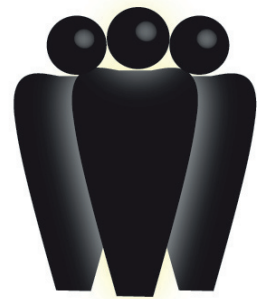


LIFT AWARDS

2009 Excellence in building
healthier communities



THE
LIFT
AWARDS



HSJ AND LGC SOUVENIR SUPPLEMENT MARCH 2009

When you're aiming high - you need a great LIFT

prime



Which is why, at Prime, we're privileged to be working within two of the best: Prima 200 serving North Staffordshire, and BaS LIFT serving Birmingham and Solihull.

Our contribution as a flexible private sector partner includes expert planning and development, fully integrated collaborative design, an innovative approach to funding and award-winning value for money via our flexible supply chain.

We also bring a solid track record of delivery with 70 inspirational new buildings for both LIFT partners and other clients nationwide.

And with a programme that will top 100 schemes within two years, you could say that we're continuing to aim high too.

www.primeplc.com t: 01905 362120



WELCOME TO THE LIFT AWARDS



LIFT's achievement has been extraordinary. In just a few years, it has delivered the National Health Service's first co-ordinated programme of major investment in community-based health and social care facilities.

This achievement has been made possible thanks to the contribution of individuals and organisations working in partnerships with the objective of improving the health and wellbeing of local communities.

The winners highlight the art of the possible to colleagues in the LIFT community

The LIFT Awards have been established to celebrate this achievement; the hard work and dedication of those in both the public and private sectors who have used the LIFT programme as a catalyst to improve the lives of service users and staff through high-quality infrastructure.

The LIFT Awards have been conceived, planned and delivered by a steering committee including representatives of the LIFT community. The awards are a forum for celebrating innovation and best practice across all the partnerships involved in the delivery of the programme and beyond.

Over the past 12 months, the LIFT programme has gone from strength to strength.

With an ever-increasing number of landmark buildings providing opportunities for improved health and social care services, capital investment breaking £1.6bn and the launch of Express LIFT, the programme is perfectly positioned to meet the future needs of improved public services.

The winners of this year's LIFT Awards have demonstrated great understanding and ability to respond to challenging policy drivers such as integration, transforming community services, world-class commissioning and value for money. They show that the partnership ethos at the heart of the LIFT model is strong and sustainable.

The LIFT model is also flexible and adaptable to new challenges. The winners highlight the art of the possible to colleagues in the LIFT community and are all leaders in an increasingly challenging environment.

The 2009 LIFT Awards are proud to support the following charities: DebRA, Make-A-Wish Foundation UK and Stand to Reason. All profits made from the awards evening will be equally divided between the three charities.

George Farley
Chair, LIFT Awards Steering Committee



CONTENTS

4	<i>FOREWORDS</i>
6	<i>LIFT – A CONTINUING SUCCESS STORY</i>
9	<i>PUBLIC PRIVATE PARTNERSHIPS</i>
11	<i>LIFT AREA OF THE YEAR</i>
12	<i>CHP SPECIAL ACHIEVEMENTS</i>
14	<i>DESIGN</i>
15	<i>INNOVATION</i>
16	<i>SUSTAINABILITY</i>
18	<i>BEST SUPPLY CHAIN PARTNER</i>
19	<i>BEST ADVISER</i>
20	<i>ENHANCED VALUE</i>
22	<i>REGENERATION</i>
23	<i>COMMUNITY ENGAGEMENT</i>
25	<i>TRANSFORMING SERVICE DELIVERY</i>
26	<i>USERS' EXPERIENCE</i>

“LIFT brings together local and health authorities...”

HAZEL BLEARS



PETER SEARLE

As a society, our health needs are increasingly wide-ranging and complex. We can no longer rely on ‘one size fits all’ services delivered by single agencies with top-down directives.

Our health and wellbeing — as individuals, as families and as communities — demand personalised, flexible, local services that work across a range of issues. From education to social care, and from mental health provision to housing and benefits support, our needs are inter-related.

That is why Local Improvement Finance Trusts (LIFTs) can play such a crucial role in local health service provision.

At their best, they can bring together local and health authorities into joint procurement of facilities; breaking down silos and integrating services.

They can enable genuinely co-located, joined-up services that can change the lives of users, with one-stop shops to supply their medical, social care, fitness and leisure needs.

And we need models that deliver more

tailored and personal responses, but that can also engage people better in driving and shaping their care themselves.

We must allow the citizen, the customer and the patient more control over the services they receive and the way in which they receive them.

There are many examples of good practice highlighted in these awards. The next step is to ensure that the best is to be made of such partnerships right across the country.

We need, for example, more schemes designed in alliance with Building Schools for the Future.

We are at the beginning of a new era of collaboration between agencies and the needs of individuals, and LIFT has an important role to play

It is important too for LIFT companies to work closely with the new national regeneration body, the Homes and Communities Agency, which draws together the budgets of the Housing Corporation and English Partnerships.

We are at the beginning of a new era of collaboration between agencies and the needs of individuals, and LIFT has an important role to play in this.

Hazel Blears MP is secretary of state for communities and local government

Judges

LIFT area of the year

Chair George Farley

deputy CEO and director of operations, Community Health Partnerships

Andrew Stubbings

head of capital and revenue investment branches, Department of Health

Chris Whitehouse

chair, The LIFT Council

Alison Bowerbank

team leader, infrastructure strategy, Thames Gateway and Olympics Directorate, Department for Communities and Local Government

Brian Johnston

senior executive, housing and social care, 4ps

Graham Spence

knowledge transfer programme manager, Community Health Partnerships

Infrastructures and services

Chair Michael Simpkins

director, Incite On

Susan Francis

special adviser for health, Commission for Architecture and the Built Environment

Chris Potter

managing director, P+HS Architects
Sean D Lockie, director-head of sustainability, Faithful+Gould

LIFT partners

Chair Paul Nurser

business services executive, Primary Plus

Duncan Shaw

director, Morris Conferencing

Philip Richardson

health director, private finance initiatives, Barclays Commercial Bank

Paul Adam

academies project director, Partnerships For Schools

...promising key benefits to public services”

BEN BRADSHAW



PETER SEARLE

Over the past year, the policy direction for primary and social care has faced intense scrutiny. Lord Darzi's Next Stage Review has set out a series of goals.

They include developing better community health provision and infrastructure; shifting power to individual patients and communities; better partnership working between health services and local government; improving quality of delivery and creating the means to enable world-class commissioning.

It is plain that the LIFT programme is

well-placed to deliver this agenda. LIFT has led to more than 230 schemes, of which almost 200 are already operational — an investment totalling more than £1.6bn. These schemes are transforming the pattern and quality of services, leading to greater integration and co-location of provision.

LIFT offers new and innovative ways for local and health authorities to work together. You will find in the same place local authority housing departments, gyms, pharmacists, swimming pools, GPs, benefit advisors, respite care beds, speech centres,

nurseries, job clubs and mental health nurses.

This is an extraordinary achievement. Our goal now must be to build on these successes and ensure that they are available across the country.

This record of solid delivery around community needs — plus a desire to extend such opportunities — explains why we have developed Express LIFT. It allows PCTs to make quicker and easier use of LIFT to improve their primary and social care infrastructure. Express LIFT opens the programme not just to half the English PCTs, but to all of them.

Schemes are transforming the pattern and quality of services, leading to greater integration

Organisations that support LIFT must now step up to the plate and offer all the support that public services — PCTs and local authorities — require to fulfil the programme's potential. So I welcome, for example, the new support measures being put together by Community Health Partnerships.

The broader use of LIFT across primary health and social care promises considerable benefits across a wide range of public services that will be good for users and for the taxpayer.

Ben Bradshaw MP is minister of state for health services at the Department of Health, and minister for the south-west

Impact on the community

Chair Roger Wakefield

partner, Nabarro

Roy Macgregor

GP and non-executive director, Community Health Partnerships

John Hills

social enterprise adviser, social enterprise investment fund, Community Health Partnerships

Shirley Shinkfield

knowledge manager, Community Health Partnerships

Quality service delivery

Chair Warren Taylor

business development director, Community Solutions for Primary Care

Katherine Murphy

director, The Patients Association

Dr Sam Everington

GP and non-executive director, Community Health Partnerships

Pat Higgs

associate director, Doncaster MBC

Nominated charities

The 2009 LIFT Awards support the following charities: DebRA, Make-A-Wish Foundation UK and Stand to Reason. All profits made from the awards evening will be equally divided between them.

EDITORIAL

John Camm supplement editor

Paul Gosling contributor

Bettina Ashman designer

Sarah Cutforth sub-editor



LIFT ANSWERS CALL FOR BETTER COLLABORATION

Public bodies are finding the ideal way to work together to provide seamless services is through LIFT, says Paul Gosling

LIFT is proving one of the great success stories of investment in public infrastructure.

Not only is it delivering substantial improvements in the quality of facilities and services in primary care, but it is also facilitating better joint working between the health and local government sectors.

There are now 47 LIFTs, covering half of England's population. These public-private partnerships have provided investment of £1.6bn into primary health care and local government facilities since the initiative was established in 2001. Express LIFT promises to extend the investment and success across the rest of England.

LIFT is now providing much higher-quality premises than before, replacing, in particular, GP surgeries that were out of date, unsuitable and often inhospitable to people with disabilities.

State-of-the art buildings not only accommodate these demands, but will also be the basis for the future structure of primary care and local authority service delivery, with swimming pools and libraries in the same building as traditional NHS services.

This imaginative co-location of services can significantly improve users' experiences as well as cutting costs for providers.

One of the most exciting examples of this is the new Mill Rise village in Newcastle-under-Lyme in Staffordshire. Dr Ann Pursey is the chief executive of the LIFTCo, Prima 200, that leads the Mill Rise development, where the venture comprises a

partnership of the primary care trust, two local authorities, two housing bodies and the Homes and Communities Agency.

"It brings together extra care facilities for older people and primary care facilities," says Pursey. "If you look at health and local authority services from the public's point of view, they don't understand why it is so difficult to work together, or who provides what.

"The purpose [of Mill Rise]



"I am a huge supporter of the LIFT programme. It fits in beautifully with our policy direction"

Professor David Colin-Thomé

is to provide services to end users — patients and their families."

Mill Rise integrates regeneration, extra-care housing and previously disparate health services. It has 60 one- and two-bedroom flats, which are supported by a laundry, café, restaurant, bar, function room and hairdresser.

Three GP practices are located in the centre, as are physiotherapy and podiatry facilities. Next door — on

another part of the disused former factory site — will be a new mixed tenure housing estate.

The guiding message, says Dr Pursey, is that public bodies can work together to provide seamless services. "We need to get into a culture of how to achieve things, rather than saying it is all so difficult or impossible," she explains. "The Mill Rise project was about people believing that this could happen and making compromises to make it happen."

Dr Sam Everington was a founding director of the LIFT programme and his Bromley-by-Bow surgery is the best practice model that inspired LIFT. "The first principle [at Bromley-by-Bow] is holistic health care," he says. "It's about addressing people's education, employment, creativity and their environment, all at the same time.

"We run a whole series of courses, many designed to get people into employment. That follows into education, which is also about health and wellbeing. There is a great emphasis on public health — from breastfeeding to learning English as a second language."

Both the LIFT programme and health minister Lord Darzi's *Next Stage Review* envisage many more of the Mill Rise and Bromley-by-Bow type of centre that integrate health and community services. LIFT is the mechanism that delivers these closer partnerships, procuring the premises using private finance.

"I am a huge supporter of the LIFT programme," says Professor David Colin-Thomé,



Barnsley Community Solutions offers a range of services

How LIFT is structured

There are 47 local improvement finance trusts (LIFT) in England. Each brings a local public private partnership of key organisations in primary and community health and social care. These include the primary care trusts and local authorities.



the national director for primary care. “It fits in beautifully with our policy direction.”

This not only promotes the co-location of related and complementary services, but also focuses on improving the quality of life as a means of promoting good health. The integration, for example, of GP premises with leisure services and libraries supports this approach.

For this strategy to be successful, Professor Colin-Thomé explains, councils must be partners in LIFT. “Local government has far more to do with health care than we in the healthcare system could ever achieve,” he says. “It is important to work together so there is a synergy between local government and us that will make that significant difference.”

The Local Government Association has a similar view in supporting LIFT. David Rogers (Lib Dem), chair of the LGA’s community wellbeing board, says: “Helping people be active and stay healthy is something councils and the NHS are already working closely on. The key to looking after our increasingly ageing population is to offer as much early advice and support as possible so people avoid ill-health and can stay out of care homes or hospitals.

“Councils have excellent knowledge of their areas and can help decide how and where health services and leisure facilities can best be provided so they’re of benefit to the maximum number of residents.”

Joe Montgomery, director general for regions and communities at the Department

for Communities and Local Government, is urging closer involvement by local authorities in the planning and delivery of LIFT schemes. In particular, he wants strong relationships between LIFT and the Building Schools for the Future programme, but also with the rest of local authorities’ capital programmes, including regeneration.

“Regeneration is not just about knocking down houses and building new ones; it is actually about making sure that all of these natural neighbourhoods have all the ingredients that make up a high-quality, sustainable place,” he says.

There are now moves afoot to spread the success of the scheme more widely to PCTs and local authorities that do not have partnering arrangements with local LIFT companies. The new Express LIFT programme is enabling the whole population to benefit. A national framework provides PCTs with a list of approved private sector ▶



“Regeneration is not just about knocking down houses and building new ones”

Joe Montgomery

Express LIFT

Express LIFT allows a LIFT company to be established more quickly than previously so LIFT's advantages can be extended to areas of England not currently covered. The Department of Health has identified a shortlist of private sector organisations from which the public sector can select a partner for a local LIFT company and begin procurement processes more rapidly.

◀ partners, through whom new primary care facilities can be procured. PCTs — often working with local authorities — can obtain strategic advice, design skills, management of a supply chain and access to funds. The programme will speed up procurement and cut costs.

Health minister Ben Bradshaw believes that establishing the new programme will drive progress further. “Express LIFT will make it quicker and easier for PCTs to use LIFT to develop their primary and social care infrastructure,” he says. “Suddenly, the programme will become open, not just to half the PCTs as now, but to all of them.”

The Treasury has also stressed its commitment to the scheme. Last November's Pre-Budget Report promised that new models of public-private partnerships would be developed to support LIFT, enabling its application to be extended across the management of the entire estate of PCTs.

Mr Bradshaw argues that LIFT benefits from having a strong and skilled national broker making its case — Community Health Partnerships (CHP). “I know that CHP is ready to step up to the plate and offer all the support that PCTs and local authorities might need to fulfil the potential of a programme that is doing so much to build healthier communities,” he says.

Community Health Partnerships — called Partnerships for Health until coming under the wing of the



The St Peter's Centre in Burnley

Department of Health in 2007 — has significant expertise, enabling it to provide greater support for PCTs working with LIFT.

Dr Sue O'Connell, CHP's chief executive, is positive about the future. “The outlook points towards the programme going from strength to strength,” she says.

“This is because of the innovative partnerships, the sound, flexible processes, the

track record of delivery, and now, the certainty around the policy direction. Most of all, there is a

real imperative on local organisations to deliver on the ground. All this should give huge confidence to those committing funding, both in the public and private sectors.”

And there is optimism that the credit crunch will not seriously undermine the LIFT programme, because individual

“The outlook points towards the programme going from strength to strength. This is because of the innovative partnerships”

Dr Sue O'Connell

schemes are relatively small — typically between £5m and £25m — and remain attractive to lenders.

Chris Whitehouse is chair of The LIFT Council. He explains: “Finance is still available. It is a more challenging market and we are having to work harder, but we are still successful.

“This is because LIFT is a mature investment vehicle with a record of success and it is operating in the direction of travel of both government and opposition policy. It is secure and it is an investment vehicle of choice at a local level. Financial investors are saying it is very secure and delivering a reasonable rate of return in what are otherwise challenging markets.”

Mr Whitehouse adds: “Our members are extremely bullish. LIFT has three major ways in which to expand. First, to secure more specific projects in the primary care NHS sector. That is starting to happen. Second, LIFT needs to roll out geographically to cover those areas not currently covered. That is happening through the Express LIFT process. Third, LIFT has become a mature investment vehicle that has a track record of delivering high-quality projects on time and on budget.

“Local authorities challenged to deliver more co-location of services and joined-up provision will find it a welcome, convenient and reliable way to deliver a programme of priorities, particularly in social care.”

It seems that nothing, not even a global crisis, will stop LIFT now.



CELEBRATING ACHIEVEMENTS IN PARTNERSHIP

At Community Health Partnerships (CHP), our role has always been clear. We support partnerships across the public sector and with the private sector that maximise health and wellbeing. The excellence in these partnerships is exemplified by the LIFT Awards.

We have a unique opportunity. As a shareholder in all 47 LIFT companies, we can listen to, learn from and respond to what is happening right across the programme.

This trusted position led us to develop our Knowledge Transfer Programme, which aims to bolster the value for money that LIFT offers by ensuring that best practice is shared among the entire LIFT community.

Our challenge is to ensure PCTs and local authorities feel confident in their relationships with their private sector partners

However, the challenge of our role has grown latterly with the development of Express LIFT. As Ben Bradshaw says in his foreword, this adaptation of the original scheme has, at a stroke, made LIFT open to all primary care trusts in England, offering them a short cut to the same quality enjoyed by existing LIFT areas.

Our challenge is to ensure that PCTs and local authorities that are new to LIFT feel really confident in their



relationships with their private sector partners, so that those relationships can be as strong and as fruitful as possible for all concerned.

We have also been listening carefully to requests for more support to strengthen LIFTCo partnerships generally.

There is a desire for more advice on, for example, cost comparisons for building, legal issues and additional funding streams as well as for training in setting out premises specifications plus managing new and complex buildings.

These are just some of the issues around which CHP is looking to offer additional support to LIFT partnerships. LIFT is an innovative programme and it is important that all parties involved feel confident about the opportunities that the programme can offer.

We aim to ensure that they enjoy both high quality information and easy access to our friendly expertise on all key challenges.

Dr Sue O'Connell
chief executive, Community Health Partnerships

Those who have followed this season's awards ceremonies will know that there has been a solid British dominance with recognition of creativity, innovation and strong performance.

While we may not share the glitz and glamour of the Golden Globes or the Oscars, the LIFT Awards is a testament to the ingenuity and style of a model that is increasingly being looked at the world over as the way forward for public service delivery.

The last 12 months have signalled a change of gear for LIFT with announcements on Express LIFT, co-location funding and wholesale asset transfer.

The LIFT Awards winners are proof that the government's backing of LIFT is being repaid many times over, with more facilities and more contented patients and communities

The LIFT Awards winners are proof that the government's backing of LIFT is being repaid many times over, with more investment, more facilities and more contented patients and communities.

We at The LIFT Council — formerly LIFT LOBI — are determined to continue to lead the way in ensuring that LIFT continues to evolve and that in 2010, just like 2008 and 2009,



we are able to join together and celebrate what the dedicated professionals involved in LIFT have delivered.

To do that, however, will require us all to work even more imaginatively, even more creatively, and even more harmoniously, to continue to prove that LIFT is a highly effective investment vehicle for health and local government for the long term and when things get tough. This is our challenge for 2009 and beyond.

So, as we celebrate the huge achievements made in the last 12 months, let us also look ahead to the next 12 months, which, with the state of economic uncertainty, will be the most challenging the LIFT community has faced yet.

Our members remain committed to LIFT and are determined to show that it can and will work in difficult economic times as well as good. We look forward to working together with our public sector partners to ensure this happens.

Chris Whitehouse
chair, The LIFT Council



LIFT AWARDS 2009

CONGRATULATIONS TO OUR WINNERS
THANK YOU TO OUR SPONSORS
WE LOOK FORWARD TO SEEING YOU ALL IN 2010.

WWW.LIFTAWARDS.CO.UK

SPONSORED BY:





LIFT AREA OF THE YEAR

Renova Developments in Halton, St Helens, Knowsley and Warrington



Excellent record: Renova Developments showed the benefits and achievements that LIFT can bring

Renova Developments aims to improve communities and health in partnership with the local authorities and primary care trusts (PCTs) of Halton and St Helens, Knowsley and Warrington. Since the company's birth in 2004, Renova has delivered 11 primary and social care schemes and has a further seven either on site, in development or planned in the next three years.

The projects are designed to stimulate further local investment and catalyse regeneration. They are admired for their delivery record in multi-stakeholder environments. Renova's projects include:

■ Regeneration and community engagement

The £8m Halewood Health and Social Care Centre is now at the heart of a major £15m scheme to regenerate Halewood town centre. As project manager, Renova worked with teams within Knowsley PCT and Knowsley MBC, along with associated steering and

subgroups including residents, who were fully consulted.

■ Innovation and enhanced value

Renova's ground-breaking Product and Partnership Development programme (PPD) is proving invaluable in improving service delivery by focusing on user requirements, design optimisation, supply chain and project structure and processes within LIFT. It is now a standard part of the delivery process at Renova.

There was strong evidence of community engagement and transformation of service delivery

■ Sustainability and design

Blue Bell Lane Primary Care Centre, commissioned by Knowsley PCT, has been developed in the context of the now mandatory 'excellent' requirement for BREEAM.

A combination of passive design, highly efficient services and renewable energy means energy use is being lowered towards zero carbon.

The Blue Bell Lane project is already receiving recognition from the Building Research Establishment (BRE), sustainable buildings organisation SHINE and the Commission for Architecture and the Built Environment (CABE) as an example of best practice in sustainable design.

In the judges' opinion, Renova Developments proved how the LIFT programme can transform health and community infrastructure.

They were impressed by Renova's partnership approach and its practical understanding of the challenges faced by the public sector in delivering health and community services.

In addition, the judges thought there was strong evidence of community engagement, transformation of service delivery and satisfaction of service users.

AWARD CRITERIA

Parties in the LIFT community who have best demonstrated the benefit of joint working in public private partnership to achieve the best balance of all of the categories. Evidence is sought of measurable examples that illustrate large gains in performance from a project.

SHORTLISTED

- Bolton Rochdale and Heywood & Middleton LIFTCo, Lancashire
- East Lancashire Building Partnerships Limited

SPONSORED BY



Incite On provides marketing, market research, market analysis and strategic planning support to all organisations working within public private development models (such as LIFT).

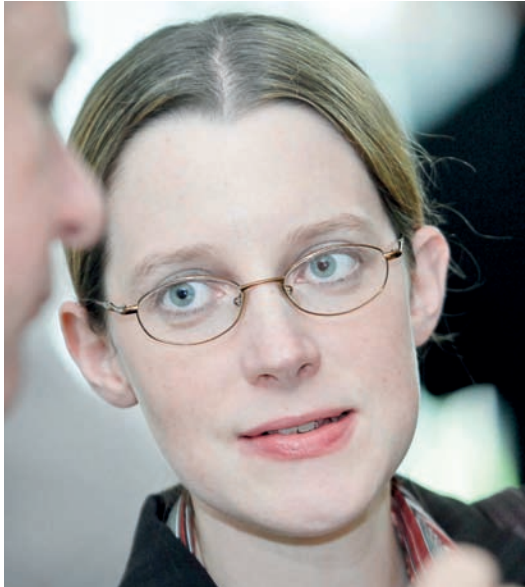


Supporting LIFT partnerships with property, retail and strategic solutions.



CHP SPECIAL ACHIEVEMENTS

Clare Postlethwaite, partnership director, Manchester, Salford and Trafford LIFT



Excellent conductor: Clare Postlethwaite's skill strikes fine chords throughout the LIFT community

Clare Postlethwaite is the public sector partnership director for the Manchester, Salford and Trafford (MaST) LIFT partnership leading the public sector in the delivery of new projects. Outside work, she is a respected musician and a member of the Wilmslow Symphony Orchestra.

After graduating from Salford University in 1996, Clare has worked in the health service for 13 years. She has a degree in Economics and Computer Science, and is also a qualified accountant. Clare has undertaken a variety of finance roles in the acute, primary care and ambulance service sectors.

As the dedicated LIFT project manager for Salford PCT, Clare headed up the delivery of several schemes, including the Gateway Joint Service Centres at Walkden, Eccles and Pendleton. They have led to a closer working

relationship between the PCT and local authority organisations, a renewed engagement with the public and a new way of delivering multi-agency services, close and accessible to local people.

For this category, a Community Health Partnerships team, including CHP LIFTCo directors and the CHP Board, nominated individuals or organisations.

Clare brings a wealth of knowledge and a balanced viewpoint from which CHP has benefited

They rewarded Clare because of her achievements in helping public sector clients to become better informed, an ingredient vital to the success of LIFT. Clare has both a local focus in Manchester, Salford and

Trafford and the willingness to work with CHP to improve the LIFT programme countrywide.

On a national basis, Clare has worked with CHP's Knowledge Transfer Programme on a number of projects (publications and workshops) and is always willing to contribute to the wider LIFT programme. She brings a wealth of knowledge and a balanced viewpoint from which CHP has benefited. Clare is very involved in sharing best practices and disseminating knowledge and lessons learned. For example, she organised a well-received regional event in the north-west for PCT finance directors which explained LIFT's financial side. She has also worked with CHP on a LIFT Value For Money pilot.

Locally, Clare has led a revitalised public sector team that has become a true partner with its LIFTCo and has helped develop a pragmatic approach to the way MaST operates. She oversees the

AWARD CRITERIA

For the individual or organisation contributing most on either a local or a national basis to the successful delivery of healthy communities through partnership working.

SPONSORED BY



Community Health Partnerships (CHP) is an independent company, wholly owned by the Department of Health. It was established to deliver a new model of investment into primary care, LIFT, a national programme of public/private joint ventures designed to deliver clean, modern, purpose-built public sector infrastructures.

co-location of the LIFTCo and the public sector team. Clare's involvement with the Health and Care Infrastructure Research and Innovation Centre (HaCIRIC) and Salford University's Benefits Realisation programme has always been from the end-users' perspective. Her willingness to question whether true benefit is being delivered is refreshing.

Clare is well-respected by the PCTs and the local authorities within MaST partnerships and we are delighted to give this public recognition of her abilities and achievements.

blue sky inspired

The blue sky group provides a full design service.

The group provides design services in three units: blue sky architects, blue sky environmental and blue sky healthcare. Often our clients prefer to engage all three to provide a truly joined up approach.

We are always professional, we are passionate about what we do, we are proud of what we achieve; we want you to be **inspired...**

blue sky value

We offer a comprehensive range of services. We provide an integrated approach to these services, linking them as and when appropriate.

These integrated services include:

- Sustainable architectural and building design
- High quality technical design services
- Environmental assessment and management consultancy
- Carbon reduction management consultancy
- Strategic and operational healthcare planning

We want our services to provide value; we want you to value our relationship.

blue sky sectors

We work in:

- Healthcare: Primary, Community and Acute
- Education: Primary and Secondary – Public and Voluntary
- Residential: Social Housing, Private Housing, Supported Housing
- Public Private Partnerships: PFI, LIFT, Building Schools for the Future

For further information about how blue sky can help support you, please contact the team on **info@blueskyinspired.co.uk**

We would be happy to discuss how blue sky can provide innovative design and consultancy solutions that meet the bespoke requirements of your individual organisation.

Alternatively for more details about blue sky please visit our website **www.blueskyinspired.co.uk**

blue sky

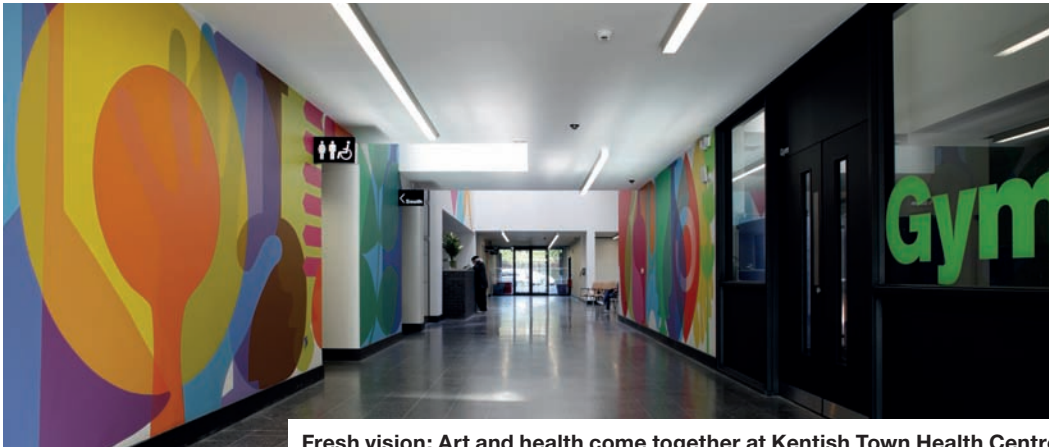
building knowledge for a sustainable future

blue sky is a member of the Equity Solutions group of companies.



DESIGN

Kentish Town Health Centre, north London (Allford Hall Monaghan Morris)



Fresh vision: Art and health come together at Kentish Town Health Centre

Kentish Town Health Centre (KTHC) is a new building in central London, housing a large GP practice and a number of health facilities, including children's services, breast screening, diagnostic screening, a library and teaching rooms. Camden PCT procured this building through the LIFT process from Camden & Islington Community Solutions (CICS).

KTHC sets a new standard for the NHS. The partnership of a local design champion, Allford Hall Monaghan Morris (AHMM) architects and CICS has delivered a centre where design delivers the integration of services as never before.

The project champion, Dr Roy Macgregor, initiated a Royal Institute of British Architects competition for a building, won by AHMM. Dr Macgregor's vision was to create a wonderful building where not only medicine but health and art came together for the community. Ideas of transparency and connectivity were embraced by the architects and the whole team worked



collaboratively to create a building that expresses the new, holistic approach to health care. Indeed, people using the building have commented that as they wait they can see all the different services in action — making it feel friendly and lively and unlike most other large-scale buildings.

The team worked collaboratively to create a building that expresses the new, holistic approach to health care

Internally, the building has been designed around the concept of a street — a generous public/private space that welcomes users and leads them to the reception at the

heart of the building from where all services are accessed. Arts Council funding has been secured to deliver a programme of art throughout the building.

The building's materials and fit-out elements have been selected to be both robust and highly flexible, and a number of sustainable features have been incorporated, including the use of recycled materials and low energy options where possible.

The development demonstrates how a simple and elegant design philosophy can deliver a building that inspires wellbeing, while not losing sight of its day-to-day practical use. The building materials enhance its timeless appeal. Attention to detail is impressive, not only on the outside, but also on the inside. The building responds well to both site conditions, in form and in material.

AWARD CRITERIA

The design should efficiently provide a positive work place for staff, respond to the local environment and inspire health and well-being within the local community. The winner will demonstrate the best balance between functionality, iconic design and affordability.

SHORTLISTED

- Waldron Health Centre, (Lambeth Southwark and Lewisham LIFTCo)
- Wortley Beck Health Centre, (Community Ventures, Leeds)

SPONSORED BY

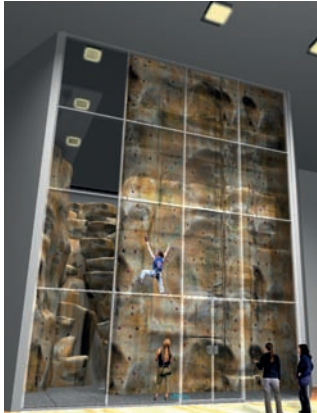


Through partnership with public sector clients, the Prime Group is the long term investor in over 70 public sector facilities UK wide and private sector partner in two thriving LIFT Companies — Birmingham and Solihull LIFT and Prima 200 North Staffordshire LIFT. The group offers support in service planning, development, community engagement, design, funding, construction management and lifetime management of facilities.



INNOVATION

Portway Lifestyle Centre (Sandwell LIFTCo)



Active thinking: Portway Lifestyle Centre offers leisure provision for people with disabilities

Portway Lifestyle Centre in the Midlands will be one of the first venues of its type in the country, a centre of excellence for people with disabilities but also open to the wider community.

This pioneering £15m health, wellbeing and leisure centre is set to put West Bromwich on the national map with its vision of mainstream leisure provision for people with disabilities.

For example, a unique climbing wall within the new facility will allow wheelchair users to access the full height of the wall, enabling people to climb the wall from the top as well as the bottom.

The leisure facility includes a unique unisex changing village to enable carers of the opposite sex to provide support. The changing facilities will also allow independence through the provision of larger cubicles, circulation areas and toilets that allow space for wheelchairs.

A hoist facility will transport individuals from the changing cubicle directly to the pool. Infra-red taps and automatic flushing mean there is no need

for additional technology to meet the needs of people with disabilities. A gym will have specific equipment to enable people with disabilities to exercise independently.

The centre offers training and employment opportunities for people with disabilities, including working in the café or with the horticulture team.

The judges were impressed by the company's firm rooting in community needs

The project is distinguished by partnership working, involving Adult and Community Services, Sandwell Primary Care Trust and Sandwell Leisure Trust.

They all work together to develop holistic services and activities from this facility for all of the community, focusing on access for people with disabilities.

Richard Nugent, chairman of Sandwell PCT, said: "This is an innovative way to combine health and wellbeing services

so they are easily accessible to local people. It is a unique development that can only bring benefits to the local community and offers a holistic approach to health and wellbeing."

Stephen Massey from Sandwell MBC added: "Sandwell LIFTCo is building a community hub to make Sandwell proud, using innovative design to engage with people from all walks of life and improve the health of Sandwell as a borough."

The judges said that Sandwell LIFTCo was a good example of how challenges in delivering developments can be overcome through continuous innovation. They were impressed by the company's firm rooting in community needs and how it had fully embraced the spirit of the LIFT model.

They added that Sandwell LIFTCo had engaged in a process of continual communication with all stakeholders and led from the front with a stream of innovative thinking — showing LIFT's efficiency.

AWARD CRITERIA

Demonstration of a systematic approach to innovation within an organisation or scheme, showing how the innovation was successfully implemented and the benefit it brought, with associated impact on outcomes. Evidence is required of quality, responsiveness and inventiveness.

SHORTLISTED

- Renova Developments Limited
- Mount Vernon Treatment Centre, north-west London (Brent, Harrow and Hillingdon LIFTCo)

SPONSORED BY



Pricewaterhouse Coopers' healthcare practice provides assurance, tax, and advisory services to providers of both healthcare services and facilities, commissioners, suppliers, employers, and health sciences organisations. In supporting the NHS we have established strong relationships with the Department of Health, SHAs, Foundation Trusts, NHS trusts and PCTs. We have extensive experience of NHS LIFT gained from working with both public and private sector clients at all stages of the procurement process.



SUSTAINABILITY

Blue Bell Lane Primary Care Centre, Merseyside (Renova Developments)



Holistic approach: Blue Bell Lane Primary Care Centre ensures low energy consumption

Blue Bell Lane Primary Care Centre has been designed to achieve an 'excellent' Building Research Establishment Environmental Assessment Method (BREEAM) rating. The project also explores how very low energy consumption and carbon dioxide emissions can be achieved through an integrated design. The building is expected to have an exemplary low CO₂ output and is designed to respond to the likelihood of a decarbonised energy supply.

Design features include high standards of insulation, air tightness and controlled ventilation, with high-efficiency heat recovery. Windows maximise daylight and reduce the use of artificial light. A combination of green roof and ballast helps prevent overheating in the summer and the building can be flushed with fresh air overnight to help cooling.

- The key deliverables are:
- A predicted energy requirement of only 7GJ/100m³/annum
 - BREEAM 'excellent' rating
 - Comfortable internal environments
 - All-electric building enabling a low to zero carbon future
 - 10% on-site zero carbon contribution to energy requirement.

The scheme explores how very low energy consumption and CO₂ emissions can be achieved through an integrated design

The scheme provides a range of services, including four GP practices, PCT services and a pharmacy to serve the community in North Huyton. It is a high-profile site on one of the major approach roads into

Liverpool and will have a high visual impact.

This well-planned and inclusive project reinforces Renova's commitment to continuous improvement in the delivery of value to stakeholders and shows its ability to anticipate the needs of future users.

Ian Davies, the director of strategy and programme co-ordination for Knowsley Primary Care Trust, said: "If all projects had the same objectives and dedication by the procurement team, it would make a significant difference to the carbon emissions of all new NHS buildings.

"This is a building driven by stretching sustainable ambitions, which set itself targets of efficiency well beyond those required. The judges were particularly impressed by the holistic approach towards sustainability achieved through a strong, driven partnership with its respective PCT."

AWARD CRITERIA

Outstanding sustainable elements such as sustainable workforce, building materials, minimal waste, renewable energy, and apprenticeships. Evidence is required of efficient use of energy, resources and/or materials to provide a sustainable environment.

SHORTLISTED

- Barking Town Centre (Barking & Havering LIFTCo)
- Fareham Community Hospital, Hampshire (Solent Community Solutions)

SPONSORED BY



N A B A R R O
CLARITY MATTERS

Nabarro is a major UK law firm renowned for the positive and practical way we work. Our no-nonsense approach and wide-ranging expertise help clients achieve their objectives across many sectors, both public and private. Nabarro's aim is to provide the clearest possible advice, regardless of the complexities we are asked to address. We consider this to be the most important benefit we can confer on our clients.



SUSTAINABILITY

Blue Bell Lane Primary Care Centre, Merseyside (Renova Developments)



Holistic approach: Blue Bell Lane Primary Care Centre ensures low energy consumption

Blue Bell Lane Primary Care Centre has been designed to achieve an 'excellent' Building Research Establishment Environmental Assessment Method (BREEAM) rating. The project also explores how very low energy consumption and carbon dioxide emissions can be achieved through an integrated design. The building is expected to have an exemplary low CO₂ output and is designed to respond to the likelihood of a decarbonised energy supply.

Design features include high standards of insulation, air tightness and controlled ventilation, with high-efficiency heat recovery. Windows maximise daylight and reduce the use of artificial light. A combination of green roof and ballast helps prevent overheating in the summer and the building can be flushed with fresh air overnight to help cooling.

- The key deliverables are:
- A predicted energy requirement of only 7GJ/100m³/annum
 - BREEAM 'excellent' rating
 - Comfortable internal environments
 - All-electric building enabling a low to zero carbon future
 - 10% on-site zero carbon contribution to energy requirement.

The scheme explores how very low energy consumption and CO₂ emissions can be achieved through an integrated design

The scheme provides a range of services, including four GP practices, PCT services and a pharmacy to serve the community in North Huyton. It is a high-profile site on one of the major approach roads into

Liverpool and will have a high visual impact.

This well-planned and inclusive project reinforces Renova's commitment to continuous improvement in the delivery of value to stakeholders and shows its ability to anticipate the needs of future users.

Ian Davies, the director of strategy and programme co-ordination for Knowsley Primary Care Trust, said: "If all projects had the same objectives and dedication by the procurement team, it would make a significant difference to the carbon emissions of all new NHS buildings.

"This is a building driven by stretching sustainable ambitions, which set itself targets of efficiency well beyond those required. The judges were particularly impressed by the holistic approach towards sustainability achieved through a strong, driven partnership with its respective PCT."

AWARD CRITERIA

Outstanding sustainable elements such as sustainable workforce, building materials, minimal waste, renewable energy, and apprenticeships. Evidence is required of efficient use of energy, resources and/or materials to provide a sustainable environment.

SHORTLISTED

- Barking Town Centre (Barking & Havering LIFTCo)
- Fareham Community Hospital, Hampshire (Solent Community Solutions)

SPONSORED BY



N A B A R R O
CLARITY MATTERS

Nabarro is a major UK law firm renowned for the positive and practical way we work. Our no-nonsense approach and wide-ranging expertise help clients achieve their objectives across many sectors, both public and private. Nabarro's aim is to provide the clearest possible advice, regardless of the complexities we are asked to address. We consider this to be the most important benefit we can confer on our clients.

Complete bathrooms for complete care



For more than 40 years, Clos-o-Mat have worked to provide innovative healthcare products for the less able and their carers.

Today the objective is still clear; to create a better life for people with disabilities and a better working environment for those who help them.

The complete bathroom collection provides the latest and most flexible product solutions available today.

Creating a well functioning bathroom is a complex task; therefore the Clos-o-Mat range ensures that the products can be adjusted to any user and any user situation.

The maximum result is improved independence, self esteem and hygiene beyond expectation.

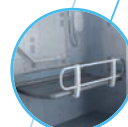
www.clos-o-mat.com

clos[●]mat™

For further information call 0800 374 076



Height adjustable
wash hand basins



Height adjustable
changing tables



Height adjustable
shower seats



Clos-o-Mat Shower Toilet



Aerolet® Toilet Lift



Après Body Dryer



BEST SUPPLY CHAIN PARTNER

Morgan Ashurst PLC

LIFT PARTNERS



Great partner: Morgan Ashurst brought a sustainable approach and commitment to the community

Morgan Ashurst is construction partner with BTG Community Solutions on an ongoing programme of primary care facilities in Bury, Tameside and Glossop in the Manchester area.

With overall responsibility for the design and construction of these amenities, Morgan Ashurst has provided two state-of-the-art primary care centres in Radcliffe and Ashton-under-Lyne, which set out to improve health and wellbeing in the local community by enabling residents to access healthcare at convenient times.

Morgan Ashurst has made a significant contribution to the success of both schemes by facilitating BTG Community Solutions' goals of community involvement and long-term sustainable local economic benefit.

For example, across the two

sites, 69% of the workforce are from the Greater Manchester area, far exceeding council targets, with £8.25m fed back into the local economy through sustainable employment and material purchases during the construction.

Judges were impressed with Morgan Ashurst's commitment to the community and cost-effective approach

The schemes have been completed on time and to budget and the site teams have worked collaboratively with their client, BTG Community Solutions and other stakeholders, keeping them regularly informed during both the design and construction phases, enabling important

decisions to be made at the right stage.

Sustainability has been addressed in respect of both green technologies and recycling of waste materials. The new facilities have, for example, been fitted with solar panels providing 30% of hot water demand. Waste from the site, including plaster board, was recycled.

Involvement with the community was promoted in a number of ways. One was the provision of webcams, which were updated with live images every three seconds, enabling local people to keep up with progress via a link on the BTG Community Solutions website.

The judges were particularly impressed with Morgan Ashurst's strong commitment to the community, which they felt brought forward a strong cost-effective and sustainable approach.



AWARD CRITERIA

Supply chain organisations — including subcontractors, design consultants, project managers and facilities management specialists — that deliver solutions as part of the LIFTCo design, build and maintain team. Evidence is required of innovative ideas, sustainable solutions, cost-effectiveness and any enhanced service outcomes.

SHORTLISTED

- Carillion
- Galliford Try



BEST ADVISER

Devonshires Solicitors



Good understanding: Devonshires has a non-adversarial ethos

Devonshires currently acts for three LIFT companies and another company providing services to a PCT using standard LIFT documentation.

The firm also acts for supply chain partners to a further eight LIFT companies. They have been acting on LIFT schemes since 2003 and have acted for Community 1st Oldham (CIOL) since the close of the Oldham LIFT Project in 2004. Devonshires has a team of five partners and seven

assistants working across the schemes.

The Chadderton Health and Wellbeing Centre is the first development being undertaken in partnership by the Oldham LIFT Company, CIOL and Oldham MBC. Devonshires were the legal advisers acting for CIOL on the scheme.

It initially appeared that several factors could delay the contractual completion of the scheme.

Despite these potential problems, the contract was agreed in less than six weeks

from Devonshires receiving the instruction from CIOL to draft an issue of the Lease Plus Agreement and related documentation.

The speed of the close was due in large part to the commercial, pragmatic and partnering approach adopted by the Devonshires team. At the heart of this was a willingness by Devonshires to assist the council's legal team in gaining an understanding of the LIFT documentation.

The judges were impressed with the team's achievements under very challenging and tight timescales

Devonshires' approach on the Chadderton scheme can be summarised as follows:

- engagement with the other advisers and stakeholders;
- a belief that legal advisers should be deal facilitators and an understanding that the legal documentation should not drive the agreement between the parties but should reflect it;
- understanding that standard form documentation may not be perfect in all circumstances for all parties but that it serves a valuable role in reducing procurement costs and timeframes.

The judges said Devonshires demonstrated a high degree of non-adversarial partnership ethos. They were also impressed with the team's achievements under very challenging and tight timescales.

AWARD CRITERIA

Organisations, including lawyers, financial advisers and project managers, that have acted for public sector or private parties on a LIFT project. They should demonstrate noteworthy contributions to projects that have enabled early completion, achieved added value and/or reduced cost or have otherwise enhanced the process. Evidence is required showing how the service has led to improved outcomes.

SHORTLISTED

- Shadbolt LLP
- RPS Planning and Development

SPONSORED BY



ERIC WRIGHT GROUP

The Eric Wright Group is a fully integrated one-stop provider of property services, from property development through to construction and facilities management. It is recognised as one of the north-west's leading developers. The group is involved in PFI schemes in both health and education and is also the private sector partner in three LIFT areas.



ENHANCED VALUE

Community Ventures Leeds



Step change: The joint venture with GPs promised improvements in primary and community care

With the advent of ‘world-class commissioning’ and the increasing need to empower GPs in both the commissioning and the provision of a broad range of core services, Community Ventures Leeds (Leeds LIFTCo) decided to form a joint venture with GPs.

The objective was to provide and maximise the potential to add value for public sector partners in Leeds (NHS Leeds and Leeds City Council).

Early discussions started in October 2007 with Leodis Care, a company set up by 104 GPs in 38 practices, which provides services to East and South Leeds, an area with a population of around 250,000 people.

Leodis Care had been created by the Leodis Practice-based Commissioning Consortium in 2006 as part of the primary care trust’s PBC strategy and development plans for the city.

Leodis Care and Community Ventures Leeds decided to form a new style of joint venture company to achieve a number of mutual business benefits.

The company would bring together the expertise of GPs — as commissioners and providers of primary and community care services — and the expertise of the LIFTCo in working with the broader public sector and its range of partnering services. This could support ambitions for service redesign and for modern healthcare facilities.

The new company would bring together the expertise of GPs and the expertise of the LIFTCo in working with the broader public sector

The new type of joint venture company could deliver service and estate changes at a strategic



level that had previously been difficult to achieve because of competing priorities between GPs and practices.

Its purpose is to facilitate the significant changes in primary and community services through the integrated planning of clinical services and new, 21st-century facilities.

This strategic approach is underpinned by NHS Leeds and Leeds City Council’s policies on regeneration and sustainable communities.

This was an innovative joint venture solution encompassing GPs’ and clinical services. It is a vision for enhanced value across LIFT.

AWARD CRITERIA

Partnership working that has enhanced value to the public sector, in particular using innovative processes and structures to achieve effective multi-agency working.

SHORTLISTED

- Salford PCT and Salford City Council for Manchester, Salford and Trafford LIFTCo
- NHS Blackburn with Darwen for East Lancashire Building Partnerships



Providing solutions for a cleaner, greener environment

Green2Go was established in 2007 to provide renewable and sustainable heat and power solutions to its public sector and private sector partners, helping them to meet and exceed their challenging sustainability targets.

Green2Go is a subsidiary of Equity Solutions & Partners Limited, a well established investment organisation which invests in Public Private Partnerships and a well respected LIFT investor and operator.

Green2Go is implementing low carbon solutions across the Equity Solutions and other partners' property portfolios.

In addition, Green2Go is working in partnership with quality assessed supply chain members to progress low carbon options in other geographic areas across the UK.

This work is typically producing an 80% reduction in carbon footprint.

For further information about how Green2Go can help support you please contact us on info@green2go.org.uk or 0161 831 9722 or visit our website www.green2go.org.uk

We would be happy to discuss how Green2Go can provide renewable energy solutions that meet the bespoke requirements of your individual organisation.



REGENERATION

IMPACT ON THE
COMMUNITY

Brierley Hill Health Centre (Dudley Infracare LIFTCo)



Big difference: Brierley Hill Regeneration Partnership has been a key element in promoting the town

Brierley Hill in the West Midlands has a history of being heavily industrialised and is therefore in need of radical transformation.

With this background in mind, Brierley Hill has recently been designated as the new strategic town centre for Dudley MBC. The decision was published in the long-awaited Phase One Revision to the West Midlands Regional Spatial Strategy.

The status gives the green light for the creation of a new Brierley Hill, which will provide significant physical and economic growth opportunities. These include investment of £1bn, creation of 24,000 new jobs and 2,800 new homes.

The catalytic effect of the project cannot be underestimated as it has been the first significant capital development in the area since the late 1970s.

It has provided the confidence for further inward investment by the public/

private sector. For example, Stourbridge College's new £23m Skills, Enterprise & Learning Centre will be located on land adjacent to the LIFT site.

The judges praised Dudley Infracare's commitment to use local supply chains, local materials and local parks

The new landmark building will create significant economic and social benefits for the residents of Brierley Hill, providing a much-needed boost to community-based local health and social care services.

The development will increase footfall to the town centre and will also release a neighbouring landlocked site for commercial developments producing over 130 jobs, along with added investment of over £26m.

In addition, Dudley Infracare has always been engaged with

the local community. As a result of extensive public consultation, the planning application was approved without objection, demonstrating real community ownership of the scheme.

Brierley Hill Regeneration Partnership describes the LIFT project as "a key element in promoting the town, the regeneration vision and bringing partners together. LIFT has been the catalyst for transformation and will be one of the iconic buildings within the new town centre".

The judges noted that the development will consolidate three GP practices with 14,000 patients, therefore bringing 600 new visitors a day to the high street.

They went on to say that the scheme played a leading role in regenerating the area, with Stourbridge College's new centre set to be a major investment.

They also praised Dudley Infracare's commitment to use local supply chains and local materials.

AWARD CRITERIA

Impact of a scheme on the physical regeneration of a community (ie, built infrastructure) either by being a catalyst or an element of the regeneration of the local community. Measurable examples should be provided that illustrate urban renewal and effective improvement of opportunities for the local communities.

SHORTLISTED

- Bolton Health Leisure and Research Centre, Lancashire (Bolton Rochdale and Heywood & Middleton LIFTCo)
- Cudworth Shared Service Centre (Barnsley Community Solutions)

SPONSORED BY

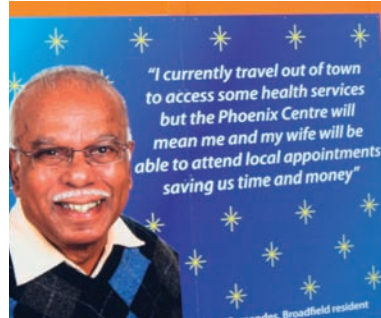


The LIFT Council (formerly LIFT LOBI) represents over 95% of the private sector investor partners in LIFT ventures around the country. We support innovation through partnership — working together with our public sector partners to create innovative facilities that help to regenerate communities and make a real difference to people's quality of life.



COMMUNITY ENGAGEMENT

Phoenix Centre, Heywood (Bolton, Rochdale and Heywood & Middleton LIFTCo)



From the ashes: the Phoenix Centre arose from a lengthy and influential consultation with local people

In 2000, members of Heywood's voluntary and community sector met at the cricket club to talk about what they wanted for Heywood as the basis of their successful application for £3.5m of funding from the New Deal for Communities.

Their ambitions included a new centre that would offer health, social care, council and town services, plus community meeting spaces. This vision is now becoming a reality as the Phoenix Centre, a joint service centre shared between the community, Rochdale MBC and NHS Heywood, Middleton and Rochdale Primary Care Trust, is being built.

It has not been an easy journey, taking years of deliberation and consultation to achieve the best result for the people of Heywood. The site had previously housed the old Hind Hill Centre, which had a wealth of Heywood history. The building had fallen into disrepair and had had to be demolished.

The community was asked to submit ideas and vote on a name for the new centre — hence 'Phoenix', as the new building is rising from the ashes of a well-loved community facility, which housed much

memorabilia and local artefacts. Following suggestions from the community, many of these will be installed in the Phoenix Centre to create an immediate feeling of familiarity and local ownership. To keep the wider community informed, the local newspaper has been kept informed of progress throughout the process.

Engagement, drive and the commitment of residents have made the Phoenix Centre much more than a building

The project has a community-led steering group, whose representatives brought local knowledge to help inform the decision making.

A separate sub-group was created to acquire more in-depth information, discuss issues in detail and help inform views and opinions. For example, before the design stage, the sub-group visited several health and community centres with the developers and architects to find out best practice and passed on their findings to the steering group.

Engagement, drive and the commitment of residents have made the Phoenix Centre much more than a building. The community steering group helped influence the design and functionality and brought primary health care and local authority services into one convenient site at the centre of the community.

This group will continue working with partners to ensure that services in Heywood stay responsive to local needs.

Alongside the civic centre, this new £7.3m, four-storey LIFT building of 3,274m² links with the existing Grade 2 library, and is the flagship for further joint service centres across Rochdale.

Community engagement was strong from the beginning, with the extensive involvement of members of Heywood's voluntary and community sector in the preliminary discussions.

Since then, the development has demonstrated continuous engagement with the local communities.

There is a clear programme for this to continue, using local representatives to inform decision-making and with a separate community group to provide in-depth information and feedback.

AWARD CRITERIA

Engagement with the local community has influenced the development of the building and has increased public identification with it as a community facility. Evidence required of involvement of local residents and staff, ownership and effective influence.

SHORTLISTED

- Brierley Hill Health Centre (Dudley Infracare LIFTCo)
- West End Customer Service Centre, Benwell (Newcastle & North Tyneside LIFTCo)

SPONSORED BY



Primary Plus is a joint venture company established by Bank of Scotland Corporate and John Laing to participate in the Government's LIFT initiative. Established in 2002, Primary Plus brings together some of the UK's leading health and social care specialists with experts in development, management and funding of public private partnerships. The company is the private sector partner in six LIFT companies. For further information please visit: www.primaryplus-online.co.uk.



The Whitehouse Consultancy

Specialists in public and parliamentary affairs

Congratulates all LIFT Awards 2009 entrants and winners

The Whitehouse Consultancy is a specialist public and parliamentary affairs consultancy, which helps its clients to influence the key decision-makers of Westminster, Whitehall, Brussels and local government. Our extensive understanding of and involvement in political life is supported by careful monitoring, research and intelligence-gathering.

We work with our clients to develop clear, consistent and convincing messages and guide them through the political processes that determine public policy – ensuring that concerns are directed to the right people, in the right way and at the right time.

Politics has always been about managing competing interests. Public services are a case in point. Interest groups covering issues as diverse as waste, childcare, apprenticeships and palliative care all have powerful arguments for increased funding and innovative ways to improve service provision. The public purse will never be big enough to pay for all of this to the standard demanded by the public in a consumer responsive world. Creative thinking will always be required to guarantee at least minimum standards of service.

Whitehouse has expertise across all areas of public service and works with charities and businesses seeking to engage in the never-ending debate about how they should be delivered. Supporting investors in primary care, assisting charities to make the case for children's speaking and listening skills or acting as a bridge between the government and professionals, Whitehouse has the public affairs and media skills all organisations need to be part of the debate shaping public service reform.

If you feel locked out of the debate and have something to say, we can help.

Our services include:

- Political Monitoring, Intelligence and Forecasting
- Public Policy Research and Analysis
- Senior Counsel and Strategic Advice
- Political and Legislative Campaigning
- Stakeholder Engagement
- Profile Raising and Strategic Positioning
- Regulatory Issues Management
- Media Handling Advice and Strategy Development
- Reputation Management

To find out what Whitehouse can do for your business:

David Hare, Associate Director, The Whitehouse Consultancy, 222 Southbank House, Black Prince Road London, SE1 7SJ Phone: 020 7463 0694 Email: david.hare@whitehouseconsulting.co.uk

For more information visit: www.whitehouseconsulting.co.uk



TRANSFORMING SERVICE DELIVERY

QUALITY SERVICE DELIVERY

Child Development Centre (East London LIFTCo)



Young thinking: Children's services in Hackney have improved thanks to better partnership working

The provision of children's services in Hackney, east London, has been very dispersed and therefore not always well co-ordinated or convenient. This scheme was designed to provide integrated and innovative care solutions for children in the Shacklewell and Dalston districts of Hackney, which have the most deprived populations in the country.

The concept for the Child Development Centre (CDC) was developed to meet long-standing needs identified by three agencies providing complementary services for the welfare and treatment of children in Hackney. The agencies were the City and Hackney Primary Care Trust, Hackney Social Services and an educational trust called The Learning Trust.

The CDC, which opened in March 2008, provides a single point of access for specialist children's services in Hackney. It offers a generic, multi-disciplinary assessment service including the full spectrum of learning difficulties, allowing an integrated approach to the care of children and the potential to develop innovative solutions to the delivery of these services.

Judges praised the transformation of service provision and were impressed with a single point of contact for children

Previously dispersed agencies and services can now deliver their services under one roof. CDC offers the

opportunity for a one-stop shop for information and advice to the local community. The scheme also contributes to the regeneration of Dalston town centre.

The building is an excellent example of co-operative working and service innovation and development.

The delivery of children's services in this part of Hackney has been transformed through the new co-ordination, improved communication and proximity of services that were previously dispersed around the borough.

The judges praised the real evidence of the transformation of service provision. They were impressed with CDC as a single point of contact for children with complex needs and that it provides an accessible community resource, bringing locals together.

AWARD CRITERIA

The public sector provider within a LIFT area that can demonstrate the greatest improvement to the quality of service delivery. Schemes should particularly demonstrate improvements to the health and wellbeing of the local community, showing how, practically, the resulting health service had a positive impact on users, staff and the organisation.

SHORTLISTED

- Retford Primary Care Centre (North Nottinghamshire LIFTCo)
- Three 'Gateway Centres' in Walkden, Eccles and Pendleton (Manchester, Salford and Trafford LIFTCo)

SPONSORED BY



Creating Sustainable Partnerships for Communities is the sole focus for CSPC, as one of the major investors and developers partnering the NHS and local authorities. We are an active long-term partner delivering state of the art facilities and complementary third-party services, from primary care centres, PCT headquarters to community hospitals. We are committed to the ethos of long term partnerships with the public sector.



USERS' EXPERIENCE

Mary Potter Centre (Greater Nottingham LIFTCo)



Ask here: The one-stop shop in Nottingham responded well to its diverse population

The £14.5m Mary Potter Centre is the second joint service centre delivered through the Great Nottingham (GN) LIFTCo, in partnership with Nottingham City Primary Care Trust and Nottingham City Council.

Located in one of Nottingham's most deprived but culturally and ethnically diverse areas, the centre is one of the most important regeneration projects in the neighbourhood. Facilities available at the centre range from GP surgeries to cash payment services and a crèche.

The focal point is the 'Ask here' desk, where trained advisors can answer queries concerning a range of partner services. The idea is to minimise the number of 'avoidable contacts', which is part of the government's wider, NI 14 guidance programme, which aims to improve services and reduce costs.

Next to the 'Ask here' desk are touch-screen self-help information kiosks as well as a wide range of health, council and housing leaflets. A

payment counter also provides a convenient way of making payments to the council and Nottingham City Homes.

The centre celebrates local affection for the Venerable Mary Potter, whose religious community cared for the people of Hyson Green between 1877 and 1902.

The first user annual survey revealed that 98% of respondents were either 'very satisfied' or 'satisfied'

Local involvement in the scheme has been critical to its success and is reflected in the centre's artwork, which is delivered through a partnership between Nottingham City Arts and the Nottingham Development Company. It includes contributions from local schools, community groups, service users and staff.

At the centre's opening, Councillor Eunice Campbell (Lab) expressed delight that "so many local people were able to have a say on what services will

be provided, the interior look and feel of the building, as well as what it will be called".

The first centre user annual survey, conducted last October, revealed that the vast majority of visitors considered services to be high-quality, friendly and accessible, with 98% of respondents being either 'very satisfied' or 'satisfied'.

Furthermore, 97% stated they found staff helpful, 93% considered the centre 'welcoming', and 80% felt that services had improved.

Cllr Mohammed Ibrahim (Lab) described the centre as "a huge asset to the people of Hyson Green and Radford, providing a single point of access to a wealth of public and community services all under one roof".

The judges were impressed by the 'one-stop shop' that focuses on being responsive to the needs of its disparate population. They felt the 'Ask here' desk showed particular attention in trying to meet the needs of users. And the evidence was that customers felt that they are receiving the services that they want.

AWARD CRITERIA

This award is for the best and clearest improvement to the service users' experience (public and staff), having regard to increased choice, access, and service delivery as well as demonstrating to the users of the facility clear service improvement. Assessors have been looking for the following evidence: measurable examples that illustrate large gains in transforming the experiences of those using the schemes.

SHORTLISTED

- Kentish Town Health Centre, north London (Camden and Islington Community Solutions)
- Walkden Gateway Centre (Manchester, Salford and Trafford LIFTCo)

SPONSORED BY



listening to patients,
speaking up for change

The Patients Association is an independent charity which, led by what the patients themselves tell them, has campaigned for more than 45 years for better health care.

Community Solutions
for Primary Care

creating sustainable partnerships

service integration



community involvement



Vision to delivery, the *Express LIFT* route.



Needs based sustainable change, delivered quickly.

Community Health Partnerships (CHP) helps the public sector to transform community services for the benefit of local communities.

For the past five years, CHP has been instrumental in delivering the Local Improvement Finance Trust (LIFT) initiative.

Today, *Express LIFT* goes a step further, creating a framework of approved expertise and partners to deliver the LIFT experience quickly, efficiently and effectively to public sector organisations.

Express LIFT offers organisations the opportunity to respond to community service needs by creating state-of-the-art, purpose built infrastructure.

CHP has developed a central pool of skills and expertise to assist organisations willing to engage in the *Express LIFT* journey, from initial inception through to project delivery. At the heart of this support is the understanding of the public service objective to transform community services in order to meet local needs.

The CHP team of public private partnership experts can provide a tailored package of support that includes:

- *Express LIFT* - a guide to the possibilities, limitations and responsibilities
- Defining the benefits from Strategic estates planning
- Providing *Express LIFT* procurement guidance
- Maximising the benefits of partnership working
- Delivering a comprehensive package of training and skills development

To find out how CHP and *Express LIFT* can support your community service plans contact us:

T: 0207 633 4113

E: communityhealthpartnerships@dh.gsi.gov.uk

www.communityhealthpartnerships.co.uk

