Local Government

progress.

**Smoothing the data
pathway to our communities**

SCC

we simplify.

Transformational technologies

Introduction

Olivia Harker,
Head of Local Government and Housing Associations

SCC has a strong pedigree and a 40 year history of working with Local Government. We have over 20 framework positions into the sector and have coupled this with our extensive capabilities to trade with over 213 different Local Authorities and Housing Associations in the last two years. We are proud to be one of the top technology suppliers to UK Local Government and Housing Associations.

Local Government budgets are over £110billion which represents more than 10% of all Government spending. Whilst this number seems large as a headline, these budgets are under huge pressure as councils sit on the front line of supporting our communities.

The pandemic has placed Local Government front and centre of National Government response and bought into sharp focus some of the challenges and inequalities facing our communities and citizens.

One of the main areas to help alleviate some of these pressures is found in the greater use of technology. SCC is helping authorities capitalise on the rapid developments over the past few years and many authorities come to SCC because of our strategic capabilities, extensive supply chain ability, deployment expertise and on-going support offerings.

SCC is engaged by many of our authorities as they continue to expand on the rapidly gained capabilities during the period of pandemic to provide hybrid working. Many studies have shown productivity is highest when people choose their place of work. Local Government is facing an acute human capital shortage and they are struggling to back fill an aging workforce. Offering flexible work is essential to attract new talent into the sector.

We use technology to give our clients the ability to transform the ways they work with new agile environments that give people better access to information, systems and data.

It's SCC's ability to offer our own inhouse service offerings across Network Management, Security, Hybrid Cloud, Predictive Analytics, Automation and End-User Compute that make us an appealing choice of partner for our Local Government and Housing Association customers.

Key Challenges in the Local Government Sector

Championing Equality and Driving Improvements for Constituents

In its 'Levelling Up White Paper' the government has set out its mission to extend, deepen and simplify devolution across England. The goals are to address long-standing regional inequality, realign national and local budgets and improve public services for all constituents at a local level. However, if powers are given to authorities without the infrastructure and capabilities to deliver and without the funding necessary to administer new responsibilities, then citizens could suffer. During the period 2011 – 2021 funding from the Government to support local authorities fell by over 50%. This fall has corresponded with an increased demand for many key services such as social care, as the social and demographic landscape evolves. To offset these funding cuts, local authorities have turned to their residents to fund services by increasing council tax and raising more by charging for certain services. However even with local people shouldering the increased share of the costs of services, resource available to provide services have fallen by 26% in the last ten years.

One of the biggest changes signalled in the government's Levelling Up White Paper is an effort to spur local authorities to reform their procurement practices. By working closer with organisations within their communities, procurement teams would be able to "give more weight to bids that create jobs for communities, build back better from the pandemic and support the transition to net zero". The white paper explains that a switch of emphasis to those 'social value' factors would mean "that buyers will not consider price alone but look at how public sector contracts can support local communities and disadvantaged groups".

Highlighting an example of how that mutually beneficial ethos is already bearing fruit, the document cites the Birmingham 2022 Commonwealth Games. A key aspiration behind the Games is to award two-thirds of its supplier contracts to firms based in the West Midlands. Discussions are taking place around reusing the tech required for the games to the benefit of the local community in Birmingham, leaving the city in a better position.

Sustainability

More than ever, local authorities need to understand the social and economic needs of their communities. In 2022, social value won't just sit alongside the environmental agenda, it will define the transition to a net zero economy. It is crucial to catalyse the economy for fair and sustainable growth. Within this, it is important to support the rise of the digital economy by helping the UK meet its carbon reduction targets and deliver Net Zero.

The Government is underlining its commitment to a sustainable future, with Government funding is available to support local authorities in finding innovative ways of increasing local charge point coverage and upskilling their workforces to ensure these plans are implemented effectively. The transition to zero emission vehicles (ZEVs) will help the UK to meet our climate change targets, improve air quality in our towns and cities and support economic growth. It will also put us at the forefront of the electric vehicle (EV) revolution with many vehicles built in the UK. In 2020, the then Prime Minister announced that we will end the sale of new petrol and diesel cars and vans by 2030, with all new cars and vans being fully zero emission at the tailpipe from 2035. Local leadership in this transition to ZEVs is crucial.

Becoming More Connected and Utilising Technology Innovations

The future of the local government sector is clear — more digitally enabled, data-driven and community focused than ever before. The transformation journey unfolding is about breaking down traditional government silos and becoming more connected, organisation and community-wide, to put the customer at the very centre of everything a modern local government organisation does.

Infrastructure assets are under ever-increasing pressure. In the UK, climate change continues to take its toll in terms of flooding, storms and longer heatwaves. In response to these pressures, local authorities need to implement maintenance strategies that protect infrastructure assets.

Given the likelihood of ongoing budget cuts, effective asset management will be required to identify and target the most critical, vulnerable assets with available funds. Utilising Internet of Things (IoT) technologies will provide local authorities a way of monitoring infrastructure assets to identify and remediate faults and issues, faster. Local authorities have taken their first steps into the world of IoT by adding sensors to street lighting, focusing on energy saving. This has helped them reduce carbon emissions, become more sustainable and cut costs. Over time, the authorities have added different types of sensors around motion, light, air quality and noise pollution to measure performance against sustainability targets.

Utilising the data built by IoT technologies and combining it with other disparate data sources, will enable authorities to tap into the immense power of analytics and data-based business insights which will play a critical role in reshaping local government for a new era. Government data is typically held today across

an often bewildering array of sources, databases, systems and departments. This lack of insight will hinder local authorities from developing and executing the customer-focused strategies needed to drive real benefit to their constituents. Like so many trends, the digital transformation of local government processes has accelerated since the pandemic began to encompass remote working, cloud-first strategies and many other technology dependent areas. Today, councils are better positioned to adopt an integrated digital data approach and reap the rewards through real-time data insights, automation and artificial intelligence (AI).

Data Security, Integrity and Interoperability

The COVID-19 pandemic caused major disruption to both our physical and digital worlds. With many local authority employees forced into dispersed and virtual settings, we have seen the swift adoption of remote systems and networks to enable collaborative working and more agile processes. However, this rapid transition has also exposed a range of security vulnerabilities from securing remote access to targeted phishing campaigns, giving cyber criminals the opportunity to exploit the uncertainty brought about by the pandemic and cause chaos.

Over the past year, the sophistication of threats has quickly increased, evolving

to harness techniques that make attacks harder to spot and breaching even the most resilient systems. The complex and unique nature of these attacks make them especially disruptive to the operations of local authorities, causing millions of pounds of damage, inconveniencing local residents and putting their data at risk.

Local authorities need to rapidly close the risk to their operations from legacy IT systems. By transitioning to cloud-based systems, local authorities will enable rapid, secure and cost-effective scaling of services where security vulnerabilities can be patched immediately at data centres, minimising resource costs and downtime.

At a time when government has never been more vulnerable to cyber-attacks and their impact on services and finances it is more important than ever that systems are updated with the latest security protections.

SCC's Services for the Local Government Sector

SCC has worked with the Local Government organisations and Housing Associations for many years, during this time we have developed and continue to evolve our experience, knowledge and understanding of the key challenges faced by our customers in the sector. Our full portfolio applies to many areas that can support our Local Government customers dependent upon the specific natures of their business however we consider the following to be critical as the sector continues to evolve.

Contact Centre

Enable an omni-channel contact centre to enhance departmental collaboration, increase first time fix resolutions and improve customer service.

Workflow Automation

Enterprise Service Management tools support the identification and automation of workflows throughout the organisation to release resource and increase speed to market.

SCC Collaboration

SCC's collaboration and communication solutions give employees the tools, technology and training to work effectively and efficiently together.

End User Compute

Maximise employee productivity through SCC's full end user compute portfolio, covering product supply, support and collaboration solutions.

Contact Centre Services

The challenges currently facing Local Government are severe, with budgetary pressures being exacerbated by the ever-changing expectation and needs of the citizens they service. Tech savvy time limited residents or service-users want instant interaction, with a quick response and resolution to often acute problems or more complex queries across education, public health, sanitation, taxation, revenue-collection, security, transport, planning and local democracy. Citizens expect a wider range of contact methods which utilise modern technology, no longer just phone and email. They increasingly expect to be able to seek help via instant messaging, text or video from any device and have their inquiry handled effectively and seamlessly.

Utilising a Contact Centre solution which integrates collaboration toolsets such as Microsoft Teams, can lead to rapid and more effective resolutions. The key to a successful Contact Centre is the way it can enhance collaboration across the organisation, extending the capabilities of the frontline agent into the middle and back offices, to streamline processes which improve customer experience and outcomes. Agents have fast access to the information or subject matter experts they need including chat, video meetings and file storage. As a result, the whole organisation is far more agile and service-driven. As homeworking and hybrid working become the new norm, cloud Contact Centre solutions provide location agnostic environments, allowing agents to collaborate and support citizens and end users remotely. Enabling this flexibility is key to improving recruitment and retention of staff across the sector.

SCC can support Local Authorities in the establishment of a future ready Contact Centre, from consulting through to full delivery and on-going support services, for a number of solutions which integrate with Microsoft Teams. As many Local Government organisations suffer from legacy applications and infrastructure, we can support them in a gradual move to a cloud Contact Centre, by providing a hybrid environment to ease the pressure of migrating between on-premise systems to the cloud.

SCC's Contact Centre solution features include:

Contact Centre as a Service (CCaaS)

Local Authorities can create cost savings on the delivery of their Contact Centres by moving to an operating cost payment model. This removes the irregular costs of infrastructure purchases and software/application upgrades by delivering a fully managed, evergreen solution.

Multiple Contact Options

Omni-channel functionality, integrating social media, messaging applications and email. Our Contact Centre solution can support the addition of chat, Twitter and Facebook to capture every media platform the citizen may be communicating through, to ensure all feedback and support issues are identified.

First Contact Interactive Voice Response (IVR)

Utilising IVR simplifies the incoming caller experience, to ensure they are routed to the correct agent with as much pre-emptive knowledge as possible.

Artificial Intelligence

Our conversational virtual assistance utilises knowledge based articles and on-going interaction learning to help provide a personalised self-service support option to Local Authority end users. It offers an enhancement to the traditional IVR offering by collecting end user query information, which can be passed over to a live agent if a resolution cannot be found in the self-service data base.

Skills Based Call Routing

Automatic Call Distribution with skills based routing to support quicker responses by the most suitably experienced agents. All configurable by supervisors with direct hands-on experience rather than waiting for a ticket to be actioned in a support team. This smooths the support journey for a citizen or end user, getting them to the right department, quicker to improve first-time resolution rates.

Third Party System Integration

Our solutions can integrate with the Local Authorities' existing CRM services to provide a swifter and more professional agent and customer experiences. This enables data such as contacts to be easily found in the CRM system to ease the role of the agent, as they only have one platform to navigate during a support call.

Management Reporting

Understand the service being provided to citizens and identify areas for improvement using the analytics and management dashboards. These provide insight into how the service is running, including productivity reports and end user feedback.

Why Contact Centre Solutions for Local Government?

Utilising a modern Contact Centre solution will enable Local Government to integrate current toolsets, such as Microsoft Teams and CRMs, to drive a smoother customer support workflow, which prioritises first-time fix and enhanced customer experience. It improves agent access to frontline staff and managers to obtain expert knowledge when required to answer customer queries. If a caller requires support from a subject matter expert, they can be quickly connected to engage with those available at that moment. The result for Local Authorities is improved first call resolution with Local Authority call centre solutions, which have been integrated with Teams enabling agents to handle between 30% and 40% more calls than traditional contact methods.

SCC have been awarded a spot on numerous Public Sector frameworks, some of which allow direct award for the purchase of Contact Centre solutions, making it easy for Local Government Authorites to access services.

Smoothing the data pathway to our communities.

Workflow Automation

The Government are restructuring and devolving their responsibilities to local authorities for the funding of public services to their constituents. The goal is to address long-standing regional inequality, realign national and local budgets and improve public services for all constituents at a local level. However, these new responsibilities come at a time where budgets are increasingly stretched, with the funding for local authorities falling 50% in the past 10 years. These budget deficits have been passed back to constituents via increased council tax and charging for previously free services, which is putting constituents and the council under further financial strain.

Local Authorities need to transform their working practices to take advantage of modern innovations such as Robotic Process Automation which will allow them to automate workflows to drive better services to their constituents at a reduced cost.

Enterprise Service Management

Enterprise Service Management (ESM) is a key part of a digital transformation programme and will enable Local Authorities to identify and automate workflows to release resource to more valuable tasks whilst improving the speed of service to employees and constituents. ESM utilises a set of supporting tools to connect all business functions within the authority, allowing them to improve performance, efficiency and service delivery.

The tools support Service Desks with Incident/Request processing, allow self-help to be implement with knowledge and improve communication channels with chat and web portals.

By working closely with the Local Authority we will identify all of the underlying processes delivered by the authority and then work to integrate them into an ESM solution which benefits the whole organisation.

From the point of view of the employee or citizen, our solution is essentially their 'Help' button. When they need help with a laptop, payroll query or purchase order, they press the icon on their smartphone. The solution's AI attempts to answer all questions and kicks off automated provisioning scripts when available. However, if human assistance is needed, it ensures that the request is sent to the correct service provider.

As part of their digital transformation, authorities are improving the support that is provided by the different support domains, like HR, IT, Purchasing, Housing, Education, Legal, Transport, etc. SCC's ESM solution makes it easier for employees or citizens to obtain support when they have a question or need assistance.

Service Management is the management of requests and actions around the provision of a Specific Business Service. A Business Service is the actual object that you are trying to provide, for examples maybe: "Desktop Computers to the Business", or Providing "Blue Parking Badges to people".

Each Business Service has a definable objective, it has several Requests which affect the service, such as "Asking for one", "Having a problem with one", and "cancelling one".

Each request has a series of actions required to perform them and may have Service Level Agreements (SLAs) set. Utilising an ESM system will enable previously manual actions or responses to be automated, helping to meet SLAs and provider a faster response to the user.

ESM is unique in that each team that adapts its theories and practices can customise it to their service delivery. Some example applications of ESM for Local Government include:

Applications of ESM for Local Government:

- **Customer service** – Handling a high volume of requests, some that are quick and easy to solve while others require research and advanced expertise.

- **Human resources** – Handling requests for leave, changes to health plans, training and staffing, salary enquiries, and onboarding new employees.

- **Accounting and finance** – Approving expenses, sending invoices, tracking payments.

- **Legal** – Reviewing and approving documents, requests for standing contracts/forms, and certifying documents.

- **Procurement** – Processing purchase orders, building quotes and authorising discounts and price adjustments.

- **Security** – Onboarding new employees and performing security checks and audits.

- **General administration** – Requesting office supplies, managing printing and courier services, and tracking meeting rooms.

- **Facilities/building services** – Managing requests for repairs, office relocations, and furniture needs.

SCC's Digital Automation Practice supports our customers through the journey, with consultancy and solution support, being partners with ServiceNow and 4me.

Why Enterprise Service Management for Local Government?

Utilising an Enterprise Service Management solution will enable the Local Authority to smooth workflows within their organisation to ensure employees and constituents can receive the support they require when they need it. Having one system supporting many functions within the authority reduces the cost of ownership and increases collaboration and efficiency between departments. SCC will work closely with the Authority to map their processes, helping to define activities, resources and the value they add. This identification process will enable Authorities to eliminate processes delivering no value. The process map and subsequent reporting techniques, will also provide enhanced visibility and control into the roles and responsibilities of each department/service, allowing for the identification of problem areas. Most importantly, an integrated ESM will support Local Authorities in their goal of delivering improved services and experiences to their constituents.

SCC Collaboration

Over two-thirds of councillors believe that moving to a hybrid model where meetings can be attended both online and in-person would improve the diversity of local councils, a new survey shows. The survey was answered by 479 councillors, which is almost a fifth of all councillors within the 36 councils County Councils Network represents.

Being able to reduce their travel time and expenses, as well as their carbon footprint, was more important for rural councillors, for example. Also, younger councillors were considerably more likely than their older colleagues to believe that shifting to a hybrid model could help attract a wider range of people into local government, including parents and people with caring responsibilities, helping boost the diversity of councils.

Over the past two years there has been widespread adoption of new technologies across Local Government, as councils have successfully adopted new and innovative ways of working and delivering services to residents in exceptional circumstances.

During the pandemic, it became clear that there were other benefits of holding council meetings remotely, with anecdotal evidence of reductions in travel time and carbon emissions and increased engagement with residents. After being at home for much of the past two years, few people want to maintain a system whereby meetings only take place on-line, or keep a world where engagement with council officers, residents or party activists can only be done on-screen. Councillors will always

need and want to conduct face to face meetings.

Councillors across the country are also clear such a model would also increase transparency and accountability, encouraging more residents to engage in council business, as well as providing cost and environmental benefits to the public sector. This should be viewed as a win-win scenario for Local Government, with a hybrid model offering the best of both worlds.

SCC Solutions

The meeting space therefore needs to deliver first class audio, video and workflow solutions with the need to be monitored, managed and supported. Technology is addressing such issues, but organisations will need to continually review and invest in what has become a business-critical tool. The challenge is how Local Government delivers the collaboration technology needed to address this shift against the pressure to reduce IT and facilities budgets.
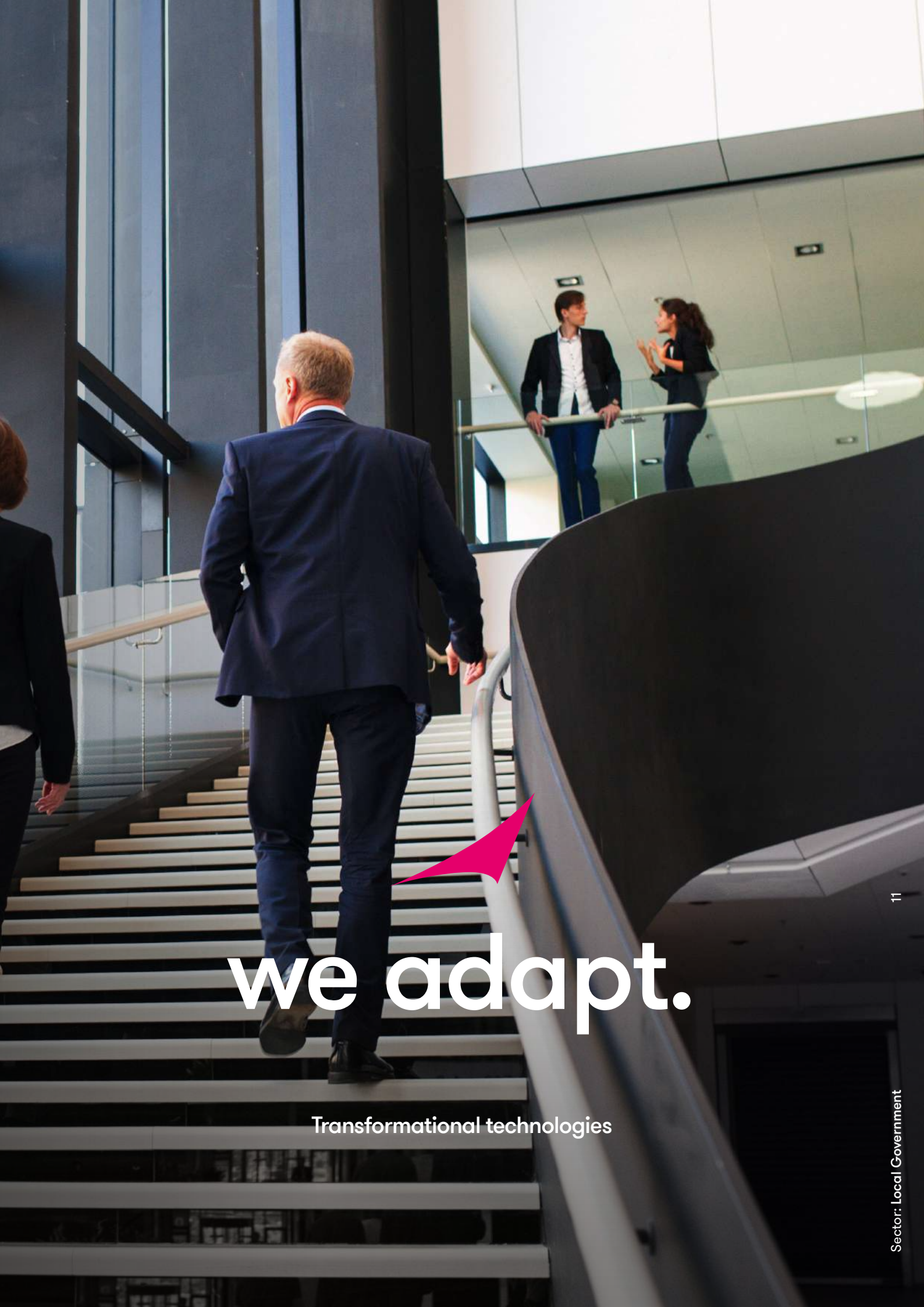
SCC Collaboration can deliver readymade video conferencing enabled meeting room functionality, via monthly subscription, for Local Governments. Through our solutions:

- We can offer affordable pricing per room per month across a range of standard room types from Small, Mid, Large and Boardroom sized meeting spaces ensuring consistency and a simple collaboration experience.

- The Local Government organisation will have a convenient, predictable, cost efficient and scalable solution across their organisation with Room as a Service (RMaaS) subscription, which can also accelerate their environmental and social goals.

- Technology refreshes are built into the service to ensure the Local Government organisation benefits from new developments in collaboration.

- We can provide access to the latest technology in line with new developments in collaboration technology, reducing costs associated with maintenance and performance.

- We can accelerate the adoption or upgrade of new technology and being perceived as a cutting edge, modern organisation, improving the company brand and employee experience, which assists with talent acquisition and retention.

- The Local Government is able to subscribe to technology with no up-front payment making the refresh cost effective.

- The Local Government can free up capex budget and drive down support costs with a single partner providing hardware, software, and services for a monthly price.

- There will be an improved work life balance for employees.

Why SCC Collaboration for Local Government?

Although councillors have not been able to hold statutory meetings remotely since the emergency COVID-19 measures expired, it's encouraging to see that councillors recognise how holding regular hybrid meetings can improve transparency and accountability, increase the diversity of councils and save carbon emissions.

At SCC we can provide access to a modern, reliable audio visual platform that supports collaboration across all devices, in all locations, at all times. This platform can be integrated with existing technology to maximise the value of previous and current investment and we deliver bespoke training and development packages to accelerate adoption and productivity through the workforce. This solution can be run as an opex subscription-based managed service, rapidly scaling in line with customer requirements and enabling a quick shift to more flexible ways of working. Our hybrid collaboration-based services help take advantage of emerging team collaboration and meeting applications that easily integrate into existing on-premises platforms. These are key to satisfying the strong desire from the vast majority of councillors to continue using hybrid technologies for day-to-day work.

we adapt.

Transformational technologies

Sector: Local Government

End User Compute

In a hybrid environment, Local Government IT teams are faced with the need to manage hundreds of remote workers operating in different environments. So, as the first port of call, IT must look to standardise their systems to ensure better management, governance, usage and security.

One of the most important decisions that a Local Government organisation needs to make today is how users will access the applications and data they need to be productive and the choices are increasingly complex and costly. With rising prices, unpredictable supply chains, the arrival of Windows 11 and workforces demanding hybrid working models, Local Government organisations need to consider carefully who will be doing what work, where they will be doing that work and crucially why those conditions exist, as well as how those devices will be serviced and supported. They need an EUC service that integrates users into their IT environment.

Partnering with SCC will give Local Government access to our 1000's of vendor partners and suppliers as well as our massive stock holding, stored across the UK to enable fast configuration and delivery to our customers. With capabilities across all the major vendors including HP, Lenovo, Dell, Microsoft, Apple, Samsung and many others, we are able to advise Local Government organisations on roadmaps, supply situations, price/performance and procurement models. SCC can offer a one-stop-shop for our Local Government customers.

In addition, SCC offers a number of add-on services, such as competitive benchmarking, professional services, to help Local Government organisations test images on multiple device types to maximise flexibility in procurement and in-house device-as-a-service offerings.

Quotations

To aid Local Governments in their decision making, we have a well-worn and efficient quotations system allowing them to rapidly understand cost, compare components and models and quickly move to procure. This is something which in today's fast-moving supply situation is critical for Local Governments attempting significant volume roll outs.

All SCC quotations include full product and service details, including the specification of device, price and warranty. Quotations are defined by a unique quote reference and version control created in our centralised Customer Relationship Management system, meaning that once a customer is ready to proceed models can be quickly sourced and supplied.

Storage and Configuration

If a Local Government wants to take advantage of our National Distribution Centre and bond stock or warehouse equipment during the lifetime of a roll out, stock can be transferred there directly from manufacturers and any configuration work that might be needed can be done, prior to rolling out to end users.

Lifecycle

SCC's supply services are underpinned by a comprehensive account management structure who establish each customer's logistics and order fulfilment challenges and requirements. Using our eBusiness asset management system Lifecycle™, helps Local Government to reduce the administrative and transactional cost of purchasing IT equipment through a pre-defined catalogue of products available to order by the end user, with approval processes built in. Lifecycle™ also enables Local Government to set the foundations of a stable asset register at the front end of the lifecycle and manage ongoing risk and compliance obligations through to the asset retirement stage.
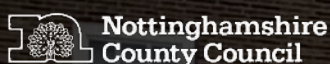
Why End User Compute Local Government?

Local government is operating in a time of great digital change. Civil servants are increasingly working remotely and from multiple devices, making EUC critically important. Local Government has the opportunity to work holistically to realise the entire spectrum of the digital workplace. They must be able to work seamlessly across multiple devices and locations, safe in the knowledge that all data is fully secure. Following a surge in remote working and EUC demand, we have seen post-pandemic that Local Governments continue to procure significant volumes of devices. However, Local Governments are now demanding higher specification options (Teams compliant, ergonomic, wireless/wired, noise cancelling, better graphics resolution etc.) to further support their employees and give them access to both corporate standards and more importantly choice.

SCC will work with Local Governments to discover, design, supply, implement, manage and optimise their future EUC environment, to develop enhanced working conditions, increase mobility and ensure a compliant, supported IT environment. SCC has also launched a hybrid working productivity initiative which is designed to help drive awareness for better business class devices to support customer adoption of these corporate standards. We work with our vendors to qualify use cases, based on persona profiles and provide sample devices for testing where appropriate. In summary, SCC have the capability to supply IT products, to help empower people through technology by supporting choice and building Enterprise level technology standards.

Our Experience in Local Government

Nottinghamshire County Council

NCC turned to SCC, their partner of 15 years, to develop and deliver a collaborative print solution. Embracing a partnership approach has transformed NCC to remove barriers, increase security and deliver process and cost efficiencies. SCC offered NCC a best of breed service combining innovative software, hardware and service delivery to enhance their end users' experiences.

Working in partnership with local NHS partners Nottinghamshire Healthcare, Nottinghamshire Health Informatics Service and Sherwood Forest Hospitals Trust, SCC and its document solutions partner, Cirros, helped NCC pioneer new technology to allow organisations to share office scan, copy and print devices, with a common user interface as part of a NCC's Partner Print Federation (PPF).

The PPF uses a 'hub and spoke' operating model which allows a collaboration of organisations, including schools, academies and charities to share and access print services and resources from across the county. Through effective collaboration, the PPF is delivering new networking opportunities, improving business continuity and achieving significant efficiencies, savings and innovation.

Additionally, NCC now also offers a Partner Hybrid Mail (PHM) solution that allows staff of PPF members to send physical mail directly from their workstations/laptops/tablets, from any working location to the NCC secure print and fulfilment centre, for bulk volume printing, insertion and despatch. This has reduced postage costs, as NCC work directly with Royal Mail to provide an optimum delivery service, as well as supporting the execution of digital, flexible working and mobile strategies for NCC and their partners.

NCC's hybrid mail solution, through the delivery of the PPF and the PHM solution and the delivery of NCC's corporate print and mail strategies, has reduced the council's spend by 63.5% for print-related services and 37% for mail and fulfilment services. This is along with saving tens of thousands of hours each year by eliminating manual processes, like reducing the net time it takes to print, fold, envelope and seal, which has been slashed from almost two minutes to 20 seconds per mail item.

NCC forecasts the new technology within its Partner Print solution will reduce the office fleet by an estimated 15%. Offering flexible, hybrid work is essential to attracting new talent, whilst reducing this office fleet in NCC, which helps to further deliver process and cost efficiencies. As Local Government and NCC specifically have been facing an acute human capital shortage and have been struggling to back fill an aging workforce.

Trusted to Deliver

At SCC, we are proud to be trusted to deliver services to many of the UK's Local Government authorities.

Nottinghamshire County Council

Staffordshire County Council

City of Stoke-on-Trent

Walsall Council

WIRRAL

Sheffield City Council

LFB LONDON FIRE BRIGADE

OXFORD CITY COUNCIL

Devon County Council

Bury COUNCIL

DERBYSHIRE County Council

CLARION HOUSING

Hampshire County Council

Stevenage BOROUGH COUNCIL

Leeds CITY COUNCIL

OXFORDSHIRE COUNTY COUNCIL

ISLINGTON

Derby City Council

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