the right side of the law in the battle to keep traffic on the move.

Councils urged to tread carefully on signage

New guidance laid down by the Department for Transport (DfT)* spells out the legal requirements for variable message signs.

And councils are being urged to ensure all roadside units capable of displaying changing text or pictograms make the grade.

Brian Lyus, of the Association for Road Traffic Safety and Management (ARTSM), said: "Increasing numbers of authorities are now using digital signs to get their message across.

"But compliance and quality can sometimes be neglected in the face of price pressure.

"Guidance issued by the DfT recently spells out the requirements for variable message signs laid down in the Traffic Signs Regulations and General Directions 2002 (TSRGD).

"It's a reminder that councils must tread very carefully to ensure they don't break the rules."

Variable message signs hit national headlines last year when a unit showing a temporary speed limit was found to contravene the DfT guidelines.

Mr Lyus says traffic displays must conform to the regulations or those using them face the risk of non-compliance and the creation of an unenforceable sign.

He added: "Some councils may still be unaware of legal requirements for the form of the displays as well as the messages, fonts and colours to be used on UK roads.

"And permanently-installed variable message signs must conform to EN 12966 and be CE marked.

"It's obviously important to get signing right, both for maximum prominence and from aspects of safety and compliance."

The DfT Traffic Advisory Leaflet spells out requirements for the signs on aspects including form of display, sign housing and messages.

And David Skinner, of Rennicks UK, believes anyone involved in the delivery of services for the road network should familiarise themselves with it.

He said: "The guidance enables local authorities and other highways operators to clearly see their obligations when it comes to signage.

"There's no longer any ambiguity and, as the requirements are laid down in black and white, there's also no excuse for getting it wrong.

"Our signs are a significant step forward in terms of technology and yet, importantly, they're all fully compliant with DfT guidelines.

"Ultimately, it's our customer who controls the displayed message, but at Rennicks, we also offer advice surrounding the lawful creation of road traffic signage."

In a world where data in the wrong hands can be highly destructive, it is vital that every organization invests heavily in protecting it. Of any sector, this arguably applies to government more than any other.

Why Government data needs physical protection

James Somerville Smith, EMEA Channel Marketing Leader, Honeywell Security

Protecting the amount of highly confidential, sensitive information governments hold - citizens' personal records, financial information on businesses, 'For Your Eyes Only' national and international secrets – is one reason why all governments have invested heavily in cybersecurity. However, it is vital that the role physical security plays in protecting against data theft is not underestimated.

Even if an organization invests millions in a state-of-the-art cyber security solution to prevent criminals from accessing its data, they can still be vulnerable to data theft. If an intruder accesses one of the organization's sites, anywhere in the world, it is perfectly possible for them to either download confidential information onto a flash drive or steal a device such as a laptop, tablet or smartphone, and access data. Without a robust physical security infrastructure in place, cyber security's effectiveness is substantially diminished. Last year, a major US insurance company lost thousands of its customers' data when only three laptops were stolen from its headquarters in New Jersey.

For many organizations – a shop, an office, a hotel – securing the premises using CCTV, alarm systems and access control solutions requires skill and experience, but is ultimately a straightforward undertaking. For a government, responsible for hundreds of often high-profile buildings used for a range of different purposes by millions of citizens and employees, the challenge is much more complex. To add to that, in an economic environment where budgets are tighter than ever, government departments in most countries are continually asked to do 'more with less'; in short, major capital investment in brand new security infrastructure is off the table.

The sheer number of employees on the government payroll – 5.7 million in the UK alone – operating across so many different sites means it can be difficult to ensure that only authorized personnel are allowed access to sensitive data. As you would expect, the types of classified information that military or defence departments require access to are heavily protected with a physical and cyber security infrastructure. However the more 'benign' data sets – national insurance numbers, credit card details, financial projections, health records, house numbers – may sit in vulnerable areas or on vulnerable devices, and can be accessed, sold and then used for nefarious purposes. Physical security solutions, specifically logical security combined with video, can prevent people without an access badge for a certain area from logging onto a computer, and capture video footage if the safeguards are sidestepped.

One of the unique security challenges faced by governments when it comes to protecting their data and assets is the sheer number of contractors working across government. From low-skilled work like cleaning and maintenance, to highly skilled jobs like software development or consultancy services, on any day of the week there are thousands of contractors working on government sites. This represents a significant security risk that only investment in physical security can overcome. By linking access control systems to payroll, HR and visitor systems, governments can ensure that the thousands of contractor across multiple sites can only access the parts of the building that are necessary and appropriate to their role. Crucially, it can also ensure that as their employment ends or role changes, access rights are adjusted automatically.

Another major issue that governments face is the responsibility to protect some of the largest, most high-profile and busiest sites in the world. Consider the security challenges associated with protecting Europe's major Parliament buildings. At peak moments in the calendar – while tourists are crowding around them taking photos – these buildings are full of politicians and their staff with privileged information on their laptops, tablets and smartphones, as well as computers and servers containing sensitive information. In this context, physical security - access control, but also video analytics and facial recognition technology capable of identifying suspicious behaviour in crowds, and rapidly alerting security personnel to where it is taking place - can play a crucial role in protecting critical assets, including sensitive data.

So if the role of physical security is so critical to protecting people, assets and – crucially – data, then what is stopping all parts of the government from embracing it? In a Europe where the public sector purse strings are drawn tighter than ever, the answer is often money. However, investing in a security system doesn't have to break the bank. Although security technology that runs over IP is richer in functionality, the best manufacturers and installers will support any government in rolling out an analogue or even hybrid security system if it fits their budget and requirements better. Working with the right partners - both in terms of products and installation – their systems will be future proofed, and can be built systematically over a period of years rather than incurring one big capital cost upfront.

To conclude, while cyber security is a crucial investment in today's connected world, it is vital that governments across Europe do not under-invest in physical security either. In addition to its role protecting people and assets, it is also an indispensable layer of defence against the theft of valuable data. In a world where one stolen USB drive can lead to significant financial and reputational loss, it's too important an investment to overlook.

Building and Engineering Services Association

Standards which future apprentices in the ductwork and service and maintenance sectors of the building engineering services industry will be expected to achieve by the end of their training have gained government approval.

The apprenticeship standards, which were developed by groups of employers brought together under the auspices of the Building & Engineering Services Association (B&ES), have been the subject of extensive industry consultation, and were submitted to the Apprenticeship Unit of the Department for Business, Innovation and Skills (BIS) in June.

Confirmation that the new standards meet the required criteria was contained in an announcement by the Prime Minister of a package of measures designed to boost apprenticeship numbers and drive up the quality of training.

Commenting on the approval of the standards – which represents a continuation of the government's ongoing Trailblazer programme – skills minister Nick Boles said that businesses were best placed to train the next generation of workers and help deliver three million high-quality apprenticeships by 2020.

"By designing apprenticeships, organisations like the Building & Engineering Services Association and their employer groups are ensuring that talented young people develop the skills needed to progress up the career ladder and help drive businesses forward," the minister added.

Consistent with the government's apprenticeship reforms, the key objective of the Trailblazer programme is to make sure it reflects employers' business requirements.

"This positive development follows similar approval granted in respect of apprenticeships in the pipefitting trades in the spring of this year, and represents another significant step towards ensuring competence and professionalism across building engineering services," according to Colin Acheson, chairman of the Employer Development Group, which was established to manage the apprenticeship standards revisions.

Standards-setting exercises will begin shortly in respect of the ventilation hygiene and other relevant fields, and further groupings of employers have been formed to undertake the relevant work.

The Association has also been involved in the development of Trailblazer apprenticeships for refrigeration, air conditioning and heat pump technicians through its membership of the Air Conditioning and Refrigeration industry Board, and of plumbing and domestic heating apprenticeships through its sponsorship of Summit Skills. Consideration is also being given to higher- and degree-level apprenticeships for building services engineers.

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Gilberts' natural approach helps provide excellence in education

A Blackpool ventilation company is helping children in a London borough receive an 'outstanding' start to their education.

Our Lady & St Joseph's Catholic Primary School in Poplar, London, is the first primary school to be commissioned by the Diocese of Westminster in 40 years and has already attained a BREEAM excellent, and OFSTED outstanding, grading.

The 500 place building results from the amalgamation of two Church schools, and the consideration of whether to invest in a major building refurbishment or start from scratch...

The new, 48,000ft2 three storey school has been made entirely from wood (cross laminated timber) and has attained its environmental assessment through its use of sustainable materials, high insulation levels, and natural ventilation.

Gilberts of Blackpool worked closely with M&E consultants Carmel and Green Tea Architects to develop an natural ventilation strategy that would efficiently allow the appropriate level of fresh air in, without excessive air leakage- bearing in mind the natural tendency of the wooden frame to expand and contract.

Each classroom features Gilberts' WHZ50 glazed in louvres with VN75 high efficiency insulated dampers, a row of heating coils and attenuators. The louvres are strategically positioned to provide, through the external wall at low level, fresh air intake, tempered by the coils to minimise heat draw, and high level 'used' air extraction on the opposite side of the teaching space.

Nigel Spears, of the Diocese Education Service, observed," The new building is a triumph for Catholic education in the area. Its build shows how working together creates a successful result, which is a lesson for all the school's pupils, current and future."

Gilberts of Blackpool is the UK's leading air movement specialist, and a growing force in natural ventilation for non-domestic environments.

All Gilberts' systems are engineered to order, in the UK. Founded 50 years ago, privately owned Gilberts is unique in having its own, on-site (70,000ft2) manufacturing, producing engineered solutions, with an in-house test centre and CFD facilities. Technical expertise is supported by bespoke software developed in partnership with the University of Strathclyde, addressing air movement and flow simulation/ computation fluid dynamics.

East Riding of Yorkshire Council makes big operational savings with all-new Toro fleet

East Riding of Yorkshire Council has invested in Toro for the first time as a full mowers replacement programme gets underway.

In a substantial £470,000 deal with Toro distributor Lely UK and Toro dealer the Russell Group, the local authority has taken delivery of 18 new Toro machines; 12 Toro LT3340s, a heavy-duty triple cylinder mower, and six Toro Groundsmaster 3400 high performance rotary mowers.

The delivery marks the start of a four-year supply agreement, during which the Council will take on an additional 12 machines, making 30 in total.

Andy Height, service manager for waste, streets and grounds at the Council, explains why the grounds team decided to replace their fleet with 100 percent Toro machines.

"We recently underwent a comprehensive review of grass cutting across the entire authority. Every two weeks, the grounds team cuts the equivalent of 919 professional football pitches. At 6.9 million square metres of grass, that is one of the largest areas of land tended to by any council in the UK," he says.

In search of a better quality machine, the Council went out to tender and tested out a number of mowers. The evaluation process saw eight staff members – five charge hands and three grounds operatives – get involved in trialling the various machines.

"We went through a rigorous procurement exercise before purchasing Toro mowers. We have 124 grounds staff, with 54 of those being seasonal here at the Council, and it was very important to have a selection of those involved in choosing which new machines to take on board. They're the ones out there using them every day, so it's vital they're happy with the choice," Andy explains.

Prior to this deal, Andy says that the Council had a couple of Toro machines out on hire throughout the summer last year, and received excellent feedback from staff using them.

Along with high quality and positive staff feedback, Andy adds that financial savings were equally important in the decision-making process. With local authorities facing increasing pressure to save money and increase efficiency, investment in good machinery is imperative for future plans.

"Since using Toro, the information we've received from the fleet shows average fuel savings of 12-15 percent, which is fantastic. On top of that, we're also expecting to experience big savings on the maintenance and repairs side.

"With this type of work, it's vital that breakages are kept to a minimum and that we can get things repaired quickly. Toro's reputation for reliability and after sales care is great and another key reason for choosing them," he explains.

For councils such as East Riding, the GM3400 and LT3340 are the ideal workhorses needed to maintain the quality of green spaces in the most productive, cost effective way.

Engineered to provide an outstanding, long-term and reliable solution to out-front mowing, the GM3400 is a practical and sustainable investment, while the high quality design and robust heavy duty construction of the LT3340 means it's able to meet the most demanding of environments. From light trimming to mowing dense, overgrown areas, the LT3340 can be tailored to suit any mowing application.

The 18 Toro mowers have already been put to work on East Yorkshire's vast urban and rural grassy areas – something that's not gone unnoticed by the public, says Andy.

"If the grass isn't cut to a good standard, people notice, and we've already had compliments from the public since using the Toros. Combined with fuel savings and great feedback from staff, in all, we're very happy with our new fleet," he adds.

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Radley College benefits from new mowers with aid of lease agreement

Boys' independent boarding school Radley College, near Oxford, has invested in Toro yet again as a recently signed lease agreement sees the arrival of five new mowers.

With a wide range of turf-based sports on offer – including rugby, field hockey, cricket and even golf, with a beautifully manicured nine-hole course – it's the job of Adam King, grounds manager, to maintain the school's reputation for its great sports facilities.

Adam explains why he decided to opt for a five-year lease agreement as opposed to purchasing the machines. "Financially, it was a better deal for us," he says. "Our existing Toro machines were in need of an upgrade and the lease agreement allowed us to have new machines straight away, while also covering winter service, and all at a fixed cost.

"This lets us manage our budget and, as well as replace some models like for like, we've been able to upgrade to better models on others," he adds.

In the substantial £170,000 deal, the prestigious private school has taken delivery of a Groundsmaster 3400-D, a high performance 4WD out-front rotary mower; two Reelmaster 3100-Ds, providing a precision cut for a wide range of applications; a Reelmaster 6700-D, with mowing flexibility and a durable drive system; and a Groundsmaster 4300-D, which boasts an average 5.4 acres an hour of mowing capacity.

Founded in 1847 by the Reverend William Sewell, fellow of Exeter College, Oxford, Radley aims for excellence both in and outside of the classroom – outside of which covers 800 acres of playing fields, lake and farmland.

With an 18-strong team in the estates department, including groundsmen, greenkeepers and gardeners, Adam notes what he and the rest of the grounds staff find most appealing about Toro.

"We stayed with Toro as our guys are used to using the machines – they're reliable. Toro also offers a great quality of cut; we find the way you can alter the angle of the cut really great," he explains.

Adaptability and mowing flexibility also mark highly, says Adam. "We can use them to maintain the sports fields, whether that be polo, rugby football or hockey, and the machines then also double up on our golf course. They're great at handling all manner of turf surfaces."

Supply chain, cyber security and geo-political issues pose greatest risks,

as risk goes up in importance and profile say risk managers at Sword Active Risk conference

Social collaboration within processes enhances risk management, claims over 40% of delegates, with mobile voted most important medium

Delegates attending the Sword Active Risk Global Conferences in Doha, Washington DC and London have voiced their concerns about the biggest risks facing their organizations. Attendees, from some of the world's largest infrastructure, construction, energy, and manufacturing organizations, named cyber security, geo-political and supply chain as the greatest threats to their business. When asked about future developments to enhance the processes or reach of risk management, 54% of delegates in the UK and 46% in the US favoured social collaboration, while 65% of delegates in Doha selected mobile as the most important medium going forward.

Risk has increased in profile and importance during the last five years at 81% of organizations according to UK delegates, 92% in the US, and 70% in the Middle East. Keith Ricketts, VP of Marketing at Sword Active Risk stated; "There are some interesting variances between the different geographic regions, however, the overall trend is that managing risk has moved up the corporate agenda, at a time when the world economy has become less stable, following the financial meltdown in 2008."

In the UK, supply chain, cyber security and funding were seen as the most significant risks being faced by companies. In the US cyber security was also seen as a major risk, along with geo-political risks, funding and physical/construction risk. In the Middle East the dramatic fall in oil prices has forced companies to look at risk management much more closely, with the top risks being geo-political, supply chain and physical/construction risks.
The reasons cited by delegates for the increased focus on risk where due to better understanding of risk principles both by senior management and generally across the business. As the discipline of risk management has grown so Risk Teams have gained greater profile, with risk management now forming part of the company vision at some organizations.

At many organizations risk is now being integrated within business planning cycles to exploit opportunities as well as to mitigate negative impacts on the business. A growing appreciation of third party risks in the supply chain and greater compliance requirements have also been major factors for the surge in profile risk management.

Ricketts concluded; "Risk management is increasingly seen as a major part of main stream business planning. Executive boards and leadership teams around the globe are realizing that risk management has a huge part to play, not just at a project and program level, but right across the enterprise. If large organizations are to successfully navigate today's complex trading conditions it is vital that every part of their corporate risk policy is aligned to corporate goals. Only an enterprise approach to risk can provide this level of visibility enabling executive teams to truly understand their organization's risk position, enabling them to take action that will safeguard staff health and safety, and positively impact the bottom line."

First 100 Days for Fire:
CFOA's challenge to the next government

In February 2015, The Chief Fire Officers Association (CFOA), working with our partners at the Local Government Association, published The Fire and Rescue Service: Making Our Nation Safer, a document which outlined a number of important changes we wanted to see from the new government, preferably within the first 100 days of their administration.

Each of the proposals is a relatively simple change that would make the nation safer or put fire and rescue services on a more stable financial footing.
We've already had one success, with the previous Coalition government agreeing to implement our proposal to make smoke and CO alarms compulsory for all private rented accommodation. Private tenants have the lowest smoke and CO alarm ownership of any occupier group, and are the fasted growing section of the UK's housing mix. CFOA will be working with the Department of Communities and Local Government over the summer to ensure that landlords are aware of their responsibilities, and services will be distributing hundreds of thousands of smoke and CO alarms across the country for when the new rules come into force in October 2015.

This first accomplishment is great news, but CFOA wants to see this new government do more than any of its predecessors to keep the UK public safe and ensure the fire and rescue service is sustainable even during a time of continuing austerity.

We are calling for a decrease in the drink drive limit to 50 milligrammes per 100 millilitres of blood from its current level of 80, which would bring the rest of the UK into line with Scotland and much of the EU. Such a move would make it clear that no amount of alcohol is "safe" and help do away with the idea of "one for the road". We want to see the introduction of a graduated licensing scheme for young drivers under 25, who are by far the most at risk on the road. This could take a number of forms, including passenger limits, curfews and lower drink drive limits. NICE estimates that these two policies could save as much as £285 million and £224 million a year respectively. More importantly, it could save dozens of lives and prevent hundreds of injuries.

CFOA has long called for the wider use of sprinklers, particularly in high risk buildings such as high-rise, care homes and warehouses. We propose that the government offers discounts on stamp duty for commercial properties that are built with sprinklers fitted. This will allow construction firms to partly offset the cost of fitting sprinklers in the sale price, and helps tackle the issue that the costs of fitting sprinklers are borne by those that build the structure rather than those that end up using it. It also makes it more likely that sprinklers will be fitted in the initial building phase, when they are more cost effective and less disruptive to install.

We also want the government to take steps to ensure that fire and rescue services are sustainably and properly funded. This includes loosening the council tax referendum limits which are overly restrictive and designed with councils in mind; the large geographical areas covered and small amounts charged by fire authorities make referendums prohibitively costly. Councils charge around 20 times more than fire and rescue authorities on average, while usually covering a smaller area. By comparison, parish councils charge a similar level of precept to fire and rescue authorities yet have no caps in place.

An independent body to distribute funding to fire and rescue would ensure that funding was distributed fairly and transparently, rather than the complex and often bizarre funding formula we have at the moment. The current formula often leads to disproportionate or inexplicable levels of cuts, and ministers have admitted to making changes that have had unintended consequences in the past. Furthermore, the current system, with local government funding decisions linked to the government's Autumn Statement, means that budgets are often only confirmed in February, which gives very little time for authorities to set budgets by the end of March.

We also want to see the government guarantee that funding for National Resilience Assets will remain a central government responsibility. These teams and pieces of equipment are vital for the ongoing security of the UK in the event of natural and man made disasters, and we need them to be placed on a sure financial footing into the future.

The full set of our proposals, which include costings wherever possible, can be found here. This represents just part of the work CFOA and fire and rescue services will be doing to ensure that the UK continues to be safe and benefit from a world class fire and rescue service. We hope the new government will join us in delivering these aims.

CFOA Chief Fire Officers Association

Cheshire Fire and Rescue Service
keeps public informed using CrowdControlHQ

Rescue Service uses social media management platform for two-way communication of incidents and safety campaigns on social media including Facebook and Twitter.

Cheshire Fire and Rescue Service is using a social media risk management and compliance platform from CrowdControlHQ to monitor and govern its corporate social media accounts including Twitter and Facebook. More than thirty users across Cheshire Fire and Rescue access corporate social media accounts via the platform's central dashboard. There has been an increase in engagement witnessed across all accounts in the last two years which has seen the number of Twitter followers double to over 17,000.

Cheshire Fire and Rescue Service uses social media for two-way communication with residents and county stakeholders, including other fire and rescue services, local government, plus businesses and schools in the area. CrowdControlHQ was selected for the central management of its social media activity following research and a presentation from the company.

Caroline Jones, Digital and Media Services Manager at Cheshire Fire and Rescue said, "We chose CrowdControlHQ for the level of control and analytics it provides. We wanted a platform where we could allow multiple people to post to corporate accounts. CrowdControlHQ does that safely and securely and it gives a history of all activity, for example, who has posted to what and where, information which is important for audit purposes."

Using CrowdControlHQ makes it possible to manage corporate social media accounts from a single point. Cheshire Fire and Rescue Service chose to have just one account for each social media channel rather than each fire station or areas of the service posting to individual accounts. This means it is easier for the public and other stakeholders to receive updates by finding, following and commenting on corporate accounts rather than multiple social media accounts for different fire stations across the region.

Caroline Jones continued, "Social Media is a great way to communicate with the public. Where there are incidents throughout the day it is really easy, with the central control in CrowdControlHQ, to publish a Tweet or post a message on Facebook and to then plan Tweets for the weekend. Recently, in just 28 days we had 437,000 impressions and posted 168 Tweets. The management team takes social media very seriously and supports it as a communication channel."

Cheshire Fire and Rescue Service also promotes other services' campaigns and champions national safety initiatives such as the annual road safety campaign using Twitter and Facebook, with links to a webpage. CrowdControlHQ is used to plan Tweets and posts in advance and then measure the success of campaigns using the analytics.

James Leavesley, CEO of CrowdControlHQ concluded, "We have seen a variety of social media strategies emerging across emergency service providers tasked to drive communications objectives. For some, the emphasis is on single channel/ multi-responders, whilst others may adopt a multi-channel approach or in some cases a partnership approach. However, what consistently underpins all the strategies we see is the need for more brand representatives to get involved in delivering messages to the public, raising the reputation risks associated with delivering complex, public engagement. Using a risk and compliance platform gives organisations the confidence that they can manage and respond to social media communications effectively, consistently and in a timely manner."

CHESHIRE FIRE & RESCUE SERVICE

New Chief Executive announced for the British Safety Council

The British Safety Council's vision, mission and aims fully reflect our charitable purposes that no one should be injured or made ill at work. All of our activities in relation to education, guidance and support are for public benefit, and we do so without taking a profit. This work is guided by our manifesto which outlines key five steps – promoting the importance of health and safety; building understanding and capability; promoting leadership and workforce engagement; sharing knowledge and experience and campaigning for sensible legislation and regulation.

As an organisation we have worked for more than 57 years to help make the workplace safer, here in the UK and internationally. Our role is to help professionals achieve high standards that assist them in protecting both their staff and the future of their business, as the evidence shows that good health and safety management is good for your people and good for your business.

And as a charity we reach out to those vulnerable to poorly managed health and safety and those who can make a difference – in particular young people and those who are new to a job, as well as employers. Our campaign is called Speak Up, Stay Safe. Central to it and our work is risk education and clear communication is primary to encouraging safe behaviour.

About the British Safety Council

For almost 60 years, the British Safety Council has been a trusted leader in health, safety and more recently, environmental management. Our range of services include:

- Membership
- Training and qualifications
- Audit and consultancy
- Policy and opinion
- Awards and events.

The founder of the organisation, James Tye, was an evangelical campaigner who helped transform the British way of life. His efforts led directly to the ground-breaking 1974 Health and Safety at Work Act, as well as to the introduction of car seat belts.

In 2004 the British Safety Council became a government-regulated awarding organisation and since then have since developed a full suite of health and safety qualifications in the national framework. The organisation was involved in the Olympics, having been granted the official status of Supplier of health and safety training and consultancy services (ODA) to the London 2012 Games.

To find out more about the British Safety Council, please visit: **www.britsafe.org**
To find out more about our campaign for young people at work, visit: **www.britsafe.org/speakupstaysafe**

New appointment

In recent weeks, Lynda Armstrong OBE, Chair of Trustees of the British Safety Council, announced the appointment of Mike Robinson as the new Chief Executive of the British Safety Council, with effect from 1 September 2015.

Lynda Armstrong said: "The Trustees congratulate Mike on his appointment and look forward to working with him and his colleagues to help the British Safety Council deliver sustained business success and help achieve our vision that no one should be injured or made ill at work.

"We believe Mike's leadership style and experience will be of great value to the British Safety Council at this stage of its change journey and will be a real asset in leading the organisation through a comprehensive programme of business improvement. Mike has a real interest in occupational health and safety and is keen to make a difference in helping to keep people safe at work.

"In a previous role Mike was Chief Executive of the United Kingdom Hydrographic Office, during which time he grew the business substantially, increasing profits and positioning the organisation to respond to increasing competition."

On his appointment, Mike Robinson said: "I am delighted to be taking on the role of Chief Executive at an organisation that for almost 60 years has played an important role in shaping the regulation and management of workplace health and safety. I am looking forward to working with the Trustees and my colleagues at British Safety Council, our many members both in the UK and internationally and stakeholders including the Health and Safety Executive and other health and safety organisations to help achieve our vision that no one should be injured or made ill at work."

About Michael Robinson

Mike is a highly effective Chief Executive with nearly 20 years' experience of leading international businesses. He has experience of the maritime services sector in a Private Equity backed business he co-founded, and prior to that in a maritime related Trading Fund within the Ministry of Defence. Previously he'd had a career in Financial Services and qualified as a chartered account.

Michael Robinson

Maplin chooses Sennheiser TeamConnect

Nick Pemberton

When Maplin Electronics, the UK's biggest specialist retailer of consumer electronics, needed to connect its multiple UK offices to mitigate travel costs, it chose Sennheiser's TeamConnect audio conferencing system as the ideal solution.

A long-term customer and key account of Sennheiser UK Ltd, Maplin decided they could install TeamConnect themselves, with support from Sennheiser. This work was led by Maplin's Head of Operations and Infrastructure, Mike Prescott, and Sennheiser's, Global Business Development Manager, Business Communications, Nick Pemberton.

"We chose TeamConnect specifically for its ability to utilize Skype for Business," explains Mike. "I was looking for a hardware solution that worked with existing software and environment, rather than an all-encompassing 'black box' solution. I find new communication services are more successful if they build on things people are familiar with. Skype for Business is our company standard."

"In one respect, the brief was simple," says Nick. "It was to provide an easy-to-use system that seamlessly interfaces with Skype for Business."

The second part of the brief, however, was more challenging. "We needed to provide a system that met and exceeded the audio quality requirements of Senior Managers and the Main Board." Nick recalls. "Acoustics, layouts, size and physical deployment were the main issues, rather than technology integration. The use of TeamConnect Flex bundles, which provide a number of options to suit varying requirements, provided a great solution to these issues." The TeamConnect system was installed across two sites: Maplin's Rotherham HQ, where there is a conference room with a large oval table seating 12 people, and a boardroom with horseshoe table with seating for at least 24 people. The London office has a similar sized conference room and a meeting room for six people.

"In each location, TeamConnect Small and Large Flex systems were deployed to interface directly with Skype for Business for daily communication," says Nick. "Maplin makes full use of the various on-board communication connections across the sites, but in particular the USB to touch screen Skype for Business clients and mobile cable for BYOD [Bring Your Own Device] integration to calls."

Maplin, which employs a skilled IT team headed up by Mike Prescott, handled the project internally. Mike found TeamConnect easy and intuitive to configure and install. With his team, Mike was able to role out the systems, install and optimise them in a few weeks.

"Putting together or connecting TeamConnect equipment is straightforward," he says. "And the build quality is excellent.

The whole business now uses it for internal and external meetings. We have significantly reduced the cost of travel and accommodation caused by having two offices at opposite ends of the country.

"Nick was excellent throughout the process, being flexible around times to demo the kit, and assess the installation requirements for rooms which are constantly in use. We ran a pilot to demonstrate the solution worked, before scaling this up into the final solution."

The business has been very positive about the solution and has asked Mike's team to add TeamConnect videoconferencing to additional meeting rooms in London and Rotherham. These are smaller rooms, but will double the capacity of the solution installed at Maplin.

"I would choose TeamConnect again and have been pleased enough to extend the current solution to meet growing Business demand."

cpi confederation of paper industries

Paper - let's reverse the decline

The UK now imports more paper than any other country in the world. This is not a record of which we should be proud. Over the last fifteen years half of our paper mills have closed with the loss of several thousand well paid skilled jobs. This came after two decades of year-on-year growth in UK production during the 1980s and 1990s.

As paper production is an energy intensive process, the industry has been subject to a plethora of energy and carbon related measures designed to help the UK meet its very challenging climate change targets. However, the irony of this situation is that in allowing this important industrial sector to decline we have, in all probability, increased UK carbon consumption because of the amount of embedded carbon held within imported products. Conversely, this decline has helped the UK to reduce its recorded carbon emissions.

If we are to measure the success of our climate change policies we cannot continue to ignore the issue of carbon consumption. Many of the UK's Energy Intensive Industries (EIIs) have suffered a similar fate. UK production has been replaced by imports mainly from countries that have either sheltered their EIIs from the true cost of decarbonising the power supply or where there are few, if any, restrictions on emitting carbon.

Indeed, such is the emerging gap now between the cost of burning fossil fuels and sourcing energy from renewable sources that we need to reassess the part that EIIs can play in reducing energy consumption and carbon emissions whilst remaining internationally competitive.

The Paper Industry, along with seven other EIIs, has spent the past year working closely with BIS and DECC to produce a 2050 Roadmap. Whilst more work needs to be undertaken on defining costs it, along with the other Roadmaps, should now be used as a basis for developing an industrial strategy for these sectors.

This work is vitally important particularly in light of the forthcoming UN Climate Change Conference in Paris. Unless a binding global agreement can be reached on emissions reduction we face the prospect of losing more production capacity to our international competitors.

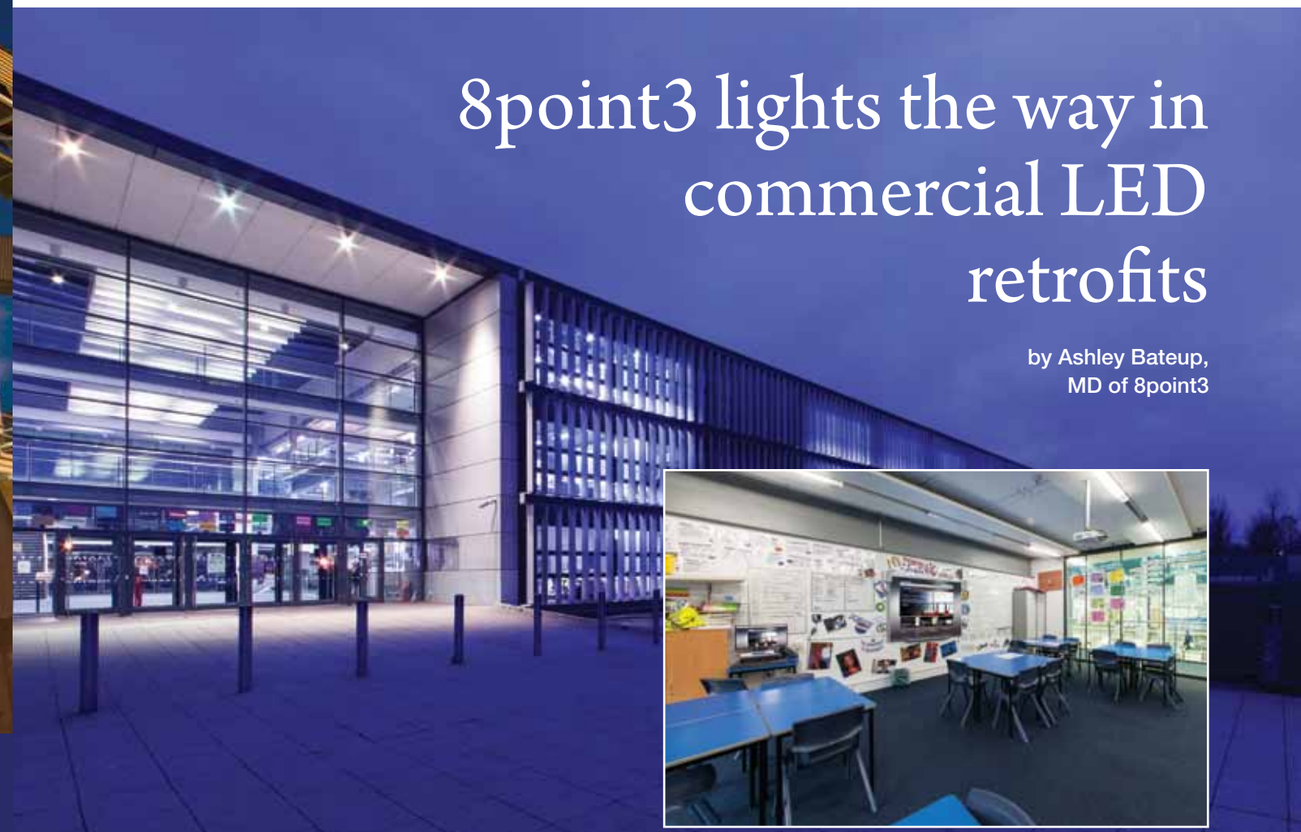
It is not as if the UK's Paper Industry has stood still over recent years. Since 1990 energy consumption and carbon emissions per tonne of production have fallen by 31% and 50% respectively. Two-thirds of UK production now comes from plants that have installed on-site power generation and recycling rates have doubled in twenty years – to 67% of the waste stream.

In the short-term we need to be concentrating on energy efficiency. Energy and carbon tax revenues need to be redirected to support manufacturers in installing current best practice energy efficient technologies and in developing the break-through technologies that we are going to need if we are to meet longer-term climate change targets.

Paper is a globally traded product. UK manufacturers need to be able to compete on a level playing field if we are to halt and reverse the decline that we have witnessed over recent years.

The Confederation of Paper Industries (CPI) is the leading trade association representing the UK's Paper-based Industries. CPI represents an industry with an aggregate annual turnover of £6.5 billion, 25,000 direct and more than 100,000 indirect employees.

For further information call **01793 889600**, email: **cpi@paper.org.uk** or visit **www.paper.org.uk**



8point3 lights the way in commercial LED retrofits

by Ashley Bateup, MD of 8point3

The enormous potential for retrofit LED lighting solutions

With 70% of commercial properties predicted to still be standing in 20501, and lighting accounting for a significant percentage of total electricity consumption in the UK, learning how to best retrofit existing building stock is vital if we wish to move to a low carbon economy. Now, thanks to a highly cost-effective retrofit, connected LED lighting solution from 8point3, long-term energy and cost efficiencies, as well as lighting intelligence, is at the hands of managers of government and public sector building stock.

Big is not always best

The bigger lighting players have brought to market excellent commercial new build LED lighting solutions, but have not created viable retrofit alternatives. At 8point3 we have developed an innovative retrofit solution – Lumitel – that delivers in terms of its cost, ease of installation and ability to work across existing building stock.

Controls and LEDs = intelligence and energy savings

Traditionally people are creatures of habit, so any form of control needs to be intuitive, otherwise people don't tend to maximise the benefits of lighting controls. 8point3 has a multi-faceted approach to controls, initially, the company worked with third party lighting control providers to add their controls to its LED lighting solutions. Now, thanks to years of innovation, another solution is available to those who have existing building stock. By incorporating Lumitel technology into LED products, 8point3 has been able to create lighting that allows a means of communication over the mains cabling line from sensors, or any mobile device, which then feeds that instantaneously back via the cloud to be monitored by the energy manager.

Energy tracking and ultimate retrofit building control

There is an energy tracker on the app that tells the energy manager in real-time levels of energy consumption at any given time. The solution is literally plug and play lighting control. The controls and sensors are given their own address so they can be paired to existing devices or building control systems. Another feature of 8point3's solution is that the company can join fixtures together, so that groups of lights can be turned on or off, depending on if areas are in use or not in zones, corridors or whole floors. In addition, 8point3's connected lighting solution can be used to switch off desk lights, fans or even PCs. It can be connected to movement sensors that can switch off all the power to desks when the staff leave for the evening. The latest development is automated emergency light testing.

Ideal for retrofit applications

Ideal for retrofit applications, the 8point3 connected lighting solution requires no rewiring because the wiring is already there. So once combined with the app and the energy monitor, the facilities manager can monitor power consumption all over a building to the second and adjust it with ease to optimise consumption efficiently.

Cheshire West and Chester Council deploy tVolution Mini by Becrypt to support child protection services

Becrypt's secure PC-on-a-stick, tVolution Mini, enables multi-agency collaboration and secure data exchange for councils' child and vulnerable adult safe guarding.

Cheshire West & Chester Council serves a population of 331,000 people, covering 350 square miles across Cheshire West and Chester. Like all Councils, they provide a wide range of services including transport, road services, environmental, education and social care.

In recent years vulnerable adult and child protection has been a top priority for Councils. New Government guidelines in the Working Together framework have recommended that Councils review how critical information on vulnerable adults and children is managed and shared amongst key agencies.

Sharing Key Data Safely

Cosocious, shared IT resource provider for Cheshire West & Chester Council, has recently deployed a MASH application (Multi-agency Sharing Hub) which enables all relevant data surrounding a child or vulnerable adult to be centrally managed by the multiple agencies involved in protection – including police, schools, doctors and child protection services.

The application provides a centralised 360 degree view of the vulnerable adult or child, providing timely and necessary information sharing from all agencies involved in safeguarding. Becrypt's tVolution Mini has been selected as a practical, cost effective solution to provide the required secure access to the system.

Dave Hudson, CoSocius' Managing Director, comments; "The PSN guidelines dictate that access to a Council's infrastructure must only be through a secure managed endpoint. For Cheshire West & Chester Council this posed a real challenge, for which tVolution Mini was the only solution that solved the key challenges of security, cost and usability".

The Council worked alongside CoSocius, who after a thorough market evaluation, recommended tVolution Mini.

A fully managed, secure PC-on-a-stick, tVolution Mini;

- Converts any monitor into a highly-secure, fully-managed workstation allowing secure access to the PSN
- Enables MASH applications to be accessed via authorised, secure logins enabling multiple agencies to benefit from collaborative, timely and informed decision making
- Aligns with UK Government regulations around the PSN infrastructure and the key principles of data security when accessing OFFICIAL information from remote and third party locations.

Enabling Remote Access for Different Agencies

CoSocius will deploy the tVolution Mini devices to each agency user that requires secure access to the data as part of its Child Protection Services.

"Because tVolution Mini is centrally managed, it means we can secure the endpoint very easily, issuing new passwords or restricting access if necessary," said Dave Hudson. "It is extremely cost effective and enables information to be accessed safely and securely, reducing the risk of data being shared inappropriately."

Providing a Centrally Managed, Secure Endpoint

"tVolution Mini provides us with a secure, managed endpoint that ultimately helps us to meet our safeguarding targets. We can share up to date information amongst the key parties, which helps us to act faster and protect those children who may be at risk," said Sonia Bassey, Cheshire West and Chester Council.

The success of tVolution Mini for Cheshire West & Chester Council demonstrates best practice amongst multi-agency working across government departments and now also provides an opportunity for CoSocius, their own in-house ICT partner, to offer a flexible solution to other organisations where access to a secure infrastructure is required.

About tVolution Mini

tVolution Mini is a secure, fully-managed PC-on-a-stick enabling innovative and new ways of working, delivering greater efficiency and improved performance. The latest security solution from market leader Becrypt, tVolution Mini makes it possible to collaborate with partners, enable remote workers and quickly deploy 'pop-up' computing environments, without compromising security.

Key benefits

tVolution Mini is an energy efficient, low cost solution providing a replacement for full laptop devices;

- Secure and fully-managed PC-on-a-stick
- Enabling innovative, new ways of working which deliver greater efficiency and improved performance
- tVolution mini makes it easier to collaborate with partners, enable remote workers and quickly set up temporary computing environments, without compromising security.

For more information, please visit **https://www.becrypt.com/uk**

#becrypt
Secure Mobility

New Glasgow Coma Scale, Bristol Stool, fluid balance and blood glucose observations

identifies wider range of patients at risk and supports infection control in hospitals

GROUNDVISION leads with physio observations for Patient Track and Trigger.

GROUNDVISION, a supplier of electronic patient track and trigger solutions has added new observations to its Early Warning Scores solution. In supporting mobile technology for nurses, GROUNDVISION now leads in offering additional physio obs including Glasgow Coma Scale, Bristol stool, blood glucose levels, fluid balance and patient Acuity/Dependency. Users can now receive alerts when patients are at risk in many more situations, ensuring fast reaction times which can save lives and prevent the spread of infection. GROUNDVISION can be integrated with existing patient care systems, or used as a standalone solution to give early warning of deteriorating patients. The solution can be configured for use by different groups such as nurses, critical care teams, infection control, ward managers, junior doctors and consultants.

As well as eliminating errors associated with manual recording and calculation of early warning scores, GROUNDVISION now helps nurses and clinicians to record:

- Bristol stool observations, allowing analysis alerting to possible dehydration, or in the case of diarrhoea, potential cases of clostridium difficile (C.diff).
- Glasgow coma scale, to gauge the severity of an acute brain injury;
- Fluid Balance, to monitor what the patient takes in and what comes out, with built in calculations to allow for perspiration and respiration based on age and weight, flagging up potential kidney issues, or water retention;
- Blood sugar/glucose observations.
- Acuity and Dependency.

GROUNDVISION provides an easy to use alternative to paper-based solution and can be used with a tablet or smart phone. Based on real time calculation functionality, for example with Bristol stool observations, if a potential case of C.diff is suspected, the system triggers a series of processes, such as sending samples for testing and isolating the patient due to infection risk. The system can also initiate C.diff and sepsis 6 care pathways. The system is fully configurable, allowing it to send alerts to different user communities depending on the situation and action required.

Nick Whiteley, CEO of GROUNDVISION stated; "We are adding a range of new observations to the GroundVISION solution, building into a full Patient Track and Trigger solution. The Bristol stool reporting makes a major difference in identifying and containing infection, such as C.diff. As well as enabling hospitals to provide better care and outcomes for the patient, it is instrumental in helping to avoid costly fines for contravention of infection targets. It ensures that procedures are followed, and provides an audit trail in support of the CQC processes enabling the hospital to take remedial action to prevent future incidents."

GROUNDVISION
safety through insight

London Borough of Ealing relies on Cloud technology to increase efficiencies within hospitality and events team

With a potential capacity of over 100 events per week and operating 362 days per year, the Hospitality & Events team for the London Borough of Ealing manages almost 4,000 events a year on average and is growing. All are hosted by the Council in a total of 16 halls and meeting rooms across two locations in the Borough including the historic Town Hall, a spectacular grade II listed Victorian building from 1887 and still serving the local community over 125 years later.

By moving to a cloud-based venue and event management solution, the busy hospitality and events team at the London Borough of Ealing now has greater flexibility and adaptability. Bookings by phone or email are now managed by the team of 6 event managers and coordinators all using a solution from Priava (www.priava.com). In addition, access is provided to the Town Hall's receptionist and porters as required. The entire team take their duties providing important services to the community extremely seriously and customer service is at the top of their list of priorities.

Operational benefits and future-proofing

New features and functionality are now introduced as they become available. This is in distinct contrast to the team relying on its contracted out ICT service provider to schedule updates into its own busy programme, which previously constrained the team's ability to take advantage of new releases quickly. In addition, of course, upgrades to the team's original server hardware and operating system software, typically requiring capital expenditure approvals, have become a thing of the past.

The Results - Significant benefits, some anticipated and some unexpected

"Greater flexibility was anticipated and has proved a real benefit in that members of the team can now provide significantly higher levels of cover for each other as staff may work on the system from any location including from home in exactly the same way as they do in the office.

These benefits for the team have translated directly into improved levels of service for our clients." says Jane Coughlan, Hospitality & Events Manager at Ealing Council.

Jane acknowledges the investment of both the Council and Priava working together to tailor a sophisticated, flexible and adaptable tool fit for purpose for the long term.

"An unforeseen benefit of switching is that there is now a very clear line of demarcation between the Council's standard desktop PC and associated communication services and the provision of Priava's application as a service, making problem resolution far more straightforward and effective".

New time-saving features: doing more with less and providing even better customer service

A new feature that is proving particularly beneficial to the team is the ability to quickly and easily block book venues for regular hirers. Ealing has over 40 regular clients amongst its local communities, including church groups and dance groups for example. Many book weekly, fortnightly or monthly throughout the year. "Priava's block booking feature was a long time coming but is now proving extremely popular with team members, saving hours of work when compared with booking each event individually as we previously had to do. A further positive outcome of block booking is a notable reduction in input errors, resulting in less rework and further improving the efficiency and effectiveness of the team" says Jane.

Multi-tasking - a big improvement

"A standard feature of the cloud-based system is multi-tasking. The team can now immediately jump into the process of taking a booking or make changes to existing bookings when taking a call from a client, and then returning straight away to whatever they were doing previously on the system. As well as increased efficiency we can at the same time substantially reduce call transaction times and further improve levels of service to the clients."

Summary

The benefits that Ealing has achieved through the use of Priava so far include:

- Multi-tasking between duties – can open different tabs/ windows simultaneously
- Improved customer service and value for money to public
- Future-proofed solutions - new features introduced when available
- No on-going capital investments required
- Support for 'Repeat Events' saves hours of work
- Better staff cover with support for remote working
- Less training required as system is both intuitive and user-friendly
- High availability and redundancy of system
- Excellent vendor support

Jane concludes, "We now have a highly flexible system that helps the team to optimise our complex business needs, offering value for money for both the residents and businesses of the London Borough of Ealing in support of its "One Council" world class, customer centric approach."

For further information on Priava visit **www.priava.com**
To download a free copy of 'How venues can manage events more effectively' **visit www.priava.com/resources/**

New NHS partnership launches suite of data reporting tools for A&E, procurement and finance savings

Wrightington, Wigan and Leigh NHS Foundation Trust collaborates with NHS Shared Business Services to deliver 'HealthIntell'

Two leading NHS organisations have come together to launch a new joint vision that will help the health service harness the power of data and technology and address some of the most pressing challenges facing the NHS.

Developed by the NHS for the NHS, HealthIntell is a development between business support provider NHS Shared Business Services (NHS SBS), and business intelligence experts at Wrightington, Wigan and Leigh NHS Foundation Trust (WWL).

HealthIntell is a suite of reporting applications, exclusively for the NHS, that will help NHS organisations address issues such as A&E winter pressures, procurement challenges and financial management.

David Morris, managing director of NHS SBS, said: "HealthIntell gives us the platform to deliver health technology that can provide good care that costs less. Its user-friendly applications support informed decision making across the NHS, and will help make the health service more effective and efficient."

Rob Forster, Wrightington, Wigan and Leigh NHS Foundation Trust's acting chief executive said: "HealthIntell has huge promise for the NHS as it creates the right tools for the job by using the right people with the right expertise. We are already delivering applications that are making a difference, with more to come."

Among the launch suite of products is the HealthIntell Accident & Emergency (A&E) application. This will help hospitals better cope with A&E pressures and meet waiting time targets by presenting real-time data on attendances in emergency departments to doctors and other decision makers.

The application can predict demand on a daily and hourly basis, and allows trusts to use their own data to identify peaks and troughs – for example the likely rise in attendances due to bad weather or major sporting events.

Already in use at WWL, results delivered include a reduction in the average total length of stay in A&E from 160 minutes in April 2014 to 130 minutes in February 2015 – a drop of 18.75%, which is well within the four hour target that was regularly breached across the NHS in the 2014/15 winter. Information is presented in areas throughout the trust's hospitals, including through a large 70" touchscreen installed in A&E, which helps ensure the right members of staff are available to meet demand, and the right numbers of beds available for those patients likely to be admitted.

Rob Forster added: "At WWL we see 280 patients come into A&E every day, of which 60 will need a bed. To cope with this, and adhere to waiting time targets, we realised that having an accurate picture of what is happening is crucial. We can now plan ahead to meet demand."

Further launch products include an award-winning Devolved Financial Management procurement application, which aims to help the NHS with its challenge of managing budgetary constraints.

This application presents budget holders with a simple view of expenditure across the organisation to highlight areas of concern and explain variances to enable a quick response. This is facilitated through features such as heat maps, monthly and yearly account headlines, staffing levels, and amounts of pay and non-pay spend. It also provides the capability, through a single platform, to analyse purchasing information including purchase orders and requisitions, invoices and approvers.

Its dashboard also removes the need to source information from multiple systems as all the data is clearly accessible via one portal. This can help to inform tendering activity, supplier negotiations and spend analysis reports to help make procurement more efficient.

David Morris added: "These are great examples of data-driven healthcare that can be easily understood by frontline clinicians and senior managers alike, and empower them to make meaningful improvements across the hospital and to achieve efficiency savings targets."

The development of the HealthIntell suite of products and collaboration between WWL and NHS SBS, has been shortlisted as a finalist in the Acute Sector Innovation category in this year's HSJ 2015 Awards. The winner will be announced at the HSJ Awards ceremony on 18th November 2015.

Nightingale's grounds maintenance division flourishes, thanks to Toro CT2240

With offices in Hertfordshire and Cambridgeshire, Nightingale Contract Services Group – a multi-service provider offering commercial cleaning and related support services – has seen its grounds maintenance division thrive thanks to an investment in Toro.

Having successfully served public sector and commercial clients across the East of England, Midlands and London for over 30 years, focusing mainly on contract cleaning, the business decided to move into grounds maintenance in early 2014. Once the first contract was won, the firm set out in search of a flexible yet portable mower.

Opting for the Toro CT2240, Nightingale's landscaping manager Paul Reed says: "We needed a good quality machine that was large enough to cope with the sports fields, but also nimble enough to cut most of the smaller areas around the school."

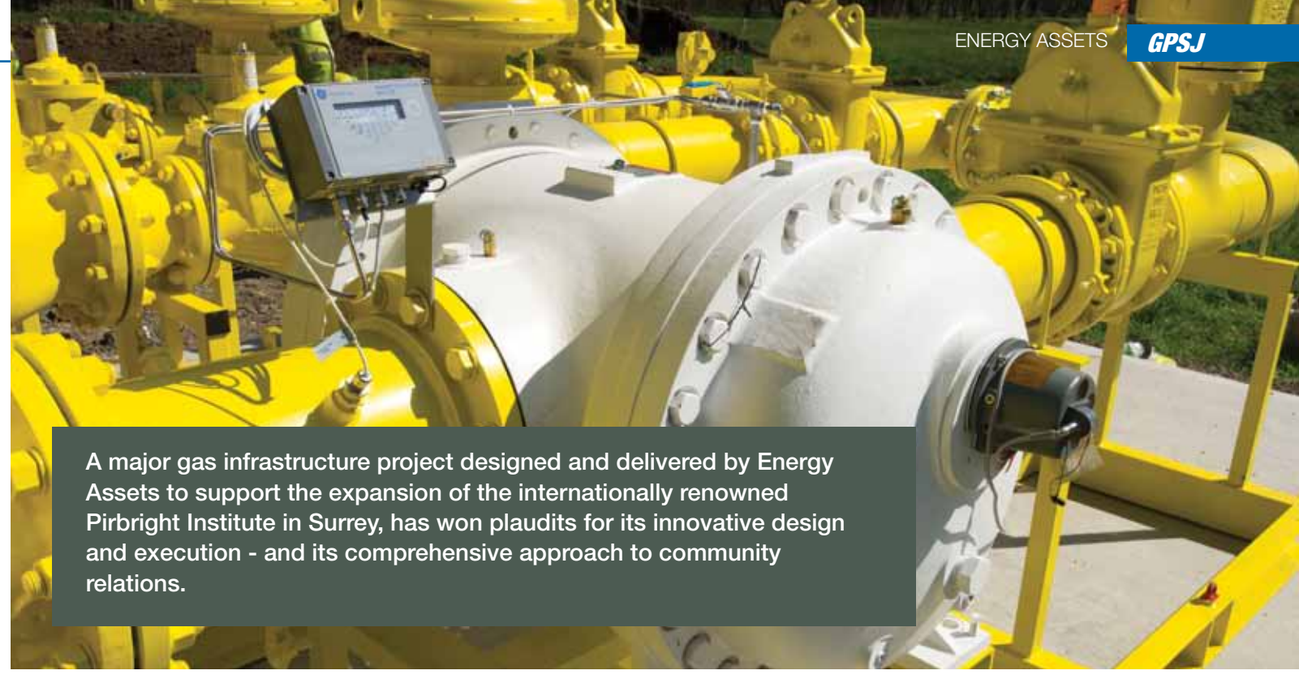
Providing access into the most confined environments, the CT offers the ideal solution for grounds maintenance at schools. And with independent cutter unit lift control and a wide cutting width, productivity is uncompromised.

One of the mower's key criteria for Paul, however, was that it could be driven into the back of a large 3.5T van for transportation and added security. With its narrower transportation width compared to other triple reel mowers, the Toro CT2240 was ideal.

"It didn't take long before the school commented on the how nice the grounds and beautiful stripped pitches looked thanks to the quality of the cut and the rear rollers on the reels," he says.

Adding that Lely are a "great company to deal with" from purchase to ongoing maintenance and service, Paul hints at a future Toro purchase for next year.

He says: "We feel the customer support and technical backup they have provided has been excellent. We will be looking next year to add a larger rotary machine to the business and will not look further than the Toro range from Lely."



A major gas infrastructure project designed and delivered by Energy Assets to support the expansion of the internationally renowned Pirbright Institute in Surrey, has won plaudits for its innovative design and execution - and its comprehensive approach to community relations.

Energy Assets goes the extra mile for Pirbright and its people

The project, involving a branch saddle connection to the gas main, the laying of 3100m of medium pressure pipe and the installation of a twin stream rotary meter, was delivered 11 weeks ahead of schedule by the Energy Assets Siteworks team under special dispensation from the network operator.

The Pirbright Institute undertakes research into viral diseases in livestock, including those that can spread from animals to people, and is part-way through a £250m programme to create additional resource for this vital area of science.

"The Institute is undergoing major redevelopment – we've commissioned a master plan for the entire campus and we're building a lot of new laboratories," said Denise Pate, Pirbright's Senior Project Manager. "The new buildings need a gas supply to run and hence we commissioned the upgrade. From a master plan perspective, it was really important that this project was delivered on time and on budget."

Energy Assets was awarded the gas infrastructure project by the Institute's energy supplier through the Crown Commercial Services framework agreement supplied by Corona Energy. Under normal circumstances, this scale of project could take anything up to two years to plan and deliver, but a dispensation given by the network operator meant Energy Assets was able to get on site quickly. First priority for the design team was to complete a digital survey, which was uploaded in real time and enabled an outline plan to be prepared in a matter of days from the award of the contract.

"From this point on we were in total control of the project - from making the connection to the distribution network through to installing the meter and collecting the Institute's energy consumption data," said Siteworks Manager Ricky Rogers.

"From Pirbright's perspective, it was critical that we hit the ground running, so we engaged very quickly with the Institute's project team, with the local community and with the council and highways authority…because we wanted to bring forward the usual three month notice period for major works."

With goodwill on all sides, these negotiations were successful and work commenced seven weeks after the order had been placed – which immediately provided a five week gain over the usual timescale. At the same time, Energy Assets negotiated an ancillary pressure agreement with the adopting network, because the site's pressure requirements were above the guaranteed pressure levels – this would usually be arranged by the customer or via the gas supplier.

As the project progressed, Energy Assets completed a branch connection to the mains supply and laid over 3100 metres of medium pressure pipe to the Institute, which included extensive use of horizontal directional drilling to cross a number of bridges and minimise road closures. By the time 50% of the pipe had been laid, the project was already nine weeks ahead of schedule.

Once the pipe had been laid, it was connected to a new 102M meter rig on the Pirbright campus, ready for the next phase supplying gas to each new building.

Throughout all this activity, community relations were a significant priority for the Institute and for Energy Assets. Regular communication included updates, with maps, to all affected residents within the village, detailing the works and progress against schedule. Contact details were provided for further information, notices were placed in the local press and on boards throughout the village, and regular updates were posted on Pirbright's social media sites.

"The roads that Energy Assets had to work on were quite challenging and we knew from the very beginning that we had the potential to severely impact our neighbours," said Denise Pate.

"But to be fair, the feedback I've had from the local community has been very generous – they've said that the team has been courteous and polite and have gone out of their way to ease the transition as the work has been done. So we really couldn't have asked for better."

Borough of Hillingdon Deploys CCTV-based Enforcement of HGV Weight Restrictions

The London Borough of Hillingdon has become the first council to enforce HGV weight restrictions using the latest unattended digital CCTV-based hosted system from Videalert, one of the UK's leading suppliers of traffic enforcement and management solutions. This is also the first system to be delivered using CEaaS, the innovative Civil Enforcement as a Service solution that utilises the Videalert's DfT Manufacturer Certified hosted platform, and will play an important role in improving road safety across the borough.

The unattended system is being delivered by Videalert as a fully managed service and will enforce weight restriction contraventions which apply to HGVs exceeding 7.5 tonnes on designated roads. The limits apply to the maximum permitted weight of vehicles so empty HGVs or those with part-loads are still subject to the prohibitions. Whitelists enable 'except for access' clauses to permit HGV access to local shops, businesses, residential properties for deliveries/ removals, etc.

ANPR (automatic number plate recognition) is used in conjunction with video analytics to capture vehicles that disregard the stated weight restrictions. Contraventions are automatically captured at the time they occur and transferred to the hosted server platform without using any council IT infrastructure or communications networks. Evidence packs are remotely reviewed and processed by the council's enforcement contractor staff using standard web browsers before confirmed offences are sent to the PCN back office system for processing.

CEaaS includes the planning, supply, installation, commissioning and ongoing maintenance of all necessary on-street equipment such as the latest digital cameras and all associated communications connectivity. It allows the equipment to be moved and relocated as required to meet Hillingdon's tactical requirements.

"CEaaS provides councils with a cost effective and efficient way to make weight limit restrictions really work," added Tim Daniels, Sales and Marketing Director of Videalert. "This fully managed service is highly flexible, allowing additional systems to be installed or existing ones removed to meet local needs without saddling councils with obsolete technology. It also enables councils (as and when legislated) to rapidly deploy enforcement of the full range of other moving traffic offences including banned turns, yellow box junctions, bus lanes and parking offences on keep clears outside schools."

About Videalert

Videalert is one of the UK's leading suppliers of traffic enforcement and management solutions. The company provides an intelligent digital video platform for delivering civil traffic enforcement, traffic management and improved community safety applications from the same infrastructure. This future-proofed solution combines sophisticated video analytics with ANPR and offers a full range of deployment options including wired LAN, Wi-Fi LAN, 3G/4G WAN, mobile, attended and unattended as well as supporting all analogue and ONVIF compliant digital megapixel cameras. Videalert has also introduced a unique multi-purpose CCTV vehicle that provides 360 degree coverage and runs multiple traffic management and enforcement applications simultaneously.

For further information, please visit **www.videalert.com** or contact:
Tim Daniels, Videalert Ltd,
Tel: **0208 582 0440**,
Email: **tdaniels@videalert.com**

Council training arm Ofsted ready thanks to new Mesma online software

The further education arm of Waverley Borough Council is the first local authority to benefit from online self-assessment and improvement planning software to underpin its quality assurance activity.

Waverley Training Services, which employs 20 people at its Farnham office in Surrey, will be using Mesma's expertise after awarding the Gateshead-based firm a contract for its 'intelligent' software.

The training provider offers a range of adult education and training courses, so the adoption of Mesma will enable its four strong senior management team to improve and record its actions in readiness for future Ofsted inspections.

The software introduction provides improvements in Waverley's capacity to undertake self-assessment, delivering superior managerial control and bringing greater transparency and efficiencies to a time intensive process.

This will see it developing further a relationship as a key Mesma client as the Gateshead-based firm builds its presence in local government education.

Mesma is an adaptable, versatile and cost effective web-based resource, which enables important areas of the self-assessment process and the associated improvement plan activities to be allocated to authorised people within any education institute. Its key purpose is to drive accountability to improve educational provision for students and learners.

Pat Pryke, training manager at Waverley, is working closely with the software developer to build the functionality of the system and has been providing feedback since the start on how to develop the system's capabilities to best meet their needs.

She said that the team was already benefitting from Mesma since its introduction in March this year, and sees it as a valuable management aid, offering a flexible and cost effective resource.

"We have only been using Mesma for a few months and are still populating it. However, we can already see significant improvements.

"Allowing more then one person to enter information is a bonus as it helps us to keep a clear record of where we are and what we need to improve on with a focus on developments that directly impact on the learner.

"We feel it has definitely improved our readiness for inspection, while it is a more transparent solution for our staff, who can see easily what areas need improving and why."

Using Mesma, relevant reports, policy documents, quality assurance processes and guidelines and other important documentation can all be stored on line in one place within the system for quick and convenient access and reference from any location. The system can also monitor activities allocated to other staff to track progress and completion.

Louise Doyle, Mesma director said: "It is exciting for us to continue to expand our local government client base. So far this has been in support of further education provision however Mesma's capability is also of enormous value to school improvement teams.

"It allows them to see all school self evaluations and development plans in one place, helping them to quickly identify where schools may need further support to improve the quality of education for children.

"We look forward to being able to work with local governments in this way over the coming academic year as a new Ofsted Common Inspection Framework is introduced.'

In the next quarter, the company will release its new Observations Module and has ensured the content is flexible enough to meet the needs of organisations such as Waverley Training Services. Mesma is available through an annual subscription and is tailored to meet specific requirements and individual needs.

More at www.mesma.co.uk

Pat Pryke says Waverley Training Services benefits from Mesma, seeing it as a valuable management aid, offering a flexible and cost effective resource.

Not all rooflights are created equal

Paul Trace, MD of Lumen Rooflights, discusses what to look for in a quality rooflight

To most people rooflights simply allow light and ventilation into their roof space; so what makes one product vary from another? and why is price so closely linked with quality?

There are some very big and well-known brands in the rooflight market. These tend to be mass produced in a range of standard sizes, production line manufactured and cheap enough to entice major housebuilders to use them in the thousands.

But what if you want an input into how your glazing solution will look and operate? Many suppliers are not set up for the one-offs or the bespoke designs and options. Mass production works by producing goods in large quantities, often using standardized designs and assembly-line techniques to minimize costs. It does not allow for changes or alternations to make your ideas a reality.

There are many key factors in rooflight design including frame materials, glass, paint, mechanisms and the people used to produce the goods. Over the past few years, more and more products have been produced abroad but this has invariably been done to reduce costs rather than to increase the quality for the customer.

When choosing a rooflight or rooflight manufacturer for your project, you should be asking a number of questions.

Compliance is essential

Your rooflights should be designed to exacting UK and European standards and should be reflected in a CE marking. Most of the rooflights available today are up to the required standard but not all. It is always worth checking that a product does comply.

Where are the rooflights designed, manufactured and assembled?

It is not unusual for one or two of the processes to be handled in the UK. Those are the ones that suppliers will tell you about. However, saying that something is designed and assembled in the UK does not mean that it is manufactured in the UK.

Get the bigger picture

Getting the right design might be one of the first considerations when choosing your rooflight, but from a practical viewpoint, the most important thing to think about will be the physical viewable area of glazing.

Do not make the mistake of thinking that all rooflights are the same in this respect and just because you are buying a rooflight, for example, that is 1m x 2m, be aware that this doesn't necessarily mean that you are going to have 2m² of viewing area.

It is important to understand that the amount of light that enters your property relates to the internal viewable size rather than the more general fixing or overall size of the rooflight. The size of the actual rooflight is immaterial if all you are paying for is a large frame. The common perception is that if you buy more glass, the viewing area will be bigger. Don't be baffled by edge-to-edge glass, it's what's underneath that counts so check what your clear viewable dimension will be, as on the same sized rooflight, the actual viewable glazing area between different manufacturers can be significant. There is not much point in paying for a rooflight that is predominantly framework or non-useable glazing.

In addition to the clear viewable area, the internal framing plays a big part in the appearance of the rooflight. Lumen use real timber linings, most commonly American ash. Lumen provides customers with the opportunity to specify any timber for the internal linings and these can also be painted in any colour. There are a number of benefits offered by real wood over materials such as mdf and pvc.

Don't run out of gas

It has recently been highlighted by NHBC that there are significant variations in the quality of double glazed units being used in the UK. The quality of unit seal and the amount of argon gas used within the units can vary considerably. Lumen only uses Pilkington glass and Pilkington manufactured units. Other suppliers may claim similar performance or self-clean properties but it is always worth asking for details to support this. Pilkington are world-renowned glazing specialists, and produce Insulating Glazing Units (IGU's) to the highest standards. Pilkington are assessed twice yearly by the BSI on each Kitemark licence to ensure consistent quality.

Do your research

Before you choose a rooflight for your project, the advice would certainly be to check with the manufacturer on all the aforementioned points beforehand. You might be saving a few pounds by choosing a cheaper rooflight but with so many variables that could make such a difference to the performance and aesthetics of your project, why take the risk?

If you would like more information and advice on how to choose the perfect rooflight for your project, contact Lumen Rooflight on **0330 300 1090** or visit **www.lumenrooflight.co.uk**

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videalert

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